



Thanks for choosing Train with Trust! We want to make sure that you feel comfortable and well prepared for an effective consultation. To ensure that our session goes smoothly, this handout will outline:

- ✓ How you should prepare for our session
- ✓ How/when we will make contact
- ✓ What to expect during our session
- ✓ Back up plans in case of technical difficulties

### **How you should prepare for our session:**

Complete the history questionnaire (downloaded from [TrainWithTrust.com](http://TrainWithTrust.com)) and email to [Info@TrainWithTrust.com](mailto:Info@TrainWithTrust.com)

Also include:

- All your contact info: **Phone, email and Skype or Google hangout name**
- General days and times you and other included family members are available

Before our consultation, log on to your Skype/Google hangout account to ensure your settings are correct and functioning properly

- Perform camera and mic check
- Ensure lighting is good
- Familiarize yourself with the field of view from your webcam

In case you experience internet problems, identify a potential back up such as a mobile hotspot, a nearby library, café, or friend/relative

### **How/when we will make contact:**

We will contact you via email to set our on-line consultation date & time

We will initiate the consult by calling you on Skype/Google/Phone at the designated date & time

### **What to expect during our session:**

Our consultation will run for 60 minutes. We will plan and manage our session to be effective and stay on-time. If additional time is required, we will notify you and allow you to opt in/out of additional charges. Added time will be charged at the session rate, \$25/20 additional minutes

Prior to the consult we will receive and review your history questionnaire

During our consult we will ask additional follow-up questions. In addition, we may:

- Ask to see relevant household areas (litter boxes/locations, scratchers, yards, kennel areas, food/water locations, windows/doors, living spaces, etc.)
- Ask to observe your pet on its own or interacting with you/others
- Provide coaching for interactions, training, environmental changes, etc.
- Lay out our plans for follow-up (email, phone, additional sessions, etc.)

### **Back up plans in case of technical difficulties**

If I have technical problems I will contact you at the phone number you provided

If you have technical problems, contact me via phone at number provided during scheduling