



Frequently Asked Questions

What are your hours? Are you available nights and weekends?

Mon to Fri, 9am to 4pm ET depending on the service. Please ensure our schedules are compatible! If you require evening or weekend hours, I am happy to refer.

Why are you so much more expensive than other trainers?

My work is almost exclusively behavior consulting, not training. All services include a Master's Degree, twenty years' professional experience, multiple certifications, memberships, continuing education, and knowledge of how cats, dogs, and humans think and learn. My job is to not only assist you in navigating your pet's behavior but also to support you emotionally in the process.

Why do you communicate and schedule via email only? Can't we talk on the phone?

I correspond via email due to schedule constraints and to accommodate more clients more efficiently. This also allows a written record of what was discussed. Texting and phone calls are available to existing clients. If you are uncertain about whether to work on your pet's behavior concerns, Case Reviews are a great option.

Why can't we meet in person?

Unfortunately, I recently suffered a stroke and am currently not able to drive and have limited energy. Further, I am decreasing how much time I spend working and spending more time enjoying life.

How can a virtual session possibly work?

Cases begin by identifying and addressing contributing factors, laying foundational training, changing your behavior, etc. I rarely have to be in the room to get started and, in fact, can often resolve the case without ever meeting in person!

Don't you need to see the behavior in action in order to address it?

When it comes to fear, aggression, and some other behaviors the answer is no! In fact, if your pet becomes too upset during our session, their brain will not be able to process much at all. My job is to keep your pet "under threshold" so they are equipped to learn.

What can I expect in the first session?



Jones
Animal Behavior

Certified Behavior Consulting & Education

To get the most out of our time, avoid other appointments or distractions. Others are welcome to attend, including children

Prepare rewards your pet LOVES, just in case. In virtual sessions, portability is recommended in case I need a "tour" or to see your pet.

How many sessions will I need?

Few issues are resolved in one session. Resolution depends on many factors such as severity, frequency of training, motivation, health, the family, and much more.

How will I know if you can cure my pet?

There is no "cure" when it comes to behavior. Behavior develops via a combo of learning, genetics, etc. so cannot be erased or removed. Instead, your pet will learn to make different choices, trust you, and more.

My trainer told me cookies won't work for my dog and that I need to be the alpha. Is that true?

No, no one should use alpha or dominance based training - it's been known to be ineffective, confusing, and damaging since the 80s. [Learn more here](#). My approach isn't a trendy, new, touchy-feely gimmick. It is supported by published research as effective and humane. If it works for a gorilla, it'll work for your dog.

What are your cancellation policies?

Deposit and history are required to secure your appointment. Missed and cancelled sessions with less than 48hrs notice may result in loss of deposit. Inclement weather, illness, etc. will not impact your deposit.

I am not sure if I can or should try to address my pet's problem. Do I still need an Assessment?

If you're not sure you can or should work on any behavior, a Case Review or even Euthanasia Support are helpful to getting enough information to help you decide.

If you're not sure you can or should work on any behavior, a Case Review or even Euthanasia Support are helpful to getting enough information to help you decide. Yes! I offer behavioral euthanasia counseling for exactly this reason. I will talk you through options, the decision, the process, the grief, or anything you need - free of judgement. This decision is a difficult one, but you don't have to make it alone.\