

Preparing for Virtual Consultations

How to schedule an appointment and follow-up appointments:

- Email or call us to schedule a consultation
 - Anthony's Email: anthony@demarinisdogtraining.com / 516-582-7877 (Ext. 1)
 - Katie's Email: katie@demarinisdogtraining.com / 516-582-7877 (Extension 3)

Technology Needed:

- Computer, laptop, tablet or cell phone device with a working web camera (Laptops and tablets preferred)
- Make sure all technology batteries are charged (have charger nearby in case battery is low).
- You may want to create a Zoom account and/or download the app. Although it is not required, it may make it easier for you to join the meeting.
- In the event we have trouble connecting, have your phone nearby so that we can text or call each other to communicate.

In preparation for your virtual consultation we suggest you:



- **Write Down Your Questions/Concerns:**
 1. Write a list of questions and concerns you would like answers to.
 2. Write down specific incidents when the problem behavior(s) happen. Please include what happens before and after the behavior(s) as this can provide valuable information.
 3. You should also write down any additional behaviors/incidents that you have questions about.



- **Be Prepared To Take Notes:**
 1. Have a pen and paper or laptop or tablet device to take down notes for yourself. If you are using paper and pen I suggest that you file these notes with your dog's other vital records. If you use your phone or laptop, creating a folder for your notes will help you find them easily when you want to refer to them.



- **Video Footage:** Video of behavior I might not see during the consultation can be helpful. Videos should be:

1. Short, 30 to 90 seconds is great.
2. Of normal happy behaviors – playing, resting, doing training exercises with you.
3. Video of problem behaviors. For these videos the following rules apply, and if the rules mean that you aren't able to provide these videos that's okay.
4. Do NOT purposefully provoke your dog into the problem behavior. This is not a safe thing to do and is not good for your dog.
5. If the behavior occurs outside of the home, ask a friend or family member to be your video person. Handling a reactive, fearful or aggressive dog and taking video yourself is not safe.
6. Helpful Suggestion To Consider: If the behavior happens in your home, there are a number of portable surveillance cameras on the market, that are inexpensive that will automatically record movement/sound. Having one in place over a period of a few weeks might yield some helpful footage. You can then clip and save the portions that show an "event" so we can review it together during the consultation.



- **Uploading Video Footage:**

Uploading videos to YouTube is easy, organizes all the videos in one place, and therefore makes viewing them together a breeze. Be sure to select "Unlisted" when you upload the videos, this keeps them private so that only you and I can see them. Other options to share videos are by emailing them directly to me or uploading them to Google Drive.

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- **Preparing your dog for the session:**

- Muzzles: If your dog needs to wear a muzzle for the consultation due to safety concerns please let me know ahead of time so that I can provide you with helpful information on muzzles and how to acclimate your dog to wearing one.
- Please make sure your dog is ready to work for food during our session together. (In most cases I start coaching clients with their dogs, however there are some cases where this does not occur.)
 - a. If our session is near your dog's meal time, then do not feed the meal. We will use the meal and/or treats during the session.
 - b. If the session is a few hours after meal time, do not feed your dog the entire meal. Instead, feed a quarter of the meal so that your dog is still hungry and ready to work.
 - c. Have a variety of your dogs favorite treats handy! Treats should be soft, so that your dog can swallow them quickly. Treats should be "high value", which means something that your dog will be obsessed with! This can

include (but not limited to): boiled chicken breast, hot dogs sliced into cubes, roast beef, cheese cut into small cubes, or meat rolls such as Happy Howies or Red Barn (cut into small cubes) or anything else meaty or smelly. Have enough of everything as this will be helpful in specific training and behavior modification situations if we end up doing some hands-on work during the consult.

- Your Work Space For Virtual Consults: Many of my sessions require hands-on training skills. If possible, please make sure to have an open space such as a room cleared where we can have the camera set-up so that I can view you and your dog while I coach you. You will also want space for yourself so that you can comfortably work with your dog.
- Your Pet: Some pets may find virtual sessions scary because of the sound and/or camera being used. If your dog gets nervous easily, plug in headphones with a microphone attached so that you can hear me and speak to me. Another option is having your dog in another room to help reduce stress.



Online Video Chat Instructions: The sessions are provided through a platform called Zoom. In most cases you DO NOT need to sign up for an account. Some devices may ask you to download the software in which case please do so in order to access the meeting. You will be sent a separate email with the invitation link to the meeting. When it is time to start the meeting, just click that link, and accept the question that may show up on your screen to join the meeting. On the bottom, left hand corner of your screen there will be an icon of a microphone and video camera with a red mark through it. Make sure to click those so the red mark is gone and you will be connected! If you are having trouble with this, feel free to text or call me at 516-582-7877 (Press 5 after the virtual voice recording options come up).