



WELCOME!

Hello, and thank you for choosing West Tennessee K9, for your board and train. Here are just a few things to know about your upcoming training.

Board and Train

Our board and train programs run between 5 and 160 days, depending on the program you chose. Each program has different training options, but there are a few things that are the same on all programs.

Drop Off - You can drop off as early as 7:30 AM, the day of training. It is important that you let us know what time you will be dropping off. We are open 7:30 - 6:00 M-F and 8:30-12:00 Sat. Terry does his best to be available for every drop off. If, however, he isn't available, one of the staff members will facilitate drop off.

We do offer drop off prior to your scheduled training day, as long as we have room. If your schedule requires an early drop off, please schedule it well in advance. Please keep in mind that there may be an extra charge. This fee will be paid at drop off and is not included in the package price.

At drop off, one of our staff members will go over feeding times and amounts, your pup's kennel needs, (blankets etc.) daily medical needs, and any other direction you would like to give us, in regard to your pup's care.

We do understand how precious your pup is to you. If you have any reservations about drop off, please do not hesitate to give us a call. We want to make the drop process as smooth and easy, as possible, for you.

Drop Off Location - Raleigh Bartlett Animal Hospital, 4318 Stage Road, 901-388-9550 - West Tennessee K9, is located inside of this building.

Shot Records - Please email a copy of your dog's shot records, in advance, to westtnk9@gmail.com. Please include your name, as well as your pet's name, on the title line.



WELCOME!

All dogs must be current on all vaccines, including Bordetella (Kennel Cough). If your pup is not up to date on vaccines, we will not be able to keep your pup. We will do our best to reschedule your training, but keep in mind that you will be taking another spot in the future where we will not be able to book another dog.

Food - We do have food available for your pup. However, it is better if we keep them on the same food and feeding schedule, which they are on at home. Please bring just enough food to last the entire stay. **We ask that you do not bring the entire food container, if your dog will not finish it. We have limited storage space. It is not required, but very helpful during stays two weeks or less, if the food is separated into individual servings, and placed in Ziploc bags.** Upon check in, we will ask you about your feeding schedule; how much, frequency, etc. We want to keep your pup consistent, so when they get home, they are not on a different schedule. Please let us know of any food allergies. We don't want any upset bellies.

Collars and Leashes - Please have your pup on a standard leash before entering the building. If you are using a retractable leash, or harness, please come inside and ask for a slip lead. We will gladly loan one to you. We don't want your pup to slip their collar, or yank the retractable leash out of your hands. We haven't lost a pup yet, and don't want yours to be the first.

When dropping off your pup, you will be asked to remove all collars and leashes. One of our kennel staff members will have a slip lead for you to use. Please put the slip lead around your dog's neck, before removing the collar and leash, they came in on. As you can imagine, keeping everyone's leash and collars separate is extremely hard to do.

For safety reasons, the dog's collars are removed while they are in a run or kennel. During training, we will use our collars for your pup. This includes prong and remote collars. If you have purchased a prong or remote collar through WTNK9, it will be available, when you pick up your pup.



WELCOME!

Aggressive Dog Drop Off - Prior to dropping off your aggressive pup, you will be sent a video, on how to muzzle train. If your dog has a serious bite history, it must be muzzled, before our staff can take it from you. This is for everyone's safety. If you aren't sure if your dog should be muzzled, please contact us at least two weeks prior to drop off, so we can get it worked out. We handle a lot of biting dogs, so please don't apologize, or think you will get kicked out of the program. Training bad dogs is what we do.

The Handoff - The handoff is where things can go terribly wrong. Please remember, the drop off can be as stressful for the dog, as it is for you. It is very important, once you hand the leash to a staff member, you quickly exit the building, or allow us to immediately take the dog back to the kennel / let out area. The longer you stay, the more the dog will get worked up. We are happy to answer all of your questions, either before you hand the dog off, or after we take the dog back. We begin training the moment we take the leash from you. Dropping your pup off can be emotional, but we will help you work through it. The longer the good bye, the more stressful it is for you and your pup.

Where will your pup be kept - Every dog is housed indoors, in a private run. These runs are approximately 4'Wx9'Lx6'H. They are heated and cooled around the clock. Your pup is let outside every couple of hours, when not training, into one of three, private exercise yards, to go to the bathroom and run around. The dogs are continually monitored, and are not left alone for long periods of time. In periods of extreme hot or cold, they are only left out for five minutes. If you give the okay at check in, we provide your pup with lots of comfortable bedding. All runs are cleaned daily, to meet hospital standards.

Care - We are fortunate enough to be teamed up with Raleigh Bartlett Animal Hospital. We have a full-time kennel staff that will take care of all your pup's needs. Each dog is monitored by this staff. Each pup has a detailed kennel card that lists the name, breed, items checked in with the dog, feeding schedule, and discharge date. The kennel card is also used to log feeding times, amount fed, and amount eaten. In



WELCOME!

In addition, the staff also logs each time the dog goes to the bathroom, and if it was normal.

Weight Gain/Loss - During training, your pup will get much more activity than it gets at home. Our days are packed full of training, socialization, and just overall activity. It is very common for a dog to lose a few pounds during training. We carefully monitor and log their food intake. If your pup isn't eating, we use additives like canned chicken or broth, to encourage them to eat. The pups are weighed daily. If we see a significant loss of weight, we will contact you, and get the ok to increase your pup's calories.

Additional Care - Each dog is checked by a Vet and/or Vet Technician, daily. We want to assure that the dog remains in good health, for its entire stay. If for any reason something abnormal is found, you are contacted, immediately. We will go over what the vet found, as well as treatment recommendations and cost, if any is needed. You will have the option for RBAH treat your pup, or you can take your pup to its regular vet. However, if it is an emergency, care will be provided immediately. RBAH will, to the minimum necessary, treat your pet until you can be reached.

Medications - Many dogs come to us already taking medications. If this is the case, there is a \$5.00 per day charge. The reason for this charge is a Vet or Vet Tech will administer and record all meds. Each time the meds are given, it is logged and kept on permanent record. WTNK9 does not receive anything for this charge. We bill exactly what is charged to us.

Training Frequency - Your pup will be trained on a rotation schedule from 9:00 am to 4:30 pm. During extreme heat or extreme cold, this training scheduled will be modified to assure your pup's safety. The only day we do not train is Sundays. If your



WELCOME!

training program goes over a weekend, extra days are included to make up for these days. However, on Sundays, your pup will be tended to and exercised by kennel staff.

Photos and Videos - We do our best to provide you with some photos or videos, during your pup's training. However, the dog's training comes first. With a full schedule, it's incredibly important that we do not lose focus. Trying to get pictures and videos sent daily, for every dog, can rob this precious training time, if we aren't careful. If we are focused on the camera/phone, we can't focus on the dog.

Social Media - During your dog's stay, I will take videos and photos. Often times I will use these photos on social media. **If you do not want me to post any pictures or videos, please let me know ahead of time.** We do our best to utilize Instagram Stories @terrywesttnk9. They are also duplicated on Facebook Stories. Posting on social media is an important part of our communication with clients, but the dogs still come first. The frequency and number of posts will vary, based on our training schedule. I promise, we will do our best!

Calls, Texts, emails, Instagram Messages, Facebook Messages, Etc. - We want you to know how your pup is doing. There are so many different forms of communication in life today, it can get very confusing and distracting. We live in an amazing time, where nearly all communication is done via our cell phones. We track our screen time weekly, to see what we are spending the most time doing. We are always trying to improve the way we use our time. The better we can control our time, the better the dogs and owners are trained.

At this point, email is the best form of contact. We schedule times daily, to get back with everyone. In regard to using our time best, email is the easiest thing to schedule specific time to do. When you send an email, please include your name, as well as your pup's name, in the subject line.

We do our best to answer calls, 7:30 am - 6pm, M-F, Sat. 9-1. If there is no answer, please leave us a message, so we know you have called. We will get back to you as



WELCOME!

soon as we can. It's almost always the same day, even if it's just leaving you a message, telling you how your pup is coming along.

Often, we will communicate with you via text, sending photos, etc. We ask that, unless we initiate the text, please correspond via email. It is hard, and sometimes next to impossible, to remember on which medium the correspondence was received. I find myself spending precious training time, scrolling through emails, texts, missed calls, FB, and IG messaging, searching for a conversation.

As a general rule, I keep notifications on my phone turned off. No matter how much we try, if we hear that notification tone, we have to check it out. It's become almost instinctive. I do my best to check notifications first thing in the Am, Mid-day and Early Evening.

After saying all of this, let me also say, if you are worried and stressing over your dog's stay, please do not hesitate to give us a call. I 100% understand how important your pup is in your life. I know my pups are precious to me, and when I'm gone, I worry. Often times, a quick photo, or conversation can ease our minds.

Go home appointments - Please make sure, when you drop off, you schedule your go home appointment. Go home sessions are done at the training center. **When making the appointment, please keep in mind that there is only one late appointment. The last go home session cannot start after 4.** If there isn't a late slot available, we can discuss other times/days that may work better. I do my best to accommodate everyone, but sometimes, our schedules won't align on the day which your go home falls.

It is important, for everyone who is going to handle the dog, is present for the go home session. If everyone in the home gets instruction, and is on the same page, the dog has a much greater chance of success. Everyone being present, also makes training easier, on everyone in the home. You will all remember different parts of the go home session. Something different stands out to everyone. Everything done is done better, together.



WELCOME!

We do our best, not to do go home sessions on Saturdays. Saturdays are a very busy training day. If we have scheduled your go home session on a Saturday, the only slot available is 8:45am. Occasionally, there will be two on Saturdays. Those times are 8:45 and 10:15am.

No training, or go home sessions are done on Sundays.

What to expect at your go home appointment - Your go home appointment will last approximately 1 hour. The goal of the go home session is to teach you how your pup learns. Another goal is to teach you how to work with your pup now, and for the remainder of its life.

I want the go home session to be very interactive. If you don't understand something, please speak up. I want to make sure you are getting everything out of the training you can. It is a lot of information to go over in an hour. Please, feel free to bring something on which to take notes.

When your pup sees you, he/she will be very excited. This is expected, as they haven't seen you in a while. As hard as it will be, please don't touch or speak to your pup. I will use your petting them as a reward, later in the appointment.

The first half of the session will be teaching the basic fundamentals of training, using your pup, as an example. The second half will be hands on with your pup. Please remember, I don't expect you to know what you are doing. Just relax and I will lead you through it. You are here to learn.

Training tools - Depending on the length of your pup's stay, several training tools will be used. I want to make certain you know exactly how, and with what tools your dog will be trained.

If your pup is in the puppy program (3-5 months old) only a slip lead and his/her own food will be used in training.

If your pup is in the one-week, base line, board and train program, he/she will be



WELCOME!

trained with a Herm Sprenger prong collar, in addition to a slip lead. We will use food, as a reward, for your pup.

Programs, 2 weeks and up, will be trained with a Herm Sprenger prong collar, E-Collar Technologies Mini Educator, electronic collar, and slip lead. We will use food, as a reward, for your pup.

Below is a photo of the Herm Sprenger prong collar, along with a description. Small dogs, under 30 lbs. will require a light weight collar; all others, a medium collar.

These collars can be purchased through our online store. There is a link to this store, at the top of our Facebook page, as well as our Website.

If you have any questions about the collars, please don't hesitate to ask.

It is extremely important that the prong collar be a Herm Sprenger brand collar. If you are purchasing online, know that the collars will cost you \$25 or more. The collars that are sold for less than that, usually about \$10.00, are knock-offs. These knock-offs are very cheaply made, and do not give your pup consistent, accurate pressure. The prongs can also be very sharp and scratch your pup's neck.

If you don't order from our store, please do not send the collars with the dog to training. We use our collars for training. However, if you order one from us, your dog will come home with it on.





WELCOME!

If you are doing a program that runs two weeks or more, both an E-Collar (pictured below) and Correction collar are required.

These collars can be purchased through our online store. There is a link to this store at the top of our Facebook page, as well as our Website.

Brand does matter! We use the E-Collar Technologies, Mini Educator. This collar is of a very good quality, water proof, and communicates very consistently with your pup, on all levels.



There are less expensive options. However, these collars are very inconsistent and can cause your dog to not understand what you are asking. Example: You may be giving information on a very low level, and the collar's receiver will give a stim, at a higher level. Consistency in communication is very important.

Leash and Collar - During your go home session, you will need a 4-6-foot, regular leash, and flat, buckle collar. Please do not bring, or use, retractable or bungee leashes.

Muzzles - We recommend Baskerville Muzzles.



WELCOME!

Refunds - All training is Non-Refundable.

Payment - Payment is due at the time of booking. If arrangements have been made, final payment is due 5 days prior, to training start date.