

# RULES AND CONDITIONS

*OF THE COOPERATION AND THERAPY  
OF DOG SEPARATION DISORDERS*



**CSAT**  
Certified Separation  
Anxiety Trainer



PET  
ON THE COUCH

# BASIC INFORMATION



The therapy for separation disorders is conducted according to Malena DeMartini's protocol by Agnieszka Dąbrowiecka - zoopsychologist, behaviourist and Certified Separation Anxiety Trainer (from now on - CSAT).

Remember that each therapeutic process is long-lasting and requires systematicity from all parties and compliance with the protocol rules and thresholds set by your dog.

Following the recommendations of the protocol's creator, the therapy is conducted in 4-week packages.

# GUARDIAN'S RESPONSIBILITIES

- Perform the exercises strictly according to the CSAT's instructions and note the dog's behaviour in response to individual points of the Mission in a shared, individual Google Spreadsheet file (the so-called Mission Journal).
- Enter the above-mentioned notes in the Mission Journal till 7:00 p.m. every day the session takes place. This is a condition for receiving the next Mission. You will receive it from me no later than 9.00 a.m. on the day of the next session or at least an hour before our scheduled reassessment.
- Remember that your dog cannot be left alone at home, even for a moment (except for the mission steps in the therapy plan), during the entire period of our cooperation. This does not mean, though, that the dog has to be only with you and in your home at this time, but the company of any other person and placement in another place with whom and where (s)he feels comfortable will work just fine, too.
- Remember that no aversive tools or methods (e.g. electric collars or aggressive behaviour towards the dog) may be used against the dog.
- Remember that you are responsible for your and your dog's safety. Therefore, for example, always be especially careful when opening the door so the dog does not run out of the house.
- It is your responsibility to prepare the necessary resources, including technological facilities (e.g. camera, laptop, telephone, etc.) and acquire basic skills in using tools, such as meetings in the Zoom application, completing shared files, etc.
- By starting our cooperation, you automatically consent to CSAT's possibility of using the recordings of your dog for educational purposes while maintaining your anonymity.
- Place your order and payment for the 4-week package no later than 48 hours before the date of the first online meeting (initial assessment on Zoom). Please note that the fee is non-refundable.



# IMPORTANT INFORMATION

- Therapy of separation disorders is carried out individually, and, like any therapeutic process, it may be long-term. As a CSAT behaviourist, I will make every effort when conducting therapy for your dog to make it as effective as possible, following the principles of Malena DeMartini's protocol. Still, I cannot guarantee that specific results will be achieved within a particular time.
- The protocol may require the execution of subsequent packets. As a Caregiver, you are not obliged to continue the therapy as part of the following package, but if you decide to do so, make an appropriate declaration that you choose to continue the therapy and pay for the next package based on the invoice received at least 24 hours before the start of the subsequent therapeutic cycle. If you decide to end the therapy, please also let me know in advance by e-mail so that I can advise you on possible further steps.
- As part of the package, we focus exclusively on separation disorders. Any other behavioural challenges can be addressed during a separate consultation.
- As a CSAT behaviourist, I am not a veterinarian and cannot advise you on pharmacology for your dog, but if necessary, I will be happy to tell you which of the veterinarians I know would be worth turning to for help, and I will be glad to be in cooperation with them.
- If you are planning an absence and/or break from training lasting longer than 2 days, please remember that these must be arranged at least 1 week in advance to adjust the training session schedule properly. If the above-mentioned deadline is not met, the paid sessions will be treated as completed. Please take into account that too many breaks in training may not give you a chance to make adequate progress; therefore, as part of the package, you have the right to report no more than 3 longer breaks in training, lasting a total of a maximum of 14 days. Once this limit is exhausted, sessions cancelled even in advance may be considered used up.
- Please remember that the materials provided to you are my intellectual property and are for your own use only, without any rights to distribute them.
- All information provided to each other is confidential and may not be disclosed to a third party. This especially applies to information such as camera access codes, other access passwords and private data.
- In the event of any disputes, both Parties undertake to resolve any misunderstandings amicably. The place for resolving disputes will be the Capital City of Warsaw, Poland.