

## PROCEDURE FOR REFERRAL FOR BEHAVIOUR COUNSELLING

Kendal Shepherd, BVSc., CCAB, MRCVS  
48a High Street Woodford Kettering  
Northants NN14 4HF  
01832-733417  
[kendal@kendalshepherd.com](mailto:kendal@kendalshepherd.com)  
[www.kendalshepherd.com](http://www.kendalshepherd.com)

- Unless the pet has been examined recently and the behaviour problem already noted on the client records, a veterinary examination should be arranged following any behavioural enquiry. Not only is this to eliminate any concurrent medical problem but also to ensure that a behaviour referral is considered by both vet and client to be as important as a referral to a specialist in any other discipline.
- If enquiries are received about animals who have not been seen recently by a veterinary surgeon, owners may be asked to arrange a check-up before a counselling appointment will be made. Although emergency advice may be given in some cases, clients must not be led to expect advice over the telephone.
- The referral form should be completed by the referring vet and e-mailed or posted to me, upon receipt of which I will contact the client. Alternatively, the client may telephone me direct to arrange an appointment as long as they have a completed referral form. I also need full details of all medical history, whether or not it is deemed relevant to the problem in hand.
- Once an appointment has been booked, the client will be sent a behaviour questionnaire for each animal involved in the problem which they should complete in detail and return to me before their appointment.
- Counselling is arranged on a house call basis and cases will normally be seen on weekdays during office hours. Evening or weekend visits may be possible in exceptional circumstances but may involve extra cost.

- Each session includes the appraisal of a detailed behaviour questionnaire, between two and three hours consultation time, handouts given during the session and a summary of the advice given, emailed or posted, a copy of which will be sent to the referring veterinary surgeon. It is also possible to arrange DVD recording of the consultation session, which is particularly useful when children are involved and when all family members are not able to be present.
- A counselling fee of £285 + travel expenses is payable at the time of consultation. The fee for a video-recorded session is £350. The major insurance companies cover the cost of behaviour therapy but clients should always check their individual policies and if necessary telephone the company for confirmation.
- Details of any recommended medication or other treatment will be discussed with the referring vet.
- Follow-up progress reports after consultation will be by email if possible. In certain cases, a follow-up session or training work will be required which may be arranged in conjunction with other trainers.
- It is not intended that advice should be denied those unable to afford the full cost. Please telephone to discuss individual cases for which cost may be a deterrent.