

**Companion Minds agreements, terms and conditions, and privacy notice as it relates to mentoring services**

**Once payment has been received, or agreement confirmed in writing, this implies full agreement with the agreements, terms and conditions, and privacy notice stated in this document.**

**Agreements**

At the following package levels, the agreement between you, the paying client, and Companion Minds Animal Behaviour & Training, henceforth Companion Minds, is as follows:

**Level 1: Report feedback**

- You the client, emails me an anonymised word document of a chosen client report and the associated vet letter, from a case of your own. This can be from a case you have already seen, or for a case whose report has yet to be sent out.
- Companion Minds will read the provided documents and provide feedback within 2 weeks of receiving the documents, unless stated otherwise in the event of holidays/time off.
- The feedback received will involve comments on writing style, communication, professional or ethical considerations, what is good about the content and what may be missing or could be improved.
- You, the client, understand that there is no strict right or wrong way of report writing, and as such, Companion Minds only offer *suggestions* and *considerations* to help you think critically about report writing.
- The cost of this service will be stated on the associated invoice

**Level 2: Remote discussions**

- You can book however many hours you want, to discuss Clinical Animal Behaviour and Animal Welfare topics. The minimum booking is 1hour but can be extended in 30min blocks.
- Topics to discuss during these sessions may include any of the following:
  - General case management, bearing in mind that it is not a detailed case discussion and as such the content would only be general advice on aspects to consider to help you manage the case.
  - Behavioural assessment and diagnostics
  - Risk Assessment
  - Treatment options, planning, delivery
  - Client and veterinary communications
  - Treatment monitoring via diaries or training plans
  - Professional situations
  - Business strategies
  - General principles of animal behaviour and welfare
  - Other topics as agreed between Companion Minds and the client
- The cost of this service will be stated on the associated invoice

**Level 3A: Remote case mentoring**

- You source a client/case by yourself. This client must be referred to you via a qualified and practising veterinarian surgeon.
- Prior to seeing the case, you provide Companion Minds with anonymised versions of the associated behaviour history, medical history, and any other case preparation material.

- Companion Minds will review this material in their own time.
- You meet with Companion Minds remotely, for up to 1 hour, prior to seeing the case to discuss case preparation, which is expected to include discussions of likely client attitudes, differential diagnosis, risk assessment, treatment options, and possible medical influences. Regarding the latter, you acknowledge that Companion Minds are not veterinarians and are thus limited into what can be discussed with you regarding possible medical factors.
- You then conduct the clinical behavioural consultation yourself.
- Within 1-week of your consultation, you meet with Companion Minds remotely again, to discuss the case. This is expected to include a review of the history you have taken, behavioural diagnostics, risk assessment, prognosis, treatment plan, monitoring, and veterinarian liaison.
- Another 1hour remote session is available to be used by you within a 3-month period (from the date of our post-consultation session). This is expected to involve a review of progress and case management.
- The cost of this service will be stated on the associated invoice.

#### Level 3B: Remote case mentoring with report feedback

- This package is a combination of level 1 and level 3A, in that before you send the client and veterinary reports, Companion Minds will offer one-off review/feedback on, your written report and vet letter.
- The cost of this service will be stated on the associated invoice.

### **General terms and conditions**

#### *Disclaimer*

- You understand that all services are of a mentoring nature and not supervision. As such, you understand that you maintain sole ownership and responsibility for any case you raise or discuss with Companion Minds at any of the service levels stated above. This means that where Companion Minds may make suggestions or approaches to case management are made, these cannot be said in any form (including verbal or written) to a client or other professional involved in the case to have come from a particular individual or from Companion Minds as a business. This means that there can be no claim to have had input from another individual even if the case is discussed with Companion Minds. Any exceptions to this need to have been agreed in writing with both parties ahead of any cases discussed.

#### *Code of conduct*

- You agree not to practise outside the limits of your competence. If you're in doubt about your ability to lead a case, this can be discussed with Companion Minds, and you understand that we may advise you refer the client on to a more qualified practitioner or seek a member who can directly supervise you on the case in person.
- Companion Minds adhere to the following codes of conduct: Code of conduct for Certificated Clinical Animal Behaviourists (<https://www.asab.org/ccab-code-of-conduct>) and Fellowship of Animal Behaviour Clinicians (<https://fabclinicians.org/code-of-conduct/>). We reserve the right to cancel service provision without refund if we believe you, the client, is not adhering to the highest ethical or welfare standards. If we believe you to be in breach of any codes of conducts of professional organisations you are affiliated with, you

understand that we may report you to the associated bodies. In the event of any criminal or civil legal issue arising, this may be reported to the police.

### *Confidentiality*

- Across all levels, it is advised that you obtain written permission and consent from your client to provide details and discuss their pet's case with a third party. Even if permission is sought, we recommend that any real-life case content should be anonymised before communicating it, via any media, to Companion Minds.

### *Payment, refunds, cancellation, and rescheduled dates:*

- The price for the service being provided is stated on the invoice emailed to you, the client. Payment must be paid into the bank account details listed on the invoice prior to the provision of service. **Payment must be made by the date and time stated on the invoice. Payment of the invoice confirms your appointment.**
- **If payment is not received by the due date specified on the invoice, the appointment and agreements outlined in this document is cancelled, and we will not attend the appointment or service provision** unless alternative arrangements have been made and agreed. Payment may be accepted after service provision that does not correspond to the invoice due date **only if an alternative agreement is confirmed by Companion Minds in advance in writing (email or written letter).**
- **Your appointment is held for you until the payment due time and date on the invoice. If payment is not made by the time and due date stated on the invoice, your appointment will be cancelled, and the appointment slot will be offered to other clients.**
- If the service you are paying for involves multiple sessions or appointments then payment is taken up front prior to the first session which has an agreed date and time. Appointments for future sessions can be booked up front as well, or booked following the first session. Once an appointment has been verbally or digitally agreed, if you need to cancel a session you must notify us **at least 3 days prior to the date the session is booked for. Any cancellations made later than this means that the session will not be re-scheduled nor refunded. Exceptions can be made only at Companion Minds discretion,** whereby the session can be rearranged without losing the session.
- A full refund is available if the service is cancelled by the client 7 days before scheduled service provision.
- In the event that clients do not turn up to a session at the time and date agreed they will not receive a refund nor offered any alternative service.
- In the event that Companion Minds Animal Behaviour & Training cancel an agreed session due to natural events and/or health problems, we will reschedule the time and date of service provision at no additional cost to the client. The above refund terms and conditions then apply to the new date.
- In the event of Companion Minds cancelling a pre-agreed session or service provision due to personal health and/or natural event, and no date is rescheduled, a refund corresponding to either the full or the average cost of the service will be provided depending on the service in question.
  - Level 1 will be refunded in full
  - Level 2 will be refunded in full
  - Level 3A will be refunded 40% if the case preparation has been reviewed and first meeting conducted, and 20% if the case preparation has been review alongside the first and second meetings conducted.

- Level 3B will be refunded 70% if the case preparation has been reviewed and first meeting conducted, 40% if the case preparation has been reviewed and first meeting conducted alongside report feedback, and 20% if the case preparation has been reviewed and first meeting conducted alongside report feedback and second meeting.
- In the event of any rescheduling or cancellation for any reason, Companion Minds will not be held responsible for any financial loss incurred by the client who purchased non-refundable and/or non-transferable accommodation or travel, or any other related expense

### **Companion Minds Animal Behaviour & Training Privacy Notice:**

*Your personal information:* We collect personal information about you when you enquire or book onto any of the services we offer. We use this information to contact you regarding the services which you have enquired about, and to register you for those services. This section explains more about how we use your personal information.

*What information we collect about you:* We collect information about you when we are contacted by you about the services we provide. We will collect your contact details as well as details about your clients pet/s and your pet/s history as well as any other data we feel is important. We may record this information on file if contact is via telephone, and you may also submit written information to us via information forms.

*How we use your information:* We collect this information to enable us to contact you regarding the service/s which you have enquired about. All data will be processed in accordance with the Data Protection Act 1998 and GDPR. All personal data will be held on a password protected computer or password protected mobile phones. We will only contact you about the services you have enquired about, unless you tell us that you specifically do want to receive this information.

*Information we may share with others:* Your information is not shared with any other organisations. No information is sent abroad. When contacting you, we use only the email and telephone numbers provided by you. You accept that all information supplied to Companion Minds may be shared with both partners, named Thomas Rowland and Kate Golding.

In exceptional circumstances, we may be asked to share your information with police or other investigators if it would prevent or detect crime or safeguard a person's wellbeing. Each instance will be judged on its own merit and any information sharing done within the law.

*How long we keep your information:* Records related to you and any cases discussed will be kept for a maximum of 15 years.

*Personal information as it relates to marketing:* Photographs of animals and/or clients will not be taken during service provision or shared for the purposes of marketing without the client's express permission. This permission may be given verbally or in writing by the client. Written feedback will only be used for marketing purposes with the owner's express permission. If written feedback is provided anonymously, then Companion Minds hold the right to share this feedback for marketing purposes without permission. Clients are not permitted to take photos or videos during any service provision without the express permission of the Companion Minds personnel present.

*Accessing your information and other rights:*

Access – you have the right to request a copy of any personal information we hold about you.

Please contact us if you would like this.

Portability – We can provide information we hold about you to another company or individual if you request us to. This request should be in writing.

Correction – If any of the information we hold about you is incorrect or incomplete please let us know.

Erasure – You can request that your personal information is erased if it is no longer necessary for us to keep it, or you withdraw consent that you have previously provided, or you object and there is no overriding grounds to keep it or if it is unlawful to keep it. If any animal of a behaviour service client is still alive, we consider it important to keep data and information related to that individuals' case.

Restriction – You can request that the use of your personal information is limited to storage only and we use it for no other purpose.

*How to object or withdraw consent:* If you object to our use of your personal information then we must stop unless we can demonstrate compelling legitimate grounds for continuing. Please contact us via email or telephone and explain your objection. If you have provided consent for the use of your personal information then you can withdraw this consent at any time by contacting us.

*How to contact us:*

[companion.minds.behaviour@gmail.com](mailto:companion.minds.behaviour@gmail.com); 07986 322 328