



Coaching Program Guide

Every dog is an individual, and every household has different goals, challenges, and circumstances. Our coaching programs are designed around that reality.

Rather than requiring every client to follow the same sequence of lessons, we create an individualized plan and adapt our approach as you and your dog progress. Depending on your needs, coaching may take place in person, virtually, through trainer-led walk-n-trains, salon sessions (for Grooming help) or through a combination of all three. This is represented in the “coaching hours” that we mention below.

Our goal is not simply to teach your dog a collection of behaviors. It is to help you understand your dog, develop practical skills, and build a plan you can continue using in everyday life.

1. Choosing Your Coaching Program

We offer two coaching programs, each designed for a different level of support.

Everyday Partnership

Investment: \$750

Includes: 6 coaching hours

Coaching window: 4 months

Everyday Partnership is designed for owners who want to improve communication, build practical skills, and make everyday life with their dog more enjoyable and manageable.

This program is appropriate for many foundational training goals and manageable behavior challenges.

What we can work on

- Leash manners and walking skills
- Focus and engagement around distractions

- Recall foundations and appropriate off-leash preparation
- Household manners and routines
- Relaxation, settling, and arousal management
- Confidence in new environments
- Everyday obedience and communication
- Practical problem-solving for common household challenges
- Introduction to scent work and other enrichment activities

What your program includes

- An individualized assessment of your dog and goals
- A personalized training roadmap
- Six hours of flexible coaching
- In-person, virtual, and walk-n-train options
- Practical exercises and guidance for home practice
- Progress reviews and adjustments to your plan
- A maintenance plan for continuing your dog's development
- Unlimited Email support for the duration of the Coaching Window

The focus is on helping you build skills you can use consistently, rather than relying on your trainer to manage your dog's behavior for you. Giving you a fuller understanding of dog behavior and how to influence it.

Behavior & Lifestyle Coaching

Investment: \$1,450

Includes: 12 coaching hours

Coaching window: 8 months

Behavior & Lifestyle Coaching is designed for owners who need a more individualized approach to behavior challenges or several interconnected concerns affecting their daily lives.

This program allows more time to investigate behavior patterns, establish appropriate management strategies, develop new skills, and work through challenges as they arise.

What we can work on

Depending on your dog's needs and suitability for the program, coaching may address:

- Leash reactivity and difficulty navigating the environment
- Overarousal and difficulty settling
- Environmental sensitivity and confidence challenges
- Difficulties with everyday household routines
- Frustration and challenges with focus around distractions
- Multiple connected training and behavior concerns
- More advanced lifestyle skills

- Practical management strategies for challenging situations

What your program includes

- An in-depth behavioral assessment
- An individualized behavior and lifestyle strategy
- Twelve hours of flexible coaching
- In-person, virtual, and walk-n-train options
- Customized training and behavior-management protocols
- Guided real-world practice where appropriate
- Progress reviews and troubleshooting
- Adjustments to your plan as your dog develops
- A long-term management and maintenance plan
- Unlimited Email support for the duration of the Coaching Window

The emphasis is on understanding the patterns contributing to your dog's behavior and developing practical ways to manage challenges, teach alternative skills, and improve everyday life.

Important: Not every behavior case is appropriate for this program. Dogs with significant bite histories, serious aggression concerns, suspected medical contributors, or needs beyond the scope of our services may require veterinary evaluation, specialist referral, or collaborative professional support. Suitability is determined individually. If we refer out, you will keep your dog's individualized assessment done by us.

2. Flexible Coaching : We Choose Format Together

One of the defining features of The Complete K9 programs is that you are not locked into a predetermined number of appointments or a single training format.

You purchase a set number of coaching hours. We work together to determine how those hours can best support your goals.

Your plan can change as your dog's needs change.

Traditional In-Person Coaching

Work directly with your trainer and dog on practical skills, handling, communication, and behavior challenges.

In-person coaching may be conducted at your home or in an appropriate outdoor environment, depending on the training goal and your dog's needs.

This format is especially useful when you need hands-on instruction, feedback on your timing and technique, or help implementing strategies in your own environment.

Virtual Coaching

Virtual sessions allow us to work together without requiring every appointment to be in person.

They can be useful for:

- Reviewing household routines and training plans
- Troubleshooting challenges between in-person appointments
- Discussing behavior patterns and management strategies
- Reviewing training videos and providing feedback
- Coaching you through exercises in your own environment
- Reducing travel and making coaching easier to schedule

Virtual coaching is not a lesser version of the program. In many situations, observing your dog in their normal environment and coaching you directly can be particularly valuable.

Walk-n-Trains

During a walk-n-train, your trainer works directly with your dog on agreed-upon skills in a suitable environment.

This can be helpful when your dog needs additional practical training, environmental exposure, or repetition with a professional before you work on the same skills together.

Walk-n-trains may be used for appropriate goals such as leash skills, engagement, confidence, environmental navigation, and other agreed-upon exercises.

Where appropriate, we will include instruction to help you understand the work and maintain the skills afterward.

Walk-n-trains are not dog-walking services, boarding, or a substitute for owner participation. Training outcomes depend on continued practice and appropriate handling outside the trainer-led work.

Combining Formats

You do not need to choose one format for your entire program.

For example, we might begin with an in-person assessment, use a walk-n-train to develop a particular skill, and follow up virtually to help you apply that skill at home.

Alternatively, we might use several in-person appointments initially and shift toward virtual coaching as you become more confident.

This system is also applicable for Grooming related challenges.

Your coaching hours are a shared resource. We will recommend how best to allocate them based on your goals, your dog's progress, your schedule, and the work that remains.

3. Understanding Your Coaching Hours

Your program includes a defined amount of coaching time, not a fixed number of lessons.

- Everyday Partnership includes six hours of coaching.
- Behavior & Lifestyle Coaching includes twelve hours of coaching.

One coaching hour equals 60 minutes.

A traditional appointment, virtual session, and walk-n-train may use different amounts of time. When we begin working together, we will examine the intended format and approximate time allocation.

Walk-n-trains may use multiple coaching hours in a single outing. Any agreed owner handoff instruction is included in the allocated time.

Your coaching hours can be distributed across the available formats as appropriate. We will discuss the best use of your remaining hours as your program progresses.

The initial assessment and development of your training roadmap are included in the program price.

What counts as coaching time?

Direct in-person coaching, virtual appointments, trainer-led walk-n-trains, and agreed-upon owner handoff instruction count toward your coaching allowance.

Brief program-related questions between appointments do not create additional coaching hours, but messaging is not intended to replace a full coaching session or provide unlimited ongoing support. Email support is unlimited for the duration of the Coaching Window.

Video reviews and recaps via email are a great way to take advantage of the unlimited email support. It's highly encouraged.

Travel outside our standard service area may incur an additional fee, which will be discussed before booking. We can generally cover most of the Yakima Valley without extra travel fees.

4. Your Coaching Timeline

We understand that life happens. Work schedules, family responsibilities, illness, vacations, and unexpected circumstances can affect your ability to attend appointments.

Our coaching windows are intentionally longer than a typical weekly lesson package.

Everyday Partnership

Your six coaching hours are available for four months from your program start date.

Behavior & Lifestyle Coaching

Your twelve coaching hours are available for eight months from your program start date.

These windows allow you to schedule coaching around your life while still providing a clear time frame for working toward your goals.

We encourage consistent practice and reasonable spacing between appointments. Waiting until the end of your coaching window to use most of your hours may limit the benefit of the program.

What if something unexpected happens?

If a significant unforeseen circumstance affects your ability to complete the program, contact us before your coaching window expires.

Extensions may be considered on a case-by-case basis and must be agreed upon in writing.

Unused coaching hours expire at the end of the applicable program window unless an extension has been agreed upon. Coaching hours have no cash value and are nontransferable.

5. How We Begin

Step 1: Book Your Assessment

Your first step is to book a behavior coaching assessment through The Complete K9.

The assessment gives us an opportunity to learn about your dog, understand your concerns, discuss your goals, and determine what type of coaching may be most appropriate.

Step 2: Complete Your Questionnaire

After booking, you'll complete a questionnaire about your dog's history, behavior, household, training experience, and goals.

Please provide as much relevant detail as possible. This information helps us prepare for your assessment and make the most of our time together.

We'll review your answers before your appointment. If we have additional questions, need clarification, or determine that the assessment plan needs to be adjusted, we'll contact you before your scheduled appointment.

If your dog's needs appear to fall outside the scope of our services, we'll discuss this with you rather than proceeding under an unsuitable plan.

Step 3: Attend Your Assessment

During your assessment, we'll discuss your concerns, learn more about your dog's behavior and environment, and identify practical priorities.

We'll use this information to determine whether our coaching services are a suitable fit and, if so, recommend the program that best matches your dog's needs.

The assessment is an opportunity for both of us to determine the best path forward. Enrolling in a coaching program is not required.

Step 4: Choose Your Program

If we're a good fit, we'll recommend either **Everyday Partnership** or **Behavior & Lifestyle Coaching**.

We'll explain the recommended program, its coaching-hour allowance, the available coaching formats, and how we propose to use your time most effectively.

Your coaching can combine traditional in-person sessions, virtual coaching, and walk-n-trains as appropriate for your goals.

Step 5: Receive Your Assessment Credit

If you enroll in a coaching program within **72 hours of your assessment**, the full assessment fee will be credited toward your chosen program.

This gives you time to consider the recommendation while rewarding clients who are ready to move forward.

The credit applies when enrollment is completed within the 72-hour window. After that window expires, the assessment fee is no longer eligible for credit toward the program.

Step 6: Complete Enrollment and Begin Coaching

Once you've selected your program, we'll finalize your enrollment, confirm the agreed plan, and arrange payment.

The assessment credit will be deducted from your program price, and the remaining program balance must be paid before active coaching begins.

From there, we'll work together to implement your personalized plan, monitor progress, and adjust how your coaching hours are used as your needs evolve.

6. Your Roll As The Owner

Effective training is a partnership. Your trainer provides guidance, practical instruction, and professional recommendations, but you are the person living with your dog every day.

Your participation matters.

We ask owners to:

- Provide accurate information about their dog's history and behavior.
- Follow agreed-upon safety and management recommendations.
- Practice appropriate exercises between coaching appointments.
- Communicate when something is difficult, unclear, or not working.
- Inform us of significant changes in behavior, health, environment, or household circumstances.
- Attend appointments prepared to participate and learn.
- Ask questions rather than continuing an exercise that appears unsafe or inappropriate.
- Seek veterinary attention when health concerns may be affecting behavior.

Progress depends on many factors, including the dog's history, health, environment, learning experiences, consistency of practice, genetics, and the owner's ability to implement the plan.

We will help you make informed decisions and adjust the work as needed, but results cannot be guaranteed.

7. Training Philosophy & Expectations

The Complete K9 emphasizes practical communication, appropriate management, skill development, and individualized training.

We consider the dog's temperament, learning history, environment, emotional state, and the owner's goals when selecting training strategies.

Training methods and equipment will be discussed in the context of the individual dog and the work being undertaken. No single technique or tool is appropriate for every dog or every situation.

Our objective is to help owners develop the understanding and practical skills necessary to manage everyday challenges and build a more functional relationship with their dogs.

We prioritize realistic expectations, thoughtful progression, appropriate safety measures, and continued owner education.

What training can and cannot promise

We can provide an individualized plan, professional guidance, structured opportunities to practice, and adjustments based on observed progress.

We cannot guarantee that a particular behavior will disappear, that every dog will achieve the same outcome, or that progress will occur within a predetermined number of days.

Behavior is influenced by multiple factors, and meaningful change may require continued management and practice after the program ends.

8. Scheduling, Communication, and Boundaries

To make flexible coaching work well for everyone, we maintain clear scheduling and communication expectations.

Scheduling: Appointments are arranged by mutual agreement and are subject to availability.

Rescheduling and cancellations: Please provide notice as early as possible if you cannot attend. Applicable cancellation, missed-appointment, and rescheduling terms will be provided in your program agreement.

Between-session communication: Brief questions related to your active program may be addressed through the designated communication channel during stated business hours. More involved troubleshooting, extended video reviews, or new training goals may require a scheduled coaching appointment.

Travel: Any applicable travel charges outside the standard service area will be disclosed before an appointment is confirmed.

Safety: Please follow all handling, equipment, and environmental safety instructions. Disclose any bite history, escape behavior, guarding, or other relevant risk before training begins.

Changes in circumstances: Contact us if your dog develops a new behavior concern, experiences a significant health change, or presents a safety risk that was not previously disclosed.

Complete program terms, including payment, cancellations, refunds, liability, and any applicable legal requirements, will be addressed in your enrollment agreement.

10. When Your Program Ends

The goal of coaching is to help you become more capable and confident in working with your dog.

At the end of your program, we will review the progress made, identify remaining priorities, and establish a practical plan for maintaining and building on your dog's skills.

Some owners will be ready to continue independently. Others may benefit from additional coaching or periodic guidance.

Where appropriate, further support may be arranged separately, subject to availability and the services offered at that time.

Completing a coaching program does not mean you must stop learning. It means you should have a clearer understanding of your dog, a more useful set of skills, and a plan for moving forward.

10. Frequently Asked Questions

Do I have to choose between in-person coaching, virtual sessions, and walk-n-trains?

No. Your coaching hours can be allocated across any combination of these formats that we agree is appropriate for your dog and goals.

Can I use all my hours for walk-n-trains?

Potentially, if the training goals are suitable for trainer-led work and the arrangement is agreed upon in advance. Owner instruction and practice are still important, and some goals require direct participation from you.

What if I need more help than expected?

We'll discuss your progress and options. Depending on the circumstances, this may involve adjusting priorities, recommending additional coaching, or discussing whether a different level of support is appropriate.

What if my dog improves before I use all my hours?

We can redirect the remaining coaching time toward suitable next steps, generalization of skills, or maintenance planning. Unused hours do not have cash value and remain subject to the program's expiration policy.

What if my dog needs more time?

Training progress varies. Your coaching window provides time to work toward your goals, but it does not guarantee a particular outcome. Extensions may be considered in qualifying circumstances, and additional support can be discussed separately.

Do you guarantee results?

No. We provide individualized coaching, practical guidance, and adjustments based on progress, but outcomes depend on many factors and cannot be guaranteed.

Do you accept every dog?

No but we accept **MOST** dogs. We review each application to determine whether the dog's needs, behavior, and safety considerations are appropriate for our services. Some

cases require veterinary involvement, specialist support, or referral. In extreme behavior cases where we are limited on what we can change with training, we are still happy to provide management coaching.

Can I start with Everyday Partnership and upgrade later?

If your needs exceed the scope of Everyday Partnership, we can discuss an upgrade or another suitable arrangement. Any change in program, pricing, and remaining coaching hours must be agreed upon before proceeding.

Do I need to be present for a walk-n-train?

Not necessarily for every portion of the outing. However, owner participation, instruction, and handoff will be incorporated when appropriate to the training goal. We will agree on the arrangements beforehand.

11. Your Next Step

If you're ready to work toward a better life with your dog, the next step is to complete our behavior coaching application then schedule an in-person assessment.

Tell us about your dog, what you're experiencing, and what you'd like to change. We'll review your information, determine whether our coaching is an appropriate fit, and recommend a starting point.

The Complete K9

Personalized coaching for real life with dogs.

Website: www.thecompletek9.org

Contact: Text 509-426-8109

Email Thecompletek9yakima@gmail.com

