



Welcome to The Right Steps!

You may look at the **Class & Facility Rules** below and be a tad overwhelmed, please do not be. These **Class & Facility Rules** are in place to provide a "Safe, Fun, & Positive Class Environment & Experience for both puppies, dogs, & their people" (a priority for us).

We have listed them in alphabetical order to make it easy to read and review all at once &/or go back and refresh later on specific topics.

'Please read with enthusiasm knowing they are in place to provide a great & positive learning environment!' ~ :o) ~

"Please follow these rules while training with us whether at our Training Facility, an Outside Class, or a Field Trip Class; so it can be a safe, fun, and enjoyable experience for everyone!"

Sincerely, Cindy C. Smith & The Right Steps

The Right Steps Class & Facility Rules:

Back Door: Emergency Exit Only.

Behavior Issues: Group Classes are not suitable for puppies/dogs with excessive barking issues (example: excessive fear barking, severe resource guarding with other puppies/dogs, aggressive lounging/snarling/snapping barking at other puppies/dogs) and/or aggression towards people (including, but not limited to severe resource guarding, serious aggressive biting, & excess reactivity).

Puppies/dogs with reactivity/aggression issues are best helped by in Private Training, using positive methods to set them up for success, while implementing a Behavior Modification Program.

"If you are unsure if a Group Class is appropriate for your puppy/dog or not, please contact us before signing up for a class". Please talk to us if you have concerns in this area, sooner than later (as reactivity/aggression is always best addressed earlier than waiting and in Private Training Sessions).

Cell Phones: **OFF** during all Group Training Classes and Private Training Sessions. Please turn Cell Phones completely off, no texting, no phone calls, no web surfing. Cell phones on are extremely disruptive to Class, Students, and Trainer. "Please give your puppy/dog 100% of your attention and allow other Clients the same opportunity".

If you have a special one time need/serious situation at home/work and need to leave your phone on vibrate please let us know as soon as you come in. Example: seriously ill family member/dying or you are a Doctor whose patient is about to give birth. If you get the call and need to leave class, we will e-mail your homework to you so you may stay up with the class.

***Children age 10 years and older:** “Well behaved children age 10 years and older are allowed and encouraged to attend puppy classes with parental supervision (at all times, as minors are unable to attend without adult supervision)”. In some instances it is advisable for 2 adults are present to balance out working with/focusing on puppy/dog and child’s individual needs, so the puppy gets the maximum training/bonding time with it’s family.

Children attending ages 10 and over must be well behaved and not disruptive to the puppy classes, other students, and trainer (examples but not limited to: no running, no yelling, interrupting the trainer while talking/giving a class demo, standing or lying on chairs, out-talking the trainer, up and down up and down in chairs, in/out/in/out of the training facility, etc.) for their safety, safety of puppies, and clients in class, & as well as out of respect for the other paying clients there for "puppy/dog training". Children unable to comply will not be allowed to attend group classes, trainer decision is final.

If a child is no longer able to attend due to disrupting the class parents will be notified in writing via e-mail, it is the parent's sole responsibility to make arrangements for child care at home so they may come and train the puppy in the "puppy and/or dog" class. No refunds.

Please understand Clients are here to train puppies/dogs and need to be able to hear the Trainer and focus on their puppies/dogs. Likewise the Trainer as well needs to be able to focus on paying students and not supervise/babysit children". With people like puppies/dogs it is all about the positive experience. “Sincere Thanks”.

***For Children age 9 years and younger and/or childcare issues we do offer Private Lessons** by appointment for both puppies and dogs and their families. Standard Private Lesson Fee applies.

Class Announcements, Changes, Adjustments, &/or Cancellations are provided by E-mail: Before coming to each Class each week, it is Client’s responsibility to check their e-mail for any updates to classes or cancellations (for example if Trainer is out sick suddenly), if a Field Trip has been cancelled due to being rained out or excessive heat, or if a Class starting date has been adjusted to a new date. Homework, additional reading assignments, etc. are provided by e-mail (not phone). It is student’s sole responsibility to check for and read, to keep up with the class.

Classes (Puppy or Dog): We require 1 Adult Handler per Puppy or Dog in Class. If you have multiple Puppies/Dogs in one Class, you must have/need 1 Adult Handler per Puppy/Dog in Class.

Collars & Leashes: Buckle Collars, Flat Collars, Front Clip Harnesses (example: Sense-Ation or Sense-Ation by Soft Touch Concepts), Gentle Leader Head Halters, Regular Harnesses (that hook on up on top of the dog) are all okay. 4, 5, or 6 foot leather, nylon, or cotton leashes are okay (quality

leather leashes are recommended for puppies/dogs who are past the chewing stage for comfort of owner's hands).

For puppies/dogs that are big time pullers &/or for owners with physical limitations: Positive anti-pull devices are recommended. Examples: Sense-Action or Sense-Action Front Clip Harnesses by Soft Touch Concepts (available at the Training Facility and includes a fitting or online or by phone direct with Soft Touch Concepts (as the Brand, is not available at local pet stores), or Gentle Leader Head Halters (available at local Pet Stores or Online and come with an Instructional DVD).

For Toy to Small Breed Puppies/Dogs that are pullers, it is not recommended normally by Veterinarians that they be walked on collars as can do damage to their necks/trachea. Instead choose a regular harness or positive anti-pull device while training for safety versus a collar.

No Choke Chains, No Prong Collars, No Shock Collars, No Slip Collars, No Chain Martingale Collars.

No Flexi-Leashes (Retractable Leashes)

No Chain Type Leashes (as can break teeth and are hard on owner's hands)

No Citronella Barking Collars in Class (unless special approval – please ask if questions).

No wrapping leashes around puppies/dogs waist in a quick fix for pulling.

Coming/Going-To/From Facility: Please do not use the Bench in front of the Salon to the left of the Training Facility. Please wait in/by your car until time to potty pups/dogs and come into class. Please avoid standing with barking pups/dogs in front of other open businesses, as it can be very disruptive to their business. Please not stand in front of Salon to our left or any other open businesses. Wait quietly directly in front of our Training Facility or to our right if business is closed only. If pups/dogs are barking please wait by your car or further out into parking lot until pups/dog quieted, then enter when your class time arrives and is time to enter facility. We try hard to respect the other businesses and their clients to promote good will and a good relationship. **We thank you kindly in advance.**

Comfort Zones of Puppies/Dogs in Class: While one of the goals of this class is to socialize puppies/dogs, it is important to realize that each puppy/dog will have to find it's own 'comfort zone'. We all need to be aware of how our puppy/dog is responding to a particular situation, or how other puppies/dogs are responding to ours.

In classes and elsewhere as you travel about, ALWAYS, ALWAYS, ALWAYS be willing to remove your puppy/dog from situations you are uncomfortable with. **It's all about POSITIVE experiences!**

Please pay attention to your puppy and be supportive if your puppy is fearful or unsure both during class time as well as play time.

If you have an excited &/or rambunctious puppy/dog please do not let it rudely blast into the space of another puppy/dog that may not appreciate wild greetings &/or be scared (it can make them more afraid &/or reactive).

Do not let your puppy/dog into the space of a puppy/dog that is chewing on a Chew Toy or Stuffed Toy for example; as they may resource guard it to protect what is theirs. Please respect other

puppies/dogs comfort zones whether standing/sitting/lying down with their owners by their chair or out on the Training Floor working.

Again the goal is always about positive interactions, positive experiences, and promoting calm behavior and focus on their owners and nice puppy/dog-puppy/dog greetings, instead of wild out of control greetings. Keep it safe for all.

We want to take the opportunity to practice nice behavior, capture it, and reward.

'Complimentary' Play Sessions in our Group Puppy Classes are "Complimentary" for appropriately playing puppies. Play Sessions (whether off or on leash depending on the class) is not required, it is however encouraged.

Please Note: Clients are paying only for the Group Class Time/Space not the 'complimentary' playtime.

Please understand the goal of the playtime &/or meet and greet time is to provide the 'bulk' of the puppies in the class with a 'positive' experience. "The goal is to set the puppies up for success, not failure."

When warranted we will and do pull a puppy from the play session for the good of that puppy (so it does not have a chance to practice undesirable &/or aggressive behavior) and for the good of the other puppies in class (so they are only receiving positive, fun, appropriate, and safe play and interactions).

We do not promote wild, aggressive, or rough play &/or on leash greetings in class or playtime.

In the rare instances that the puppies in class as a whole are not a good match up for play time (whether due to size or play styles for example), instead on leash fun time will be provided to build puppies confidence and assist in bonding with their family, in it's place.

Trainer decision is final. No refunds.

Exercise Pens up and latched closed to divide the Play Sessions: For Safety please do not step over or open up to walk through. This rule is in place both for your safety and for the puppies safety as well (we do not want to chance you tripping and falling/stepping on a puppy, hurting yourself, or letting a excited puppy the chance to shoot through an open gate and onto a shy puppy to give it a scary experience). If you need out or need potty clean up mop or products, please just get the Trainer's attention and we will come and assist you. Safety is the key.

Feeding Meals around your Class Time, Pre-Exercise before Class, & Pre-Potty at Home: To prevent your puppy/dog from being a slug and sleeping through class, it may help to feed him no closer than 4-6 hours prior to class (unless otherwise advised by your Veterinarian), and to give him ample 'down time' a few hours before class starts (please contact us for any health concerns).

For high energy puppies/dogs allow them time to have ample exercise and play time during the day prior to class, so you have a more relaxed and focused puppy/dog to work with.

Also give him a chance to relieve himself at home. Most puppies are excited in a new environment and find it difficult to get down to business.

Front Door Capture Area Safety: When you come or go to or from the Training Facility, you will find a safety capture area by the front door. One puppy or dog and family only in the area at one time (for those with more than one puppy/dog in class, please divide up your entrance).

Both the front door and inside safety gate cannot be open at the same time. This system is in place to protect the puppies/dogs inside from escaping while other puppy or dog is entering or leaving the Facility.

Please keep entrances and exits from and to the Training Facility safe for all. Again, please never have both open at the same time for safety!

Exception: There is an emergency (example a building fire) and everyone needed to get out quickly in an orderly, safe, fast fashion.

Other than taking a puppy outside to go potty when needed, please do not go in and out/in and in/out the door during class or play, as door activity is very disruptive to the class and could be potentially unsafe.

Inside Litter Box for Puppies 16 weeks and Under Only: We provide an Inside Litter Box to give young puppies, who do not have all their vaccines yet, a safe place to go potty (pee or poop).

Pee in Litter Box: If puppies pee, you leave it; do not have to clean it out.

Poop in Litter Box: Need to remove. Pick it up with a bag and throw away in trash can that is provided with a lid. If smears on the litter box just need to wipe it clean with Clorox or Lysol Wipes.

Scattered Litter: Please pick up and put back in the Litter Box if your puppy scatters a large amount onto the floor/outside of the Litter Box.

Assistance: If need help balancing cleaning/picking up and puppy please just ask us for assistance, no worries, as we realize it can be hard to balance clean up and puppies at the same time.

Make Up Lessons for Group Classes: There are no free make up group classes available. All of our classes are small sized to allow for a more personalized experience and classes of the same type are on different number of rotation weeks. If a Client misses a week(s) the homework is e-mailed out.

Please note: We do offer a one time 45 minute Make Up session as a Private Lesson for \$55.00 by appointment at the Training Facility (Wednesday, Thursday, or Friday Morning or Afternoon by appointment. Limited Availability).

No Marking/Leg Lifting: For adult dogs please watch/pay attention that they do not leg lift/mark on the walls, equipment, or any other areas. Please pay attention as some male dogs are prone to leg lifting/marking behavior (even some younger puppies/dogs have been know to do so). No marking on the agility equipment (\$5.00 special clean up fee). If it happens, please let us know right away, so it can quickly, properly, and thoroughly cleaned up. Thank You.

On Leash Required: Puppies and dogs are required to be on leash (not loose or unattached from owner or off leash) and attached to owners at all times whether inside the Training Facility, in the Parking Lot, or at an Offsite Group Class or Private Lesson in public for safety. Long Lines may be used in outside setting (example a park) to stay safe (both puppy, dog, and general public) while working with long distance recalls and stays, and to respect CA Leash Laws. Owners purposely disregarding and not following these safety requirements will be immediately be excused from lessons, no refunds.

“The only Off Leash exception is inside the Training Facility during the designated off leash play sessions for young puppies or Classes geared for specifically for off leash time, example: Agility for Fun Classes, K9 Nosework Classes, again during designated times only”.

If in doubt whether inside the Training Facility or Offsite, please ask before unleashing always for safety, for not only your puppy/dog, but for others (people, puppies/dogs) in class and when outside the general public (people and other animals).

Off Limit Areas/Trainer use only: In the back of the Training Facility is our Storage Section & Agility Equipment Storage Area closed off behind exercise pens, bathroom storage cupboards, microwave, refrigerator, and Trainer’s Dogs in Crates, are all for Trainer use only. Please do not disturb.

If Trainer has her dog(s) in crate(s) in the back of the Training Facility please respect their space and do not allow your puppies/dogs, children, or people with in 5 feet of their personal crate/space so they do not feel threatened or trapped, please give them a chance to rest when not working. “Thank You”.

If unsure please ask the Trainer. Again safety is the priority here.

Parking: Madison Plaza has a lot of marked designated parking spaces and is a very large lot, parking is plentiful. Please do not park between buildings or in the alley behind the buildings. Do not parallel park in special parking spaces reserved for Medical Supply Store. Disability Spaces are clearly marked and are only for those who have Disability Plates &/or Hanging Tags.

Potty Accidents Inside Training Facility: It is owner’s responsibility to quickly and thoroughly clean up all potty accidents (both urine and poop). Please do not panic, it is completely normal and it happens with puppies (often in puppy classes, especially for young puppies &/or new puppies to classes), you just clean it up. Please ask us if you need assistance as we realize it can be hard to clean up messes and balance puppies at the same time, no worries.

Pee Accidents: Need to be cleaned up by mopping until urine has been cleaned up.

Poop &/or Vomit Accidents: Need to first be picked up with a pooper bag, then cleaned with paper towels and spray if runny/smears, then floor sanitized with a Lysol or Clorox Wipes, and mopped last.

Clean Up Disposal: A trash can with a lid is provided inside to dispose of all smelly waste.

Potty Breaks Outside of the Training Facility: Please try and pick outer areas in the parking lot (dirt/grass – no man made surface) for potty breaks, away from businesses and cars.

Please pick up all poop, diarrhea, or vomit waste outside of the class room. If messy and hits pavement or sidewalk, please ask for water to rinse with, so no chance of someone stepping in and tracking on shoes. Please do not let puppies/dogs pee, poop, mark on the sidewalks, sides of buildings, cars, etc.

Refunds: Notification of cancellation must be received in writing at least one (1) week prior to the first class session for a full refund. Cancellations received between one (1) week and 48 hours prior to the first class session will only receive a 50% refund. No refunds will be given for cancellations less than 48 hours prior to the first class session or no-shows. No refunds will be given for drops/no-shows. Class payments are not transferable to other Classes or Private Training. No exceptions.

Clients are purchasing a specific class space and time. The no refund or not transferable class policy applies whether client or puppy/dog is or is not present for class.

Please choose your class type, date, and time carefully with your schedule. As we offer small class sizes to allow for a more personalized experience, there are no refunds and classes are not transferable to other Classes or Private Training. For Clients who miss a week &/or weeks of classes the homework is e-mailed to them so they may keep up with the class by practicing at home.

If you are unsure if we are a right match, we invite you to please contact us to come and watch (without your puppy or dog) a group class currently in session, before joining/signing up, to ensure we are the right fit for you and your puppy or dog. Thank you for taking the time.

Restroom Inside Training Facility: There is a trash can in the restroom for bathroom paper type trash only. Please only flush toilet paper down the toilet (no paper towels or other objects). Please use trash can with lid outside of restroom for all other trash.

There is no public restroom; the front door will be labeled as such. In the instance someone who is not a paying student asks to use the restroom, the answer is “no there is no public restroom”, no exceptions. This policy is in place for liability reasons and is required by who we lease our building from. Please direct any questions to your Trainer.

Rough handling of puppies/dogs will not be tolerated whether by adult, teenager, or child at any time: This includes but is not limited to: slapping or hitting your puppy, alpha rollovers, and rough scruff holds/shakes, collar/leash jerking corrections, or hanging by collar!

As this is a positive puppy/dog training class, there is a "zero" tolerance policy to any and all rough handling of puppies/dogs in class. Owners will receive a polite, but immediate reminder to please handle their puppy/dog with more positive methods and respect in class and play.

If rough handling occurs a second time, the owners and puppies will be ask to immediately leave the training facility and will not be allowed to continue any remaining classes. Homework will be e-mailed to the puppy owner for any remaining classes; however "NO" refunds will be given. This policy is not negotiable.

Please understand, rough handling is not only uncomfortable for the puppy/dog being handled, but for the other Students and Trainer as well. If you are feeling frustrated with your puppy/dog, please address the issue with the Trainer before frustration mounts; other training options such as Private Lessons to work on issues beyond the scope of the Group Training Class are available (Standard Private Lesson fee applies).

We understand puppies/dogs, like small children and teenagers can be frustrating; we are here to assist you and your puppy/dog in surviving the experience so you may enjoy a quality lifelong relationship. Our goal is to create and promote a fun, positive, and quality learning experience both for puppies/dogs and owners/families in classes.

Shoes: It is advisable to wear closed toed shoes with soles that provide good, stable traction to classes. Avoid open toed shoes, sandals, thongs, high heels, etc. that can cause you to slip or fall. Proper Foot Wear is required for our K9 Nose Work & Agility Classes! **Safety is our priority.**

Sick Puppies: Please do not bring sick puppies/dogs to class as they can be highly contagious to other puppies/dogs. Signs of a sick puppy/dog (but not limited to): not eating, not drinking, vomiting, blood in vomit, diarrhea, blood in diarrhea, lethargic, coughing/hacking (sounds like a barking seal), sneezing, grumbly and sensitive to the touch, to name a few. Kennel Cough, Giardia, Coccidia are all highly contagious. Puppies cannot come back to a class to continue until The Right Steps receives written verification from your Veterinarian puppy is safe to return. We take the health of our puppy/dog students and our own dogs very seriously. You may attend class and audit no puppy/dog, so you may apply at home once puppy/dog is healthy, if nothing contagious can track into facility. You may attend/watch class without your dog, while it is out, to help better apply at home once dog is well.

Spay and Neuter/Heat Cycles: Although we recommend spaying and neutering your puppy/dog, please refer to your Veterinarian on the best time to spay or neuter your pet. Please understand the general rule from Veterinarians for puppies with no complications is no running/playing type activity is 10 to 14 full days. Veterinarians generally allow puppies to attend class after a minimum of one week after spaying or neutering, and attend the play sessions after 14 days for those in the Surviving Puppyhood Class. For the safety of the puppies please strictly follow your Veterinarians directions.
Please Note: Dogs in heat cannot participate in classes while in season.

It is your responsibility to schedule you puppy's spay or neuter best so that it does **not** impact your scheduled class. For their safety puppies spayed/neutered under the advised time by your Veterinarian will not be allowed to attend class or play time. Owners may come to class without their puppies and watch the session and pick up their current homework for the time they will miss.

Puppies/Dogs in heat are unable to attend classes.

Special Requirements: If you have hearing difficulties or other special physical needs (example: you have a bad back and should avoid bending over) we should be advised of, please let us know, as we try hard not to leave anyone out. For example clients with hearing difficulties, we will go to first after doing the class demos, to make sure they understand the exercise, then go on to assist the other students. Or in the example of a bad back, the Trainer can come up with creative training ideas that do not include bending over. **Also**, you are welcome to bring with you a friend, family member, or assistant to help you during the class, with your puppy/dog, and training exercises.

Technical Difficulties: If you are feeling frustrated because your puppy/dog is either too hyper, too shy, or too barksy to be able to work and focus on you please bring it to our attention right away (if we happen to miss it for any reason). There are things we can do to help you both out while we teach you to get and maintain your puppy's focus &/or build it's confidence. We can put up a visual barrier to divide your puppy/dog from the rest of the room to help you both relax and focus. As you are able to start to work together as a team, as puppies/dogs confidence increases, &/or barking decreases the barrier goes away (sometimes a bit at a time versus all at once). Again goal is to help set them and you up for success. It really does work.

In the event that you experience 'technical difficulties' with your puppy/dog, please don't wait until class to discuss them with me. Many problems have simple solutions. The whole purpose of these classes is to offer support to the puppy/dog owner: "Please call or e-mail. Remember, we want to know so we can assist you to succeed"! We return both phone messages and e-mails on Wednesdays, Thursdays, and Fridays between 9:00a.m.-4:00p.m.

Please bring any concerns to our attention sooner than later. In order for us to address any issues, we need to be made aware of your concerns or questions. We work hard to promote good relations between Clients and The Right Steps.

For more complicated behavior issues that cannot be resolved with a quick phone call or e-mail and/or are beyond the scope of the Group Training Class, we do offer Private Lessons In-Home, at our Training Facility, and Offsite (example a park) on Wed., Thurs., & Fri. by appointment.

Vaccination, Examination, & Time in Your Home Requirements for Puppies/Dogs: New puppies/dogs to your home must be in your home for more than 10 days before attending their first class with the puppies/dogs (for safety, this allows you time to catch any major & contagious health issues before bringing them to class), have been examined by your Veterinarian, and be up to date on all vaccinations (based on age).

Veterinarian Exams: For New Puppies/Dogs to your home (including Breeders who are keeping their own puppy from their litter) must have been examined by your Veterinarian before attending their first class (this policy is in place for safety, as this allows your Veterinarian time to catch any major &/or contagious health issues or risks before bringing them to class). "Veterinarian Receipt/Invoice Copy is required; this needs to be a copy we may keep for our files".

Puppies under 16 weeks of Age: Must be current on vaccinations based on their age. Puppies under 16 weeks of age must be current and kept current in their vaccination schedule, until all vaccinations have been given at around 16 weeks of age. Proof of all Vaccinations to date and going forward as they receive the remaining vaccinations copies are required, copies we may keep on file. Needed: Any Signed Breeder Statements or Veterinarian Receipts/Invoices of Vaccinations given before you got the puppy. After you get the puppy need to provide your Veterinarian Receipts/Invoices of vaccines and exam, copies we may keep for our files.

Puppies & Dogs over 16 weeks of Age: Must be current on all vaccinations. Once Rabies vaccination has been given 6 months of age or younger, please provide a copy of the Certificate we may keep on file for your puppy. Proof of all annual vaccinations are required (Veterinarian Receipts/Invoices), copies we may keep for our files.

Bordetella (also known as Kennel Cough) Vaccine: Although is not required, it is 'highly' recommended every 6 months as it can be highly contagious to other puppies/dogs. Please discuss the benefits with your Veterinarian. This is a vaccination Veterinarians, Trainers, Boarding Facilities either highly recommend or require with dogs that are around other dogs in public settings (examples: Boarding Facilities, Dog Parks, Group Classes, Dog Sports, walking out in public where there are other dogs) as they are at a higher risk level to pick up and pass on (sometimes even when showing no symptoms). Although normal healthy dogs may easily seem to heal from Kennel Cough, other puppies and dogs do not and are at a much higher risk if you expose them to your sick dog (example: young puppies, old dogs, puppies or dogs with auto immune issues as these dogs immune systems may not be able to fight them off as well as a normal healthy adult dog).

Owner given vaccinations are not recognized: For safety in our Classes we only recognize vaccinations given by a Licensed Veterinarian &/or Licensed Technician (for the Veterinarian). For proof of vaccinations please provide copies (we may keep) of your Veterinarian's actual individual Receipts/Invoices (as it gives their details and shows what vaccinations were given and when/is very specific). "Thank You".

Titers: For dogs over 2 years of age who are doing Titer Tests. Please discuss with us before signing up for class.

Special Health Needs: Please discuss with us before signing up for class.

Video/Photos: No video taping is allowed of Class, Students, Trainer, or Puppies/Dogs-please-to protect the privacy of our Clients and program. If special circumstance and looking to video/photo your puppy/family, please address with us prior to recording, for approval. Thank you in advance.

Video/Photos T.R.S.: Cindy C. Smith & The Right Steps occasionally will take videos/photos of puppies/dogs working. These photos may be used for advertising purposes (example: our Newsletter or Website). If you are not interested, please let us know, so we may exclude you from video/photos.

Repeated violations of any of the above Facility Rules may result in removal from the training site, at the discretion of The Right Steps Trainer. In such cases, no refunds will be given. **Please understand safety & providing our Clients (animal and human alike) with a fun and positive training environment is a priority for us! We thank you in advance for helping to make a safe and fun training environment!**
