

A Note from The Gabriel Foundation Regarding a Parrot Behavioral Consult Via Telephone

Name

Tel:

Date:

Fax:

e-mail:

Re.:

Dear

Thank you for taking the time to fill out this questionnaire regarding your bird as completely as possible. In an effort to provide you and your bird with the most effective behavioral consult, the information that you provide me is critical to the issues that will be discussed during our consult. Once you have completed all of the information, please return this form to me at any of the following addresses:

E-mail: patti@thegabrielfoundation.org OR jools@thegabrielfoundation.org

Office telephone: 303.629.5900 x 215 (Patti) or 299 (Julie)

The Gabriel Foundation Aviary Fax: 303.646.1351 OR

Mail to: The Gabriel Foundation Aviary and Adoption Center, 39520 County Road 13, Elizabeth, CO 80107 Attn: Behavior Consult

The fee for a telephone behavioral consult is \$60.00/hour, or in 10 minute increments of \$10.00 each. You may pay by credit card (Visa, MasterCard, American Express, or debit card) or you may pre-pay by check. TGF is unable to "bill" you post-consult. Prior to scheduling an appointment we will communicate with you via email or phone about the problems that you are currently experiencing with your bird. You will need to contact us to schedule that time. We will determine from that information whether or not we believe that we can have a positive impact on the problems you mention. Please do not expect an INSTANT change – understanding behavior requires a great deal of information. We require that you complete the comprehensive Client Bird History, and once received and reviewed and you will be contacted to schedule an appointment. This appointment will be scheduled especially for you and your bird(s) to discuss current and related issues. Time charged for a consult is based upon the time that is spent on the telephone during the consultation. We do not charge for ANY of the time that is required to become familiar with the particulars of your bird's behaviors. Additionally, we do not charge for 3 brief post-consultation follow-ups (10-minutes or less, each), whether via email or by telephone. We suggest that all of the bird's primary caregivers participate in the consultation call. It is a good idea to take notes, and some clients even record our consultation.

Depending upon the problem(s) that your bird/you are experiencing, you may be asked to provide current veterinary records for review along with the 10 page Client Bird History. Birds mask signs of illness, and many behavior problems are a direct result of a bird simply not feeling well. It is critically important to have the time that we work together be as productive as possible, and any information that requested prior to a consultation may be crucial to the success of our work together. People are often surprised that there is a charge for the behavioral consult, but TGF staff has spent many years studying and gaining the knowledge that is essential to share that information with persons dedicated to improving the well-being and lives of their birds. Sadly, there are not enough hours in the day to provide answers for all of the requests for help that we receive on a daily basis, and we must charge for this time. All TGF members receive priority treatment in scheduling a behavior consult and a 10% discount. If we believe that we cannot help you, we will refer you as we believe appropriate.

Post consult, you will be provided a summary of our telephone consult. Follow up with you regarding the consultation is important to know whether or not the suggestions that we implement ideas are helpful. Post consult, it is up to you to schedule a 10 to 15 minute call or keep in contact via email to discuss the progress or lack of progress during implementation of the suggestions made during our consult. **There is no charge for this time.** We cannot continue to help you if no further information is provided to us. A great deal of information will be discussed during our telephone consult so further clarification might be required. Depending upon the issues covered during our consultation, further periodic consultative time to be charged may be required, but will be discussed on a case by case basis.

Thank you, and we look forward to working with you and your bird(s).

Sincerely,
The Gabriel Foundation