

Sammy was the most adorable 8 week old Labrador puppy we had ever seen and instantly fell in love. Because he had a cold, the two week wait before we could take him home was almost unbearable for my wife and I and true torture for our five year old boy Billy. When the day came for us to take him home we spent hours combing the store shelves for every imaginable item we would need to take the best care of our new family member.

All seemed well at first. Sammy seemed well behaved for a puppy, doing his business on the newspaper, coming when called (as long as there was a treat to be had) but it wasn't too long after before we noticed Sammy had some attitude issues. At first we just figured that he was a puppy and didn't know any better. But the problem was he didn't listen to anything he was told anymore.

He chewed up the legs of our dining room set, ate the upholstery of the sofa, started doing his business wherever and whenever he wanted and worse, would have a conniption fit if anyone came to the door. Got to the point where our friends wouldn't come over anymore unless we put Sammy in another room, but when we did, he'd howl the whole time. We were beginning to consider giving him up. Our Vet recommended Home Instead of Alone when he saw how out of control Sammy was.

We called and made an appointment at a time when we were both home and could have our part time Nanny there as well because Suzanne felt it important to have all of the family members present for our initial session. We talked for a bit describing for her our problems with Sammy and then let him out. Imagine our surprise as well as Sammy's when he charged at her and she scooped him up and put him on his back!!! There was no doubt about who was the boss. She was gentle yet very firm and after watching us with him and seeing his behavior, laid out a course of action. We clearly had no idea of what dog ownership was really all about. We thought Sammy would just grow up to be a great dog. The pet store never mentioned anything about training.

Suzanne suggested and we agreed that a couple of weeks of intensive training was in order as Sammy had developed so many bad habits it seemed best to take him out of our home and start fresh. We went to Suzanne's home and had a good look around as she described what would take place there – Boot Camp!!! We really weren't too crazy about the whole cage business at first, but Suzanne explained if we call it a crate instead of a cage, we'd view it differently. She was right. She assured us it was not about punishing Sammy but limiting his choices for potty training. He would be able to be out and about as long as he was closely supervised but when we are not able to do that, Sammy is to go into his little home.

We were truly impressed when the following week came around and we went to pick up Sammy. It was like he was another dog altogether. Suzanne spent over an hour teaching us everything she had done with Sammy. We were to learn that we had to work with Sammy every day and continue his training otherwise he would just go back to the way he was and we certainly didn't want that!

Suzanne came to our house after the initial training and showed us again how to control Sammy with commands. He really was adorable in his harness and made it a lot easier to walk him using this retractable leash thing. He now understood the sit and lay down thing, stayed when we told him to, and most of all, doesn't jump on us! We are still working on stuff – after all Sammy is still a puppy and has a short attention span. As for the doing his business thing? We learned that it is about timing and schedule. We seldom even close the door on his crate anymore and often find him in there just lounging around.

We cannot begin to thank Suzanne enough for what she has done for us and recommend her to anyone that is having problems with their dog. She is truly a miracle worker.

George, Betty, Billy and Sam (the Dog)



Dear Syara -

Thank you so much for taking such great care of Oakley while we were away!

As you know, I had never had a dog before, so I was against getting one.

But my kids pushed & begged until I finally gave in.

So now I had this new puppy peeing all over my home.

When I complained about it to my husband he spoke to a friend who recommended you.

So now, Oakley is almost a year, housebroken & obeying commands!

So when my husband said he booked a vacation, I didn't want to leave

him. Then I remembered you also board dogs. I wasn't disappointed leaving him because I knew he was in great hands.

Thank you for putting up with my millions of calls, and texting my family and I a video of him

Thanks!

playing on the couch was fantastic. You even quelled my fears about another dog there when you sent next video of them sleeping together. I think Oakley is going to miss Sharpa terribly!

Well keep a spot open for us @ Christmas!

Gratefully,
Kendia & Bernie



Dear Suzanne,

When my father became very ill, I did not know what to do with Duke, my 175lb Mastiff. I knew I would be traveling upstate quite often for days at a time. I called several places to board him, but because of his size, they either refused or wanted to charge twice as much.. A friend recommended a place that could come in a few times a day and let him out, but he was so used to being around me all the time. I didn't know what to do. I saw your ad, I figured what the heck. When I called, I loved your outgoing personality and it was so obvious you loved the dogs. When you told me there was no extra charge for his size, I said, "sign me up!!" I called a three times the first day, and you said he was fine. But I guess you heard the sadness and concern in my voice, because three minutes after my last call, I received two pictures on my cell... one of you with him, and the other of him stretched across the couch asleep! I was thrilled! He looked like he immediately felt right at home! And because of that, I was able to focus on my dad, because I knew Duke was in good hands. And the fact that you were fine with me visiting when I was in town was an added surprise.

Sadly, my Dad passed away three days ago. Picking up Duke yesterday made me so happy! He looked great! He said goodbye to his new friends at your house, and jumped in my truck.

I made a mental note that before the hustle and bustle of the daily grind began again, I wanted to write this to you- just say thank you- not just from me, but from my entire family, who really needed me to be there for them. I was able to do that because I knew Duke was fine.

Thank you so much!
Dominick (and family)