

August 2, 2007

To Whom It May Concern,

A Fresh Perspective has been wonderful to work with on many dog training levels. My first experience with Rick and Heather Dillender was at the Benton Franklin Humane Society, where they worked on behavioral issues with the shelter dogs. It was apparent that their skills and abilities enabled them to overcome many of the barriers preventing both aggressive, and shy, timid dogs from being adopted into good homes. I had friends and relatives that visited the shelter and remarked how surprised they were by the even-temperament of the animals.

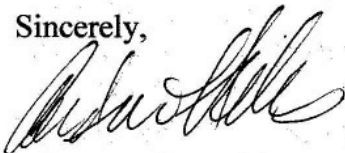
It wasn't until Rick and Heather came to our home that I became a true believer, as I saw for myself the effectiveness of their training. They not only focused on the training of our dogs, but they also "trained" my wife and I on all the things we never understood about dogs. After one lesson, our dogs were much more responsive once we realized the importance of controlling the space in our home and being the pack leaders. We had no idea that several of the behaviors our dogs exerted were those of a dominant "alpha" male in a pack. Needless to say, we had a lot of role changing to do in our household.

The lessons to follow were all just as beneficial as the first. We learned many techniques to maintain the pack leadership in our household, such as: The Four C's (calm, consistent, confident and concentrated), appropriate walking behaviors, "protecting" our dogs in moments they perceive danger, and many more. We learned ways to read their behaviors to translate what was dominant and what was not. For those which were dominant, we learned techniques to overcome those behaviors so that our dogs understood they were not the leaders in our pack. This lead to a much more orderly household.

I would highly recommend Rick and Heather Dillender, with A Fresh Perspective, to anyone in need of dog training. Whether they are trying to overcome behavioral problems, or want to start fresh with a new addition in the household, Rick and Heather have a lot to offer to any dog lover. Their passion for their work, and patience with both pets and pet owners, is the basis of their successful business, proof that pets and owners can live in harmony, and hope that anyone who gets the opportunity will use A Fresh Perspective to better their relationship with their pet companion.

If you would like to further discuss their qualifications, feel free to contact me at home: (509) 547-6468.

Sincerely,



Andrew Hicks
Vice-Chair, Benton Franklin County Humane Society