

Adoption Program Flow Chart

1. Adoption Application completed online sends to advisory@thelifelinecanada.ca
2. Liane Weber reviews application and confirms required documentation received and initial suitability for the program.
3. Liane Weber emails Applicant to schedule an interview call.
4. Liane Weber performs the first interview for suitability of applicant.
5. Liane Weber or assessment team approves applicant to move forward. Applicant sends contract and payment is made.
6. Contact is created and application is imported into NEON.
7. Companion Paws counsellor emails client to schedule the intake zoom call adding the link for the client to complete the online intake form synchronized with NEON. This form is to be completed by client at least 24 hours prior to the scheduled intake zoom call.
8. Companion Paws counsellor performs the zoom intake call and adds notes to the intake form in NEON.
9. Liane Weber or assessment team performs a final review for approval and ascertain the right match.
10. The client is connected with the Adoption Coordinator with the new rescue dog video of expectations and preparation.
11. The search begins.
12. Once a suitable dog is found, the client will submit an application online to the rescue.
13. If the dog looks to be suitable from the details received in the response or call with the rescue, an Approved Companion Paws Assessor will assess the potential suitability of the dog with the foster.
14. Upon approval of suitability of a dog, a meet and greet is scheduled for the client to meet the dog.
15. After the meet and greet, if the client chooses to move forward, the adoption is finalized by the client by completing and signing the rescue's adoption contract, TLC making the payment through e-transfer to the rescue on behalf of the client and pickup of the dog is scheduled.
16. Adoption Coordinator introduces the client to the Training Coordinator by email.
17. Training Coordinator schedules private training session during the first two weeks settling down time and schedules group or online obedience training with an approved trainer to begin after settling down period. Usually approximately 2-3 weeks from time of adoption.
18. Client informs Trainer Coordinator upon successfully completing their obedience training. (Ongoing updates from the clients are largely encouraged.)
19. Training Coordinator emails Liane once client has completed all training. Liane sends the client access the Skills Training Online Course through our Learning Management Software.
20. Advisory@thelifelinecanada.ca receives an email upon client successfully completing the skills training online course with a 100% passing mark on the quiz.

21. Training Coordinator schedules the Temperament Assessment with a Companion Paws Adjudicator.
22. Upon successful completion of the Temperament Assessment, the client will be scheduled in the next scheduled Final Evaluation for Certification.
23. Adjudicator sends email to Trainer Coordinator to confirm passing of final evaluation.
24. Trainer Coordinator emails client with Congratulations and Registration Documents to be completed and sent back to Advisory@thelifelinecanada.ca
25. Once all completed documents have been received, the client will be mailed a Companion Paws Therapy Dog Vest, Identification card and Certificate of Registration.
26. Liane Weber uploads all certification documentation to their account in NEON
27. Trainer Coordinator sends a membership email to new certified member (client) connecting the client to the Certified Member Manager, including membership details, login and password to access their program account details.
28. An online follow up form for clients to complete, is sent to certified personal designations every 6 months and adoption clients every 6 months after adoption. Certified or not.
29. Annually registrant's must renew at \$95 and schedule an annual re-evaluation. The cost of the re-evaluation is covered in the renewal fee.