

Personal Adoption Program Flow Chart

1. Adoption Application completed online sends to advisory@thelifelinecanada.ca
2. Companion Paws Manager reviews application and confirms required documentation received.
3. Companion Paws Manager imports application into NEON.
4. Companion Paws Manager emails Application Manager to schedule an interview call. (Adoption Manager is cc'd)
5. Application Manager performs the first interview call for suitability of applicant.
6. Application Manager sends applicant an email containing the contract and options to make the payment, once the call is complete
7. Application Manager makes Notes of their call, in the applicant's account, on NEON.
8. Companion Paws Manager confirms with Adoption Manager that the Contract and Payments were received from Applicant.
9. Adoption Manager emails Companion Paws Counsellor to schedule Intake Zoom call.
10. Companion Paws counsellor emails client to schedule the intake zoom call with link for the client to complete the online intake form synchronized with NEON. This form is to be completed by the client at least 24 hours prior to the scheduled intake zoom call.
11. Companion Paws counsellor performs the zoom intake call and adds notes to the intake form in NEON.
12. Adoption Manager monitors NEON Case Management to further the steps of the client through the approval process.
13. Adoption Manager emails Training Manager to schedule a Zoom call with client to go through dog guidelines, home check, expectations and requirements.
14. Training Manager informs Companion Paws Manager that the Zoom call has been performed and notes have been added to NEON account for review.
15. Adoption Manager schedules Zoom call to review guidelines, expectations, preparation and answer any last questions. Notes from the call are added to the contact Notes in NEON.
16. Adoption Manager emails CEO with a final approval Note of the client.
17. The client is added to the dog search list.
18. CEO does a final review for approval to ascertain the right match. CEO sends Approval email to client.
19. Adoption Manager corresponds ongoing with client throughout the rest of their journey. (From the search to dog choice to training to certification)

Dog from Companion Paws Rescues

- Companion Paws Manager emails Adoption Manager with suitable dogs for clients.
- Adoption Manager will correspond with client to confirm a dog match

Dog from Other Dog Rescues in Canada

- Adoption Manager receives email from Client with potentially suitable dogs found online.
- Upon review, if the dog looks to be potentially suitable, the client will be asked to submit an application with that rescue. The client will be required to go through the dog rescue's policy from which they are applying.
- Adoption Manager will guide the client through every step of correspondence with the rescue the application was submitted to.
- 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/rescue.
- Upon approval of suitability of a dog, a meet and greet is scheduled for the client to meet the dog.
- 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.

Upon Client choosing a Dog

20. Adoption Manager emails Training Manager to schedule Zoom call with client to prepare for their dog's placement.

21. Training Manager schedules call with client pre-adoption for full preparation or the dog's arrival.

22. Transport/Foster/Pickup is facilitated

22. Dog is placed in Client's home.

23. Training Manager schedules private training session during the first days of settling down to follow up and give guidance.

24. Training Manager schedules Client for Training. (Private, Online and In Person)

25. Training Manager monitors client's progress with training and offers ongoing guidance and training online through private zoom sessions.

26. Client informs Training Manager upon successfully completing their obedience training. (Ongoing updates from the clients are largely encouraged.)

27. Training Manager emails Adoptions Manager once client has completed all training.
28. Adoptions Manager updates NEON and emails CEO with update on client to send access to the Online Skills Training Course for their next step.
29. CEO registers the client access to the Online Skills Training Course through our Learning Management Software.
30. CEO at Advisory@thelifelinecanada.ca receives an email upon client successfully completing the online skills training course with a 100% passing mark on the quiz.
31. Scheduling Manager schedules the Temperament Assessment with a Companion Paws Adjudicator.
32. Upon successful completion of the Temperament Assessment, the client will be scheduled in the next scheduled Final Evaluation for Certification.
33. Adjudicator sends email to Scheduling Manager to confirm passing of final evaluation.
34. Scheduling Manager updates NEON Membership.
35. Scheduling Manager emails Companion Paws Manager, Training Manager and Adoption Manager to inform of the passing of the client's final evaluation.
36. Adoption Manager emails client with Registration Documents for their Therapy Dog designation (Personal, Assisted, Visiting). Cc Companion Paws Manager.
37. Once all completed documents have been received back from client, the client will be mailed a Companion Paws Therapy Dog Vest, Identification Card and Certificate of Registration.
37. Companion Paws Manager uploads all certification documentation to their account in NEON.
38. CEO has vest, ID card and certificates made for client and sends to client.
39. Certified Membership Manager sends an email to the new certified member (client) connecting the client to the Certified Member Manager, including membership details, login and password to access their program account details.
40. A one time online follow up with a counsellor is required in the first 6 months of adoption. Online follow up form for clients to complete, is sent to certified personal designations every 6 months and adoption clients every 6 months after the counsellor follow up zoom session. Certified or not.
41. 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.