



TLC's Companion Paws Personal Therapy Dog Adoption Client Agreement

This agreement is entered into this (date) _____, 2022, between

_____ at _____
Name of Client Client Address

and The LifeLine Canada Foundation (TLC) at P.O. Box 21040, Orchard Park Post Office, Kelowna, British Columbia, V1Y 9N8

Congratulations on your approval of a Companion Paws Personal Therapy Dog. This agreement is established on _____ between The LifeLine Canada Foundation (TLC), (referred to hereinafter as "Company") and _____ (referred to hereinafter as "Client"). This letter constitutes the detailed Agreement between the Client and the Company.

Services Rendered

The Company will perform the services within the Company's Companion Paws Canada program (referred to hereinafter as "Services") agreed upon with Client which may include but are not limited to:

- Rescue Dog Search review for suitability evaluation (we encourage all applicants to be involved and perform on-line dog searches as well)
- Rescue Dog Suitability Temperament Assessment
- Dog selection with client's approval
- Therapy Dog Adoption Facilitation
- Dog Rescue Adoption Fee (paid directly to the dog rescue organization) (includes health records confirming full health and spay/neuter)
- Veterinarian Health and Medical checkup
- Online Private Training Session During Adjustment Period (Prior to beginning Obedience Training)
- Group or Online Obedience and Advanced Dog Training
- Complete Skills Training online course
- Ongoing support for the life of the dog

For Clients choosing to Certify:

- Temperament Assessment
- Final Personal Therapy Dog Evaluation
- Supply TLC's Official Companion Paws Personal Therapy Dog Vest
- Supply Identification Card
- Supply Certificate of Registration

Client Acceptance

1. Client understands that finding a suitable therapy dog can take up to 5 months.
2. Client understands that a Companion Paws dog is an emotional support dog and not a service dog.
3. Client understands that therapy dogs do not have the same rights as service dogs.
4. Client agrees not to bring the dog to restaurants, grocery stores or food establishments, unless such establishments welcome non-service dogs accompanying their owners (e.g., dog-friendly restaurants)
5. Client agrees to gain permission to bring the dog into public or private buildings that require or request you to do so.
6. Client agrees to let Company review suitable dogs and choose a suitable therapy dog for you with your input and approval.
7. Client agrees not to contact or visit any rescues or shelters looking for suitable animals during the complete Companion Paws process unless advised by Companion Paws. Dogs found during an on-line search will be referred to the Company for further investigation.
8. Client agrees to complete dog applications for potentially suitable dogs upon being advised by Companion Paws to move forward with an application.
9. Client agrees to follow the policies of the organizations the Company works with. A home check, pictures or video of your home may be requested.
10. Client understands that we work with rescue dogs and that rescue dogs are NOT trained dogs and do not know commands at time of adoption and will require decompression, settling down, learning, commitment, dedication, and full training.

11. Client understands that there are times that even after a thorough temperament assessment, meet and greet and approval of suitability for adoption, rescue dogs may show behaviors soon after adoption that could become unsuitable as your personal therapy dog. A dog can be returned to Companion Paws or the rescue within 10 days after adoption if the dog becomes an unsuitable fit for you. If this situation arises, a re-assessment of the dog will be performed and if the dog is confirmed unsuitable, the search will begin again one week after the time of returning the dog.
12. Client agrees to attend group obedience training classes or on-line obedience courses approved by Companion Paws on schedule and continue to maintain training of the adopted dog in your home for the life of the dog and including after a successful final evaluation for certification. The Company will provide ongoing support.
13. Client understands that they are not required to certify their dog as a Therapy Dog. Clients can train with the goal of having a lovely, trained companion without the goal of final certification. This is Client preference.
14. Client understands that after adoption day, the process can take up to 20 weeks or more to complete the training and Companion Paws process for certification. The length of the process from adoption will be dependent on the dedication and commitment of the client.
15. Client agrees to keep the dog for the life of the Companion Paws animal. In any event that you are not able to keep the therapy dog, you agree to inform The LifeLine Canada Foundation. You must not rehome or surrender the dog, even to a family member, without contacting and obtaining the consent of the Company first.
16. If the dog must be surrendered, Client agrees to surrender the therapy dog to TLC's Companion Paws, if a close family member is not able to care for the dog for its full life.
17. Client agrees to bring their dog to the veterinarian every year for an updated doctor's medical assessment letter if certified. A copy of the doctor's letter must be mailed or emailed to The LifeLine Canada Foundation for confirmation of health prior to the annual renewal and re-evaluation.
18. Client agrees to a follow-up call during the first 6 months after adoption and to complete the online follow-up form bi-annually.
19. Client understands that further costs associated with the dog after adoption are the sole responsibility of the Client, excluding costs covered by TLC's Companion Paws as described herein.
20. If certified, Client agrees to an annual renewal fee of \$95 and annual re-evaluation. (The renewal fee covers the cost of the reevaluation.)
21. Client agrees that all Companion Paws materials including Companion Paws Therapy Dog Vest, Identification Card, and certificate of registration must be returned to the Company or the Final Evaluation Adjudicator in your area within 30 days of nonrenewal.
22. Client understands that there is only one vest and identification card permitted per certified registrant. If a new vest is required, you must send the old vest with TLC's Companion Paws logo patch to the Company prior to receiving the new vest.
23. Client agrees that there are no guarantees that the dog will pass the final evaluation. It is up to the client to make available the time required, be very dedicated and committed to learning, perform all training and tasks ongoing for success, throughout the life of the dog.
24. Client agrees to commit to do the work outlined by the Trainer, online courses and any homework assignments that are offered.
25. Client understands that being part of TLC's Companion Paws Therapy Dog Adoption program is a privilege and not a right.
26. Client understands that the cost of the first 4 months of training is covered by the Company. 4 months is more than enough time to fully complete all training requirements.
27. Client understands further training costs beyond the first 4 months of adoption, will be covered by the Client, unless reasons for extended training can be provided in writing and an exception or extension is given.
28. Client agrees that if a dog has been placed and ALL health issues by all family members living in the home, have not been disclosed or have been further diagnosed with other conditions, the Company and Companion Paws are not liable or responsible for a refund. Company will continue to offer support with the new circumstances as best to our ability.
29. Client understands that they are representing The LifeLine Canada Foundation and Companion Paws when out with the dog. Both the handler and the dog are required to always act with kindness and good manners.
30. Client agrees not to share any usernames or passwords given to the Client by the Company or its Affiliates.
31. Client understands that they are responsible for their results and doing the work to achieve them. The Company and Companion Paws are not responsible for any circumstances when the client does not complete training, on the original timeline. Companion Paws will continue to be there for guidance and support.
32. Accessories to be provided by Client include;
 - Leash
 - Collar
 - Licensing/Tags
 - Dog food/chews/treats
 - Food and water bowls
 - Dog Crate
 - Dog Bedding
 - Brush
 - Clippers
 - Dog toys
 - Doggie Toothbrush

Payment

Client and Company agree that Services described in this contract shall be completed for by the Company. Client agrees and has paid Company for Services described in the amount of \$2800, paid at time of signing contract.

Performance

Company will perform services as stated in this contract.

All services described herein are to be performed by Company. The terms and conditions set forth in this document constitute the sole agreement between Company and the Client regarding Client’s Companion Paws Personal Therapy Dog.

Cancellation

You may cancel the Agreement at any time prior to moving forward with an adoption and the Company incurring any monetary costs for your dog. You will receive a full refund. An email requesting withdrawal from the program is required. If there were any specific costs that were incurred for your dog on your behalf prior to your withdrawal, you will receive a refund of the full amount less the incurred costs. There are no administration fees.

The LifeLine Canada Foundation and Companion Paws (Canada) reserves the right to suspend or discontinue working with clients who are disrespectful; practice unsafe measures; do not adhere to the program, including client responsibilities; are dishonest; and/or are in the Companion Paws program for any reason other than to work together in the better interest of their dog and their family.

This Agreement constitutes the entire understanding of the parties. Any changes or modifications thereto must be in writing and signed by both parties.

By signing this document, I agree to the terms and conditions set forth in this agreement.

Client Signature

Client Print Name

Liane Weber

Liane Weber - CEO - The LifeLine Canada Foundation

