



## **OSI-CAN Alberta Division Service Dog Provider Funding Application**

As a named project of the Canadian Mental Health Association (a national charity), OSI-CAN AB is uniquely positioned to provide funding for the acquisition of service dogs for public safety personnel with OSI/PTSD, as diagnosed and prescribed by a qualified mental health professional.

To ensure due diligence and satisfy the expectations of funders, supporters and participants, OSI-CAN will utilize the following criteria to assess the qualifications and organizational fundamentals of any service dog provider requesting funding for their program or wanting to engage in a partnership with OSI-CAN AB.

All funding applications will consist of a standard comprehensive three-step process.

### **Step One: Proving Due Diligence**

Requires candidate programs to:

- Provide essential governance and financial documents, including budgets and strategic plans
- Provide proof of insurance, including general liability and officers & directors
- demonstrate the development and implementation of fundamental policies and procedures, including PHIPA requirements
- Provide detailed organizational charts

### **Step Two: Provision of Organizational Standards**

Requires candidate programs to:

- Demonstrate the development and implementation of policies and processes that support the development and maintenance of both canine and client partners.
- Demonstrate strategies for ensuring animal health; including a method for assessing temperament and suitability for the work assigned
- To show a commitment to meeting the Standards for PTSD Service Dog Instructors

### **Step Three: Proof of Training Competence**

Requires candidate programs to:

- Demonstrate they have produced a minimum of 3 successful teams at the time of application. A successful team is an active graduate who has maintained their certification for a minimum of one year.

**Please compile the following information into a single presentation style package.**

**\*Candidates must be incorporated as a non-profit or charity within Canada.**

### **Program Information**

Please attach a copy of your articles of incorporation and the following information:

1. Legal Name of Program:
2. Address:
3. Name and Position of Primary Contact:
4. Primary Contact Phone:
5. Primary Contact Email:
6. Program Website:

Are you a registered charity in good standing with CRA? Yes or No

If Yes - Charitable #:

Please provide the link to your charity's page on the CRA Charities Directorate website:

Have you ever had your charitable status suspended or revoked for any reason?

Yes or No:

If Yes, please provide details:

What is the organization's mission?

### **Governance**

Insurance - Please attach proof of General Liability Insurance for a minimum of Five Million and proof of Officers and Directors Insurance

- Please attach a copy of the organization's Bylaws and Constitution, including your dissolution process
- Please provide a list of the current board of directors, including the date they joined the board, the name of their current employer and their job title.
- Please attach an organizational chart outlining the names, roles and responsibilities of all staff (paid or unpaid) and board members.

Do you have a conflict-of-interest policy? Yes or No

- Please attach a conflict-of-interest policy

Do you have a privacy policy? Yes or No

- Please attach a copy of your privacy policy, ensuring it is aligned with PHIPA

### **Financials**

Are financial reports made available to staff, volunteers, the general public?

Yes or No

If yes, how?

If not, do you have a plan for making them available to stakeholders?

- Please attach your most recent completed fiscal year-end financial report. Organizations with revenues under \$500,000 annually may provide a review engagement letter completed by a qualified accountant.
- Organizations with annual revenues in excess of \$500,000 annually must provide audited financials completed by a qualified accountant.
- Please attach a copy of your current year's budget.

Please provide an outline of your top five revenue streams/funders for the current budget year and anticipated revenues for each.

- 1.
- 2.
- 3.
- 4.
- 5.

Do you have a business plan and/or a 3-year strategic plan?

Yes or No

- If yes, please attach a copy of your plan

## **Program Delivery**

Do you have access to a certified/registered and insured mental health professional with experience in PTSD and trauma, master's level or higher? Yes or No

- If yes, what is their name, qualifications and role within your program (staff or volunteer)?

How often are Graduates contacted after placement?

- Please provide an outline of that method of contact?

How often are teams recertified or re-evaluated after placement?

- Please provide an outline of that method.

Does the client sign a contract with the organization, where terms are fully explained and understood?

- Please attach a copy of the standard contract.

Do you retain ownership of your service dogs throughout their working life?

If not, what do you have in place to assure client compliance with certification standards and animal welfare requirements?

Briefly describe the application, screening process:

- Attach client service process/standards

Briefly describe the training process that the client and the dog underwent together.

- Provide an outline of the training process of PTSD service dogs.

Do you contract out the training of dogs and/or clients to third parties? Yes or No

If yes, how do you ensure compliance with your standards for dog and client care?

- Please provide a copy of the compliance standards.

Do you provide Owner Trainer Programs? Yes or No

If yes, what happens if someone who trained their own dog comes to your program and requests a certification test so they can take their dog in public? What is the application and dog screening process for these teams? How does training occur, and for how long?

- Please provide an outline of this process.
- Describe follow-up/aftercare procedures for graduate teams.

## **Canadian Service Dog Standards for Schools Placing PTSD Service dogs:**

**The Purpose of these standards are to ensure that programs have a trauma-informed and comprehensive understanding of PTSD; utilize an appropriate application, screening, and matching processes for clients. Provide thorough and individualized client care and training regarding all aspects of PTSD Service dog Teams and provide a lifetime of follow-up and team support.**

1. Programs must demonstrate they have access to a licensed mental health professional (master's level or above as recognized in Canada) who is experienced with Operational Stress Injuries and PTSD and can provide consultation regarding all aspects of the OSI Service Dog team.
2. In order to help determine if a client is ready for an OSI service dog and program, OSI Service Dog schools must demonstrate they have a form created in conjunction with a mental health consultant to be filled out by the clients' mental health provider. This form must summarize the state of the clients' mental health and treatment parameters. This form must also address whether the client is actively suicidal or has anger management issues and how they cope with these issues. (Anderson Prescriber Guidelines)
3. All programs must demonstrate they ensure that clients have a formal diagnosis of an OSI such as PTSD provided by the mental health (Master's level or higher) or health care provider (Master's level or higher).
4. Programs must demonstrate that their clients provide names and contact information for three individuals who have agreed to provide support to the PTSD Service Dog team. The Service dog school must be available to these individuals 24/7.

These individuals must agree to provide an immediate and temporary home for the dog and support for the client should an emergency arise if the service dog school cannot provide primary care and support. Programs must provide a clear outline to these support contact individuals on what they are agreeing to by way of an informed consent contract.

5. Programs must demonstrate that their clients sign a consent form that allows the program or its consultant to communicate directly with the client's mental health provider, treatment team or care support contact individuals.
6. Programs must demonstrate that clients have written evidence that his/her family or support person (s) and care provider (s) have the knowledge and an understanding of the application for a PTSD service dog and that they support the process and the placement of a PTSD service dog.
7. Programs must demonstrate a face-to-face interview occurs with their client during the application process.

8. Once the program accepts a client, a program must demonstrate they follow up with their approved applicants at least every 60 days until placement to keep their clients aware of the status of his/her application and intake queue.
9. The OSI Service dog must meet suitable Temperament Standards. The OSI Service dog must facilitate friendly public interaction with their client and promote healthy community living. Programs must demonstrate they do NOT train behaviours that encourage guarding, protecting, searching for an enemy or threat or attacking.
10. OSI Service Dog programs must ensure their dogs additionally exhibit:
  - a. tolerance to a high level of stress
  - b. sensitivity to a client's sympathetic nervous system without anxiety
  - c. an ability to be handler focused and perceive environmental and interpersonal cues
  - d. the ability to complete tasks to mitigate triggers and OSI symptoms in difficult and emotional situations
  - e. no reactivity, no possessiveness, no guarding behaviours, any increased anxiety or behaviours that create a stressful environment for the client.
  - f. the ability to ground a client with a calm, stable demeanour.
11. The dog must meet a high level of obedience, public access and training standards. All training programs must include but are not limited to visual, verbal, or environmental cues, and all OSI Service Dogs must perform three visually identifiable tasks that directly mitigate the client's OSI symptoms or triggers.
12. Service dog schools must demonstrate that they have designed a team training program that is flexible and adaptable. All schools must demonstrate they have a step-by-step curriculum based on praise, includes positive reinforcement and positive affect, and does not include excessive corrections. Programs must also demonstrate they do not use inhumane equipment such as prong or shock collars or any training that may involve emotions of anger when working with a service dog
13. The program's staff working with the clients must be trauma-informed and receive training by a mental health professional (master's level or higher recognized in Canada) on PTSD, OSI trauma, addictions and suicide awareness.

Appendix A – Application Checklist (Please complete)

Appendix A

Required Information		Provided	Not Provided
Program Information			
Non-Profit Status			
Charitable Status			
Organizational Mission Statement			
Insurance			
Bylaws & Constitution			
Dissolution Process			
Complete List of Board of Directors			
Organizational Chart			
Conflict of Interest Policy			
Privacy Policy			
Financial Reports			
Current Budget			
Top 5 Revenue/Financial Streams			
Current Business Plan			
Names of Clinical Supports			
Graduate Contact Method			
Re-certification/Re-evaluation Method			
Standard Client Contract			
Client Application Process			
PTSD Service Dog Training Process			
Compliance Standards			
Previous Ownership Process			

I hereby declare that all information contained in this application is in accordance with facts or truths to the best of my knowledge. All provided information is correct and accurate and is provided with confidence that it will be kept confidential.

Applicant Organization: \_\_\_\_\_.

Name of applicant: \_\_\_\_\_.

Signature of Applicant: \_\_\_\_\_.

Date of Application: \_\_\_\_\_.