

Design Document

<i>Business Purpose</i>	<p>Purrfect Hearts Rescue has seen a recent increase in return rates for cats to the rescue, which is being exacerbated by a large number of abandoned kittens and cats this summer, leading to a very full rescue with many pets looking for their future home. In speaking with pet owners looking to return the pet to the rescue, many stated that it was “not a good fit” or that they were not prepared for what all was involved with welcoming a new animal into their home.</p> <p>A quick and effective e-Learning training for potential adopters can prepare new owners with the knowledge and skills needed to help make this transition successful. During the adoption paperwork process, the course would be completed on a personal mobile device or one of the rescue’s tablets, prior to the finalization of the adoption. This would intern; increase the success rate of adoptions, decrease the number of pets returned to the rescue, and ensure Purrfect Hearts Rescue maintains the high quality of care and placements that the rescue community has come to expect.</p>
<i>Target Audience</i>	Individuals who are adopting cats from the shelter prior to bringing the animal home
<i>Training Time</i>	10-15 minutes
<i>Training Recommendation</i>	<ul style="list-style-type: none"> ● 1 e-learning course <ul style="list-style-type: none"> ○ Safe and Secure-environment, other pets, and health ○ Video ○ Scenario/Situation ○ Knowledge Checks ● 1 Job Aid <ul style="list-style-type: none"> ○ Environment Considerations
<i>Deliverables</i>	<ul style="list-style-type: none"> ● Design document ● 1-elearning course <ul style="list-style-type: none"> ○ Developed in Rise ○ Video ○ Scenario/Situation ○ Knowledge Checks ● 1 Job Aid <ul style="list-style-type: none"> ○ Environment Considerations
<i>Learning Objectives</i>	<ul style="list-style-type: none"> ● Identify ways to provide a safe and secure environment for the new cat/kitten ● Demonstrate the correct steps to introducing your new cat to other family members, including other pets

*Note: Purrfect Heart Rescue is not a fictitious rescue

Design Document

	<ul style="list-style-type: none"> • Determine ways to maintain the cat’s health in the first few days and long term
<i>Training Outline</i>	<ul style="list-style-type: none"> • Introduction <ul style="list-style-type: none"> ○ Preparing for a new family member and course objectives • Environment <ul style="list-style-type: none"> ○ Preparing a space <ul style="list-style-type: none"> ○ Safe and not safe ○ Food ○ Litter ○ Entertainment ○ Knowledge check- situation where the learner will prepare a space for the new pet by navigating and selecting the correct items to help the cat feel safe and secure with all necessary items • Introducing the new pet to other family members <ul style="list-style-type: none"> ○ Humans under 5 ○ Other cats ○ Dogs ○ Knowledge check- scenario based in which the learner will select the next step choice for the introduction consequences based on each choice • Keeping the new cat Healthy <ul style="list-style-type: none"> ○ Nails ○ Grooming hair ○ Veterinarian visits ○ Knowledge check- role play scenario conversation with the veterinarian on concerns • Summary with reminders and external references for additional support • Completion of Course
<i>Evaluation Plan</i>	<p>The Learner will need to complete all parts of the training, including three knowledge checks to receive the completion of course screen.</p> <p>Within the first 24 hours, the adopter will receive a survey about the adoption process and course to rate and review. These results will be tracked by the team placement members who will analyze the trend data regarding the adoption process and knowledge of bringing a pet home, when compared with surveys conducted prior to the course. (10% positive increase)</p>

*Note: Purrfect Heart Rescue is not a fictitious rescue

Design Document

	<p>Nearing the end of 30 days post adoption, a follow-up survey with additional support and resources would be emailed to the adopter regarding how adjustment into the home has gone for the new pet and offering support if needed with additional resources available. If results indicate a need for support, contact will be made within 48 hours by rescue staff and a follow-up support report would be filed.</p> <p>Rescue supervisors will track the return of adopted cats to the rescue along with the exit interview, stating the reason for return, to determine if less pets were returned than before implementation of the training. (20% reduction)</p>
--	---

*Note: Purrfect Heart Rescue is not a fictitious rescue