



WELCOME TO LEVEL 2!!!

It's more than just training and certification this time!

ORIENTATION AGENDA

- What to Expect – weekly
- What to Expect – monthly
- Ground rules and expectations
- Finishing Level 1 – what does this mean?
- Ready to join the network?
 - Complete bio and submit high resolution photo
 - Sign agreement via DocuSign
 - Be patient – we build these out individually
 - You must continue to adhere to the Rules of Practice
- What about the Membership Group on Facebook?
- Questions



WHAT TO EXPECT - WEEKLY

- ◉ 1 email specific to Level 2 – with a recap from the previous week and a link to the zoom call
- ◉ The weekly session will be uploaded onto the membership website – there is NO separate Facebook Group for Level 2 – it will all be via email and directly on the membership website
- ◉ Weekly Q & A and Case Study discussions – There will be 1-2 Case Studies presented – YOU will be presenting them!
 - As you are continuing with your learning – you can ask questions about cases during these weekly sessions.
 - 3 weeks out of the month
 - Tuesdays at 5 pm Central time – UNLESS OTHERWISE INDICATED (things come up and we may need to change the day on some weeks – I'll be sure to let you know as early as I can for these changes)



WEEKLY

- These discussions are open – but we want to be sure everyone that has a question that week gets a chance to speak – **please do not dominate the conversation.**
- Case study presentation
 - Always start with Signalment: Name, weight, age, sex, breed, species
 - Provide information regarding the history
 - Observations
 - Self Selection
 - Oils used – dilutions, why used
 - Outcome – immediate and on follow ups



WHAT TO EXPECT - MONTHLY

- Monthly Trainings
- Guest speakers – experts in their field
- Specific topics that make up the Level 2 AASC Certification
- Quizzes following the Trainings
 - May take up to 5 days to post the link onto the website, please be patient – they will also be in the weekly recap email
- 12 Total



GROUND RULES & EXPECTATIONS

○ For You:

- Be Kind
- Be Respectful
- Be Positive
- Notify us if you are having trouble with something, we will do whatever we can to make it right
- Do not email my team until you have tried to figure it out on your own first
- You are colleagues, NOT competition
- Learn!
- Ask questions, participate, offer kind suggestions when appropriate



GROUND RULES & EXPECTATIONS

○ For Us

- This is a BETA course – there may be things that change along the way, please be patient and flexible
- My team is made up of HUMANS – that are all very awesome people that I care a LOT about – please know that we will do everything we can to help you but still have limitations – try not to impose unrealistic expectations on us. They take Sundays and Holidays off, so please don't request anything of them on a Sunday.
- We will provide amazing opportunities for interaction, answering questions, training and customer service to the best of our abilities
- We will notify you as soon as possible if there is ever a change in schedule so you can plan accordingly and make those adjustments



FINISHING LEVEL 1 STILL?

- That's okay! The weekly case study reviews will be helpful for you to gain confidence in what you are doing and you can still learn along the way and start on your Level 2.
- You will not get your Level 2 certification until you complete your level 1 certification
- You cannot be a part of the Essential Oil Vet Network of Certified Animal Aromatherapy Consultants until you complete Level 1
- You still have access to the weekly sessions and monthly trainings!



READY TO JOIN THE NETWORK?

- Complete bio and submit high resolution photo
 - Headshot
 - Photo of you with an Animal
 - MUST be a photo with YOU in it
 - These are templates, and we cannot add additional columns
 - Try to keep the wording in your Bio compliant – we will edit these slightly if necessary
 - Include all your credentials and don't be afraid to have more info on there to set you apart for people looking through the Network for a consultant
 - We will NOT be including links to sell your essential oils on there – you can do this one on one as a part of your consultation
- Sign agreement via DocuSign
- Be patient – we build these out individually – they are NOT auto-populated.
- You must continue to adhere to the Rules of Practice



RULES OF PRACTICE

- You will maintain professionalism in all correspondences with potential clients and customers.
- You will respond to the inquiries for a consultation in a timely manner (within 48 hours in most cases.)
- You will be solely responsible for setting your fees and collecting payment outside of the Network. You understand this is not the responsibility of Essential Oil Vet, as you will be practicing independently.
- You will be kind and compassionate at all times with all customers and potential clients.
- Should the client be unsatisfied after resolution attempts are made, you are willing to refund payment to client if requested.
- If you are unsure of how to proceed with a case, you will research and do your due diligence, then utilize the weekly case reviews to ask questions and provide additional information to the client after consulting with the Dr. Roark.
- You will at no time speak negatively against the Essential Oil Vet or any of the other students in AASC Level 1 or the Level 2 Membership.
- You will not treat the Network and other members as competition – rather as colleagues.
- You will not contradict medical advice given by a client's doctor/ veterinarian.
- You will follow up as needed on a case-by-case basis.
- You will share positive results that may help others during the weekly discussions.
- You are responsible for communicating changes for your webpage on the Network to the Company. This includes but is not limited to changes in e-mail, links, social media, etc.



WHAT ABOUT THE MEMBERSHIP GROUP ON FACEBOOK?

- ⦿ Those of you that are Certified in Level 1 may be added as “group experts” in Facebook.
- ⦿ When responding to members of the FB group, please keep your answers clear and concise.
- ⦿ Do NOT RESPOND USING CAPS – it makes it seem like you are yelling.
- ⦿ Guide them to one of the existing protocols in the group by tagging them in that post or linking to that post in your answer. Try not to contradict things Dr. Roark has already said.
- ⦿ Most of the time, people are looking for a quick answer specifically using essential oils – so a quick answer like – “try using Lavender and Copaiba diluted to 2% - just 4 drops of each in a 10 mL bottle topped off with carrier oil.” Rather than getting into a lengthy discussion or basically doing a free consultation right there in the membership group – they can pay extra for a consultation if they need it!
- ⦿ Do NOT Post direct links to your essential oil page in the group – keep in mind that most of these people are ALREADY essential oil users.
- ⦿ Be professional at all times, these are potential clients for those of you joining the Network.





QUESTIONS