

TIP#1

VISIT THE CREMATORIUM YOU WORK WITH

Even after all of the positive changes in the industry, families are still very worried about where their pet is going.

This can help reassure them.



TIP #2

OFFER GRIEVING RESOURCES

Offer your clients grieving
resources such as local

Support Groups or Grief Counselors*

Even if not utilized, your concern
and understanding of the pain
they are experiencing will be
apparent.

*Visit euthabag.com for a list of Grief Counselors and
Support Groups in your area.



TIP#3

PARTING WORDS

When a family is leaving after euthanasia, rather than saying

“Have a nice day”

Try saying something such as:

“My sympathies”

“We know what you're going through”

“Take care”

*It's hard to say goodbye
to such a special
companion*



TIP#4

SAVE TIME

HAND OUT THE POEM
"IF IT SHOULD BE"
WHEN A FAMILY
SHOULD BE
CONSIDERING
EUTHANASIA
BUT FEEL TOO GUILTY
OR CAN'T DO IT



HAND OUT THE POEM
"IF IT SHOULD BE"
AFTER EUTHANASIA
FOR CLIENTS TO
READ AT HOME

THIS POEM SAYS IT
ALL WITH NO
RELIGION OR
CULTURES
ATTACHED TO IT

AFTERCARE OPTIONS

INVITE YOUR CLIENTS TO VISIT THE CREMATORIUMS WEBSITE

Visiting the website can help inspire trust. In addition, families will have an opportunity to make choices from home, instead of in the exam room or at reception while grieving.

ALLOW THE CREMATORIUM TO OFFER THE BEST SERVICE TO FAMILIES

Crematorium personnel are end-of-life professionals. They are the experts in counselling families and can offer wonderful services to help comfort our clients.

TIP #6



DETAIL EVERY STEP

PREPARE THE FAMILY

Many complaints arise because the family didn't expect their pet would fall asleep so quickly; the eyes remained open or they weren't allowed the time to say goodbye afterwards.

DEMYSTIFY SEDATION

Make sure that before giving sedation, the family is aware of the changes that will occur and what their animal will look like. Many have never seen an animal sedated before.

ANESTHETIC EFFECTS

Explain that what you are administering is just a large dose of anesthetic. Remind them that their pet will be falling asleep (not being poisoned or paralyzed). Many families may not be familiar with the steps involved in euthanasia.

TIP #7



ADAPT YOUR VOCABULARY

IV CATHETER vs VEIN ACCESS

SEDATIVE vs TRANQUILIZER

EUTHANASIA SOLUTION vs ANESTHETIC OVERDOSE

TIP #8



Put a positive spin

He will be comfortable



He wont' suffer

YOU are making the best decision



WE are making the best decision

16 yrs, that is a good age



They never live long enough

TIP #8b



Answering difficult questions

- I don't want to make the decision → Together, we will make a decision for your companion
- I wish he would just fall asleep and not wake up → That's what euthanasia will do
- I would like him to have a natural death → Unfortunately, natural death is neither fast nor painless. His current state is not natural.

TIP #8c



Instead of

We can say

You'll know when
the time comes

→ It's difficult to decide when

Call us when you're ready





→ Call us when you want to talk about
your decision

You can't do anything for him

→ You did an extraordinary job

TIP #9

PROVIDE QUALITY OF LIFE (QOL) ASSESSMENT TOOLS

-  The BEAP test for cats and dogs by Dr Shea Cox
-  How do I know when it's time? Euthabag document.
-  The feline Grimace Scale by FMV of UdeMontreal
-  The Pet's quality of life scale by Dr Mary Gardner

Visit Tools For Your Practice on euthabag.com for a list of QOL assessment tools

TIP #10

USE A LIST

TO ENSURE ALL ASPECTS OF THE PROCEDURE WILL BE EXPLAINED TO THE CLIENT, HAVE A LIST FOR THE PERSON WHO TALKS TO THE FAMILY

Download our list on euthabag.com

- Have you ever gone through this before?
- Would you like to stay the whole time?
Here are some options...
- Sedation (what to expect: reaction, onset, effect)
- Explain the injection will be into a vein
It will be a large dose of anesthetic, not a poison.
- After death expectations (eyes, bladder)
- Family can feel emotional bursts
Allow them to take some time with their pet afterwards



BONUS TIP: CHANGE THE FOCUS



IN PREPARATION FOR THE EUTHANASIA, DON'T BE AFRAID TO TALK

"WHERE DID YOU FIND HIM/HER?"

"HOW DID YOU PICK HIS/HER NAME?"

THIS CAN HELP TO RELIEVE TENSION AND ANXIETY

BONUS TIP#2

OFFER FAMILIES A GUIDE ON HOW TO PLAN AHEAD



www.mypalpa.com

A GUIDE TO PLANNING AHEAD

A Tribute to My Pet's Life

Pet's Name _____

Birth date/Gotcha Date—Date of Death _____

Where born/Where Gotcha'd _____

Nicknames _____

Pet Parents _____

Siblings—Pet and Human _____

Favorite Memories _____

With the choices of memorialization items that have been made, we want the following unique personalization:

Preparing yourself in advance for the death of your pet, while emotionally taxing, is a wise and thoughtful thing to

Visit this page for the document:

iccfa.com/membership/plpa/plpa-documents/

