

CHAPTER 6



chapter 6

Euthanasia

End-of-Life Process

Saying goodbye to a beloved pet is an extremely difficult time for the pet parent and everyone involved. It is important that we handle the entire process with compassion and attentiveness. When setting up the appointment, the receptionist should have no distractions and we should avoid placing this client on hold. The owner should be asked when they would like to bring their pet in and what type of aftercare they would prefer (Communal cremation, private cremation or take the pet home).

When talking about their pet, refrain from using the word “body” as some clients find this upsetting. It is better to use the terms remains, loved one or baby. **i.e. “Ms. Smith, we have a few options for handling your baby’s remains, would you like me to go over them with you?”**

Offer to go over pricing and arrangements for their loved one on the call as they may be more apt to deal with these things today vs the day of the appointment. Maintain a tone of compassion and understanding when dealing with scheduling this difficult procedure. **Letting go is the last act of love.**

Before the client and patient arrive the day of the appointment, a candle and sign should be placed up front letting other guests know that someone will be euthanizing their pet and to keep voices as low as possible.

Upon arrival, paperwork should already be filled out and ready to be signed by the owner. **Payment and all paperwork should be taken BEFORE the procedure begins.** It's crucial that after the euthanasia has been completed, we only worry about providing compassion and comfort to our clients. This is NOT the time for paperwork or payment.

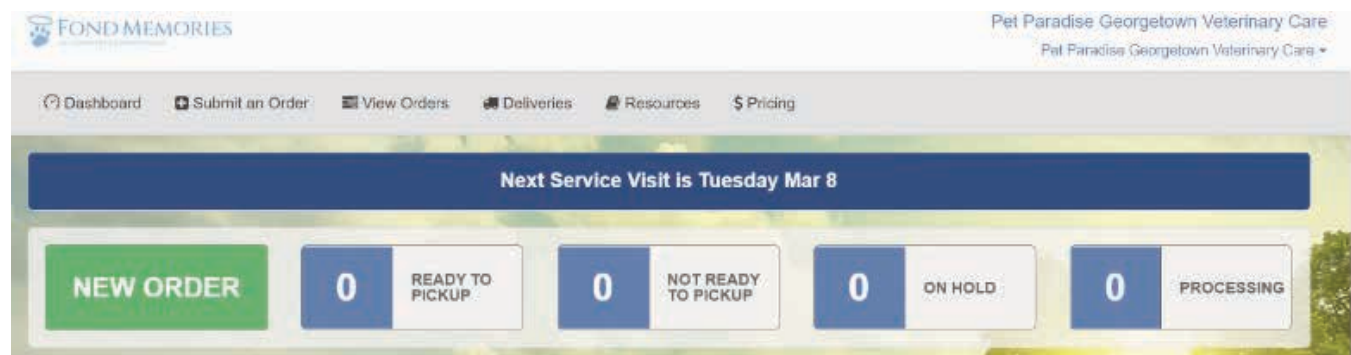
The doctor will go through the procedure with the client and perform the euthanasia, which typically consists of a sedative then an injection of euthanasia medication. As the technician or assistant, ensure the room is clean and cozy (place a blanket for the pet to lay), help gather the supplies needed for the procedure, and help place the IV catheter. Sometimes the doctor may ask you to be present in the room to assist with restraint.

Give the owner as much time as they need with their pet before and after the procedure. It's crucial that we don't make them feel rushed or pressured during this time.



Ordering Memorabilia and Pick-up

Company name may be Fond Memories, St. Francis or Pet Angel, but will be the same process:



Your home page will look like what's pictured above. After the euthanasia is complete, you will select "NEW ORDER" and select the type of cremation.

Submit New Order

Clinic Submission

The order will be submitted and managed by the clinic on behalf of the owner

Private Cremation	Stray/Wildlife Communal
Communal Cremation	Product Only

A private cremation is where the pet is cremated alone and the owner will get the ashes returned in an urn. Communal cremation is when the pet is cremated with a group of pets and the ashes are spread in a remote area. The euthanasia package includes the IV catheter, catheter placement, medications and the procedure. Cremation is additional and varies depending on if it's communal or private.

Private Cremation

Pet Information Owner Information Bundled Products Urn Selection Memorial Products Review Summary

Pet Information

Pet Name


Select a species... Weight kg lbs

Breed (ex. Golden Retriever)

Date of Birth (yyyy-mm-dd) Date of Passing (yyyy-mm-dd)

Male Female Unspecified

Cancel Next: Owner Information >



After selecting the type of cremation, enter the pet's information, the owner's information, and select which products and/or urn if needed. Once the order is submitted, the cremation service team will pick up the pet on the next scheduled day and then return the ashes and/or memorabilia to the practice the following week. The owner can then be called to come pick up their beloved pet.

It is important to keep the entire euthanasia process organized so that the owner can properly grieve and mourn their loved one without complications. Your words must be chosen carefully to convey to the owner that we are sorry for their loss and want to comfort them in this unbelievably hard time.

This manual is an basic overview of some of the tasks used daily in the clinic. Not everything could be covered in this edition. Look for this to be updated and expanded in the future.



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