

Practice Guide for Products & Resources

All Products and Resources Created By:
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Preparing Clients for End of Life Decisions:

Why?

Many clients want more information about euthanasia and after care of their pet even before the time comes close. They may want to prepare for end of life and be anxious if they are unsure about what to expect.

When?

Sometimes clients regret decisions made quickly during the emotional time of euthanasia, for example, who should be present, how best to say goodbye and what aftercare or keepsake they wish. Preparing for euthanasia and decisions surrounding aftercare as early as possible is helpful.

How?

Clients may be hesitant to ask questions or discuss the subject. Having a visual brochure present in your exam or waiting room is helpful. Information about end of life can be present on the clinic website or send via email to clients upon request.

What? →



Sensitively addresses concerns surrounding euthanasia and aftercare.

Helps pet owners prepare for end of life decisions.

Supplied in packages of 25

Purchase Codes:

- AVP 9130302
- VP 6890705
- WDDC 121682



PAWS 4 Xtra Care:

FREE digital information to support clients during end of life decisions.



CLICK HERE

* Scroll to Veterinary Resources section; Use password: PAWS4SUPPORT



PAWSitive Practice:

These conversations are emotional and it can be difficult to address this sensitive subject during an allotted appointment time. Offer a resource for clients to review at home (paper copy or digital to be sent to them) and then follow up at the next appointment or phone call. This provides support and caring attention while keeping on schedule.

Expressing Respect and Compassion through Euthanasia:

Why?

Many bereaved clients become upset seeing their beloved pet lying on a worn, torn or stained towel as they say their final goodbye. The image stays with them and may obstruct them in a negative way through their grief.

When?

During end of life palliative care, euthanasia in clinic or mobile and/or for visitation after the pet is deceased, a special cover designed with respect for this sensitive time is appreciated.

How?

Ensuring the area where the euthanasia is performed is as comforting as possible for both the patient and the family. This can include a designated cover for euthanasias which: Shows How Much The Patient Is Valued, Enhances Positive Perceptions Of The Clinic, and Helps With Client Grief By Providing Positive Last Memories.

What? →



The Compassionate Cover for Euthanasia:

Folds Easily, Takes Up Little Space In The Clinic

Machine Washable - Washes And Dries Quickly

Lightweight, Will Not Interfere With Patient Comfort

Place Cover To Conceal Unsightly Areas, Catheter/ Tubes Etc.

Can Use To Cover Padded Bedding/Warming Devices

BLUE Cover

Purchase Codes: AVP 9130400 • VP 6890310 • WDDC 137975

PINK Cover

Purchase Codes: AVP 9130401 • VP 6890320 • WDDC 137976



Includes Both Blue and Pink Compassionate Covers + 25 Preparing to Say Goodbye to Your Pet Brochures (FREE!)

Purchase Codes: AVP 9130402 • VP 6890300 • WDDC 137977



PAWS 4 Xtra Care:

This blanket is sized to cover most standard exam tables (76X153cm), which helps to transform exam room into a more comforting space.



PAWSitive Practice:

Covers come in pink and blue which allows vet team very quick recognition of sex of the pet so that no mistakes are made when referring to the pet as he or she. Incorrectly addressing a pet can greatly upset the client especially during this emotionally charged time.

Supporting your Clients with Children through Pet Loss:

Why?

Your clients with children may feel anxiety surrounding how their family will cope with pet loss. Parents are dealing with their own sadness and this is compounded by having to navigate the uncertainty of how to explain a pet's death to their children. Parents look to vet staff for guidance in all areas of animal care, including end of life issues.

When?

If possible, it is helpful for parents to have information before the euthanasia occurs so they feel more prepared for difficult conversations, questions and emotions from the family.

How?

Offer valuable and reputable pet loss resources in a variety of ways:

- 1. Gift to families:** keeping books to give away to clients shows clinic cares & encourages loyalty to the clinic.
- 2. Retail in clinic:** keeping a stock in the clinic to sell provides a convenience for parents. Your clinic can mark up or sell at cost or donate funds to charitable cause at end of year in honour of pets that were lost.
- 3. Direct clients where to purchase:** put on clinic's e-store eg vetstore.ca and recommend clients buy directly on there and have it delivered.

What?



A 28 page workbook for school aged children and families using art therapy to:

Support children when learning about death.

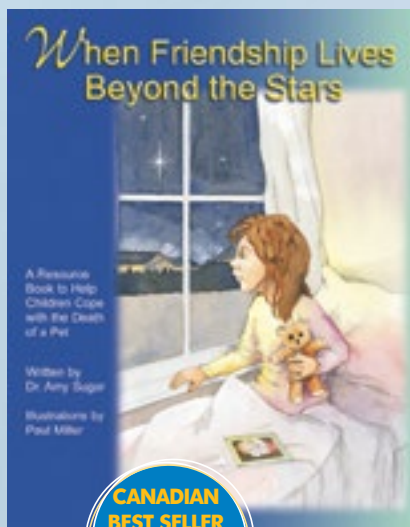
Facilitate expression of emotions surrounding loss.

Foster positive coping strategies when faced with grief.

Purchase Codes: AVP 9130210 • VP 6890850 • WDDC 142916



When Friendship Lives Beyond the Stars: A Resource Book to Help Children Cope with the Death of a Pet



**CANADIAN
BEST SELLER
FOR OVER
20 YRS!**

An illustrated children's book aimed at younger children which encourages expression of emotions surrounding loss and sadness. This book features a pet dog in the illustrated children's story.

A resource section at the back includes guidance on explaining death to children including age specific advice, support activities and feelings to consider before getting a new pet.

Purchase Codes: AVP 9130200 • VP 6890800 • WDDC 108197

[CLICK HERE TO LEARN MORE](#)



Quand l'amitié renaît parmi les étoiles:

Un guide pour aider les enfants à composer avec la mort d'un animal de compagnie

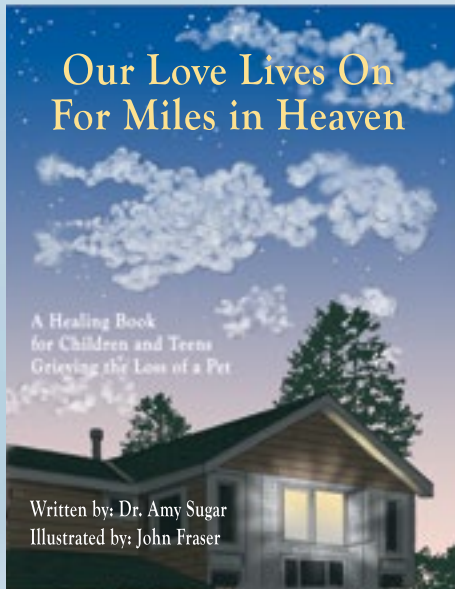


Pour votre enfant, ce livre: Peut servir d'outil par lequel il ou elle exprimera ouvertement ses émotions

Pour vous, le parent, ce livre: Offre des recommandations adaptées à l'âge de votre enfant sur la meilleure façon de lui expliquer la mort.

Purchase Code: VP 6890810

Our Love Lives on For Miles in Heaven: A Healing Book for Children and Teens Grieving the Loss of a Pet



This book consisting of three parts. Each part is designed to support families through their grief and assist them to begin healing their hearts.

Part I: An illustrated children's story which chronicles one family's journey through the loss of their beloved cat, the emotions they feel and the steps they take to work through their grief and healing.

Part II: Suggestions for healing activities and memorial ideas which families can participate in together.

Part III: A Resource guide for parents to provide guidance through the difficult discussions surrounding death and the emotions surrounding the grief of pet loss. Includes a section on companion animal grief.

Purchase Codes: AVP 9130190 • VP 6890950 • WDDC 133582

[**CLICK HERE TO LEARN MORE**](#)



PAWS 4 Xtra Care:

Remember that many kids' first pets are exotic or pocket pets that may be brought into the clinic for euthanasia or aftercare. It doesn't matter how small the pet; the love is big and the loss heartbreaking. The loss of any pet should be treated with dignity and respect including offering of pet loss support for the family.



PAWSitive Practice:

Family members of all ages can be included in a variety of ways:

Before euthanasia - children can plan a 'goodbye bag' to include cards/pictures, special blankets or toys to go with the pet to the appointment (even if they are not going themselves)

During euthanasia - participation of children would be age appropriate and always dependent on the parents/child's wishes. This should be discussed and decided before the day.

After euthanasia - children can visit after euthanasia to view peaceful image of pet, be involved in decisions of aftercare and picking memorials.

It is helpful to have an "EOL Comfort Kit" for families with children who have decided they want to participate in euthanasia.



- **Travel tissue packages:** Each family member can have their own package, which ensures their comfort during the procedure and after they leave the practice.
- **Sanitizing gentle wipes:** Important for safe and quick clean ups, especially with kids.
- **Bottles of water:** Clients might be in the exam room for longer periods of time, having water ensures they can stay hydrated and provides an extra level of care.
- **Special bags:** When removing and returning collars/leashes or gifting children's books it is important to have a nice quality bag for the family to put these items.
- **Small keepsake bags:** The family may wish to keep a clipping of fur; it is thoughtful to place this in a bag that is secure and can be used as a memorial item.
- **Coloring sheets, stickers and crayons:** Adding coloring sheets that are age appropriate can help to keep children occupied and engaged during EOL appointments.
- **Children's story/activity books:** Books written about pet loss for children are very helpful when supporting families through loss and grief.
- **Special picture frames (cardboard/no glass insert for safety):** The child can draw a picture of the pet and insert it in the provided frame, or the veterinary practice can print out a picture of the pet and have it ready for the family.
- **Sturdy card/paper for personalized paw and nose prints:** Include a variety of cardstock that children can choose themselves and decide if they wish an ink/paint paw or nose print. Staff should obtain these after the family has left and mail it to them in a condolence card or have it when they pick up the cremated remains.
- **Special covers or blankets:** Have some designated visually appealing blankets of different colours and allow children to feel included by asking which blanket they think would be the best for their pet.



Sending your Condolences with Sympathy Cards:

Why?

Sending out sympathy cards shows great respect for your patient and continued care of the client. It encourages positive associations with the practice and return with a new pet in the future. Veterinary team can help clients by validating the emotions and supporting their grief through such gestures of sympathy.

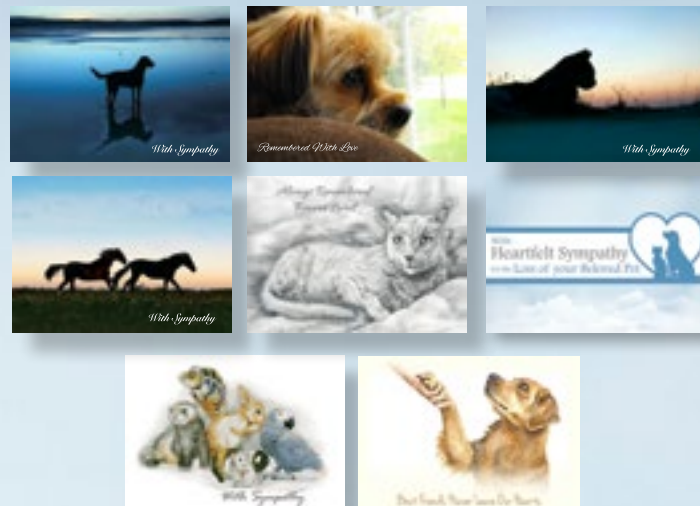
When?

Best to mail the cards out as soon as possible after euthanasia - within 2 days after the pet has deceased is ideal.

How?

A hand written and signed paper card is often perceived as more meaningful and special than electronic messages which tend to be plentiful. The mailed card will be open at home in private and opposed to electronic messages which may be received anytime when people may not feel comfortable becoming emotional.

What? →



All Sympathy Cards from Pawsitive Resources are thoughtfully designed by a Canadian Veterinarian and Pet Loss Bereavement Counsellor. Made in Canada on high quality FSC Certified environmentally friendly card stock.

All cards are 7 inches X 5 inches.



Inside verse: ***"We would like to extend our deepest sympathy for the loss of your beloved pet. We hope you take comfort in remembering all the wonderful times you shared together. Our thoughts are with you during this difficult time."***

Packages include 25 sympathy cards with white envelopes.

Purchase Codes: AVP 9130203 • VP 6890996 • WDDC 120172



Inside verse: ***"We would like to extend our deepest sympathy for the loss of your beloved pet. We hope you take comfort in remembering all the wonderful times you shared together. Our thoughts are with you during this difficult time."***

Packages include 25 sympathy cards with white envelopes.

Purchase Codes: AVP 9130202 • VP 6890994 • WDDC 120171



Inside verse: ***"We would like to extend our deepest sympathy for the loss of your beloved pet. We hope you take comfort in remembering all the wonderful times you shared together. Our thoughts are with you during this difficult time."***

Packages include 25 sympathy cards with white envelopes.

Purchase Codes: AVP 9130206 • VP 6890998 • WDDC 124931



A beautiful hand painted original by a Canadian Artist which celebrates the everlasting human-animal bond. Can be used as a sympathy or memorial card.

Inside: Blank to allow personalized messaging.

Inside image: Gold heart with paw print

Packages include 25 sympathy cards with white envelopes.

Purchase Codes: AVP 9130209 • VP 6890972 • WDDC 137150



Inside verse: ***"A true friend and loyal companion lives forever within the heart."***

Inside image: Blue heart with imprinted pawprints.

Packages include 25 sympathy cards with white envelopes.

Purchase Codes: AVP 9130208 • VP 6890970 • WDDC 135478



Inside verse: ***"We wish to extend our deepest condolences and heartfelt sympathy over the loss of your beloved cat. We hope you are comforted by all the wonderful memories of your precious time together."***

Packages include 25 sympathy cards with white envelopes.

Purchase Codes: AVP 9130207 • VP 6890984 • WDDC 134070



A beautifully hand painted original design by a Canadian artist which thoughtfully memorializes exotic companion animals.

Inside verse: ***"We wish to extend our deepest condolences and heartfelt sympathy over the loss of your beloved pet."***

Packages include 25 sympathy cards with white envelopes.

Purchase Codes: AVP 9130205 • VP 6890982 • WDDC 122355



Inside verse: ***"Deep in my soul, and etched in my heart; You have become and will remain a part of me. Your beauty and grace, your spirit in flight; With eternal presence, you will forever run free. With our deepest sympathy."***

Packages include 25 sympathy cards with white envelopes.

Purchase Codes: AVP 9130204 • VP 6890980 • WDDC 122354



Cat Inside verse: ***"We wish to extend our deepest condolences and heartfelt sympathy over the loss of your beloved cat. We hope you are comforted by all the wonderful memories of your precious time together."***

Packages include 5 sympathy cards with white envelopes.

PLUS

Dog Inside verse: ***"We wish to extend our deepest condolences and heartfelt sympathy over the loss of your beloved dog. We hope you are comforted by all the wonderful memories of your precious time together."***

Packages include 5 sympathy cards with white envelopes.

Packages of 10 sympathy cards + envelopes (5 Canine/5 Feline).

Purchase Codes: AVP 9130350 • VP 6890985 • WDDC 145648

NEW



PAWS 4 Xtra Care:

Choose a card that fits the patient and make a note in the file of which card was chosen so as to not repeat, if possible, with another pet from same family.

Hand writing the mailing envelopes is much more personal then putting a printer sticker with address on front of envelope. Check the file to include all family members' names if possible.

Add a paw & heart seal to the back of the envelope



Roll of Paw & Heart Envelope Seals

These high quality stickers add that special touch when sealing a condolence card.

Supplied in rolls of 100 stickers.

Purchase Codes: AVP 9130350 • WDDC 132017 • VP 6890650



PAWSitive Practice:

Depending on size of practice all staff can sign the sympathy card or just the staff that had direct contact with the family. Remember to ask all staff members from the entire vet team if they wish to sign.

If vet team would like to include personal messages in the card - simple and from the heart is greatly received. For example, moments shared from the day of euthanasia "It was so wonderful that Fluffy had all your love and support that day" or special moments from their time as a patient "Fluffy was so good for her blood tests and always gave me lots of licks after her treats - I will really miss her"

IMPORTANT! Pay attention to the details by double checking spellings of client's name, sex of pet, correct spelling of pet's name/nicknames.

Showing How Much you Care with Memorials and Keepsakes for your Clients:

Forever Imprinted on My Heart Keepsake

Why?

Provides a thoughtful way of reminding clients how much the vet team cares about their patients. Memorials also can help validate the pain of pet loss grief. Keepsakes should be unique and special – just like every beloved pet!

When?

Created after the pet has passed and can include with return of cremated remains or mailed out to clients.

How?

Vet staff can create this personalized memorial gift on our high quality card stock paper insert. Using ink or paint to make a paw or nose impression on the card. Once dried, this high quality card stock insert will fit seamlessly into the keepsake card.

What? →



This memorial keepsake will be cherished with a personalized paw or nose print.

Supplied with 5 bifold cards, 5 blank inserts (to personalize) and 5 envelopes.

Purchase Codes: AVP 9130220 • VP 6890450 • WDDC 140312



[CLICK HERE TO LEARN MORE](#)



PAWS 4 Xtra Care: **tips generously shared by Karen Ho, RVT*

Trim the nails - this will help get the paw pads to be flush with the paper that you're trying to ink.

Shave/Trim in between the paw pads - this is also dependent on the client, if the pet was known for their fuzzy paws, then don't trim as much, but instead "tidy" the paw up a bit.

Acrylic black ink, with a small paint brush or Q-tip - when inking the paw, be careful not overdo it as it may smudge and also you won't get the small details/ridges of the paw pads.

For the nose prints, put the paper in the curve of your hand and then put the pet's nose into the middle of your palm and then slightly curve to each side in order to get the imprint of their whole nostril. All the little whiskers generally show up so nicely if you don't over ink.



PAWSitive Practice:

Always ask the client if they would like a paw/nose impression print and if they would like more than one for other family members (if this is possible) Some clients will not wish to have a personalized item like an imprint and could become upset if permission was not granted.

Often doing a 'test' ink paw print/nose on a scrap paper before creating it on the 'real' card is helpful. Every paw is a bit different, so doing a practice one helps to get it best for the final memorial card.

In Loving Memory Fur Keepsake

Why?

Provides a thoughtful way of reminding clients how much the vet team cares about their patients. Memorials also can help validate the pain of pet loss grief. Having a piece of the beloved pet's fur in a special bag is such a treasured keepsake for many clients.

When?

A sample of fur can be collected after euthanasia or be brushed/combed during end of life. (if appropriate)

How?

After permission is granted by the client, shave or clip or brush a bit of fur. Consider asking clients if they wish to request a special spot on the animal to be collected.

What? →



Lovely 4" X 6" organza bag with textured, soft velvet paw prints and satin drawstring. Thoughtful keepsake to fill with beloved pet's fur or collar tags.

Includes a memory tag to place in bag and personalize with pet's name.

Supplied in packages of 12 organza bags with 12 'in loving memory' tags.

Purchase Codes: AVP 9130230 • VP 6890400 • WDDC 130978



[CLICK HERE TO LEARN MORE](#)



PAWS 4 Xtra Care:

When children/teens are involved during end of life, they can feel very empowered and included when asked if they wish to help make this special memorial item. This can be safely done by providing a brush or comb to collect some fur. Even if they don't get much fur, it can be included with the shaved/clipped fur that the vet staff collects after euthanasia. Some may want to include whiskers or even nail clippings. Always ask before collecting anything from the pet.



PAWSitive Practice:

Always ask the client if they would like a piece of fur in a keepsake bag and if they would like more than one for other family members (if this is possible) Some clients will not wish to have this personalized item, nor want the pet to have any fur removed/shaved. Clients could become upset if permission was not granted so always get consent first.

If the client declines the fur perhaps ask if the pet have a small collar or tags that they wish to take home? Include these in the bag as a special keepsake.

The fur keepsake includes a personalized card to print the pet's name. Double check spelling of the name and ensure the card is kept with the collected fur - this will avoid any mistakes occurring and the correct fur always being given to the family.

Photo Memory Card

Why?

Provides a thoughtful way of reminding clients how much the vet team cares about their patients. Memorials also can help validate the pain of pet loss grief. A printed picture in a thoughtful card is so personalized and meaningful.

When?

These cards can be given when the client picks up the cremated remains. The card can be mailed out after euthanasia as sympathy card or as a memorial card from the clinic.

How?

These cards can be given as is and the client can put in their favourite picture. If the clinic has a picture on their vet file it can be printed out and added in - clients love this extra special touch.

What? →



A lovely bi-fold card that can be personalized with a photo. A thoughtful keepsake for clients to commemorate their beloved pet.

Package includes 10 bifold cards with white envelopes.

Purchase Codes: AVP 9130292 • VP 6890600 • WDDC 117320

Compassionate End of Life Care Package

Compassion for the veterinary team, clients and pets

Reception Frame

- 8X10 inch Custom Mat Board Bevel Frame with sign
- Display on reception desk during euthanasia
- Assists staff in ensuring a respectful environment for everyone during a difficult time



FREE WITH PURCHASE!

We are saddened to be saying goodbye to one of our beloved patients today.

We respectfully ask for your patience and understanding of any delays from our regular service.

We are grateful for the love they have brought to our lives and will forever cherish them in our hearts.



Best Friends Never Leave Our Hearts

Compassionate Cover

- Lightweight cover made of durable polyester microfleece, machine washable and quick drying
- Sized to fit a standard exam table 76X153cm (30X60 inch)
- Designed to provide a visually positive lasting memory
- Shows the respect every patient deserves

In Loving Memory Fur Keepsake

- Lovely 4"X6" organza bag with soft pawprints and satin drawstring
- Includes a memory tag to personalize with pet's name
- Keepsake for the pet's fur, collar or tag

Package of 12 Keepsake Bags + 12 Memory Tags

Forever Imprinted on my Heart Keepsake

Each card contains an insert to place an ink/paint impression of paw or noseprint which fits into the outer card to complete the heart!

Package of 5 cards, inserts and envelopes

Special Price - SAVINGS \$ and FREE FRAME included!!!

Purchasing Codes: AVP 9135100 • VP 6890350 • WDDC 142867





PAWS 4 Xtra Care:

Ensure all staff knows when a euthanasia is occurring. Clients often express distress and anger when they hear vet staff laughing or talking loudly and casually during their final goodbyes. Some staff may have just come in or not realized a euthanasia or end of life discussion is occurring. Have a system to alert staff before they enter the area, such as signage on doors or a staff alert on a group chat etc.



PAWSitive Practice:

During a euthanasia, consider placing a sign at the reception desk with an LED safe candle or artificial flowers. This signals to clients who are waiting for another appointment that a respectful environment is appreciated and that any delays to their appointment time may be due to the sensitive nature of the appointment. Often once clients realize this, they will be less likely to complain or express anger at a delay to their schedule.



Does your team have further questions about these products, resources or about your hospital/clinic's end of life practice? Check out our website and other free resources at:

www.pawsitiveresources.com

Feel free to reach out directly for comments/questions/feedback at:

info@pawsitiveresources.com