



We are here for you 

We understand the decision to humanely stop a pet's suffering is without a doubt the most difficult decision a pet caregiver will ever make. We are here to guide you through the end-of-life process, explaining our protocols and procedures to keep both you and our team members safe at this unprecedented time.

What to expect

Following state guidelines, all clients entering the hospital **must wear a face mask or facial cover**.

We will not limit the number of family members that may be present if all can safely fit into a single exam room.

When you arrive at the hospital, **please park to the right of the main entrance at door 130** and call the main phone number (610-666-1050). At that time, our client service representatives will work with you over the phone and by email to take care of the necessary arrangements prior to euthanasia including wishes for your pet such as cremation and urn options.

Once complete, the client service representatives will safely move your family into an exam room, then alert the doctor that you have arrived. **The doctor will go over our protocol as well as any possible complications over the phone with you.**

If your pet is already in the hospital, you will be able to visit and say goodbye in a private room. A nurse will bring your pet to the room and then will quickly exit. Unfortunately, the nurse cannot stay in the room with you to have a discussion or answer questions. This must be done over the phone.

When you have said your final goodbyes and are ready to proceed, we ask that you call us by phone again to let us know you are ready and to ask any additional questions you may have. Then, a nurse will take your pet to the treatment floor to prepare for euthanasia.

Euthanasia Process

A nurse will come to the exam room to take your pet to our treatment area so they can have an IV catheter placed (if not already present) and otherwise be prepared for the euthanasia process. While your pet cannot

be with you for this part of the process, we will take the utmost care to make it as gentle as possible for them. To aid in this being as peaceful as possible for your pet, they will be given an intramuscular sedative then brought back to you to peacefully fall asleep in your presence.

When your pet is sedated, they will be asleep but alive. They will no longer be feeling the pain or discomfort that led you to this most difficult decision to let them go. They will truly be at peace. You can touch your pet and talk to them while they are in this state, but please note that they will have their eyes open and not closed as would occur if they were sleeping naturally. Again, we use sedatives to ensure the euthanasia process is as smooth and comfortable as possible for your pet.

If you elect to be present for your pet's final moments, when the doctor arrives back to the room with your pet, they will start an infusion of a euthanasia drug that will slowly be administered over approximately 4 minutes. This drug does not cause any discomfort, but ultimately will slow and stop their heart. The doctor will leave as soon as they start the IV infusion, and a nurse will be standing OUTSIDE of the room in case there are any issues or concerns. Although we wish we could be with you to comfort you during this extremely difficult time, we cannot be in the room. Once the process is complete, you will be asked to move to the opposite side of the room so that the doctor can confirm that your pet is truly deceased. After that and if desired, you will be given additional time to say your final goodbyes. When complete, you can call to be escorted back out of the building.

Again, this policy has been put in place to protect the health of our team as well as you and your family. We truly appreciate your understanding and patience during this extraordinarily difficult time.

When you have given your pet unconditional love during his or her lifetime, saying goodbye at the end can be so very heartbreaking. Knowing you did everything you could to give your pet the opportunity to live a happy and healthy life and to die with dignity is important.

Please let us know if we could help with after life resources. You are not alone.