



To protect our team and prevent the potential of community spread, we are taking steps to maximize social distancing, including changes to our normal in-home protocols. We are doing everything possible to stay healthy so that we may continue our vital services. We appreciate your support during this challenging time.

What you can expect during your appointment:

An electronic consent for euthanasia and cremation will have been signed by you ahead of time, so you will not need to sign another consent when the provider arrives to your home

Payment will have been taken prior to your appointment time, so no payment exchange will be needed while in the home

Our provider will keep the recommended distance of 6 feet from any person in the home, and the following protocol will be in place during the euthanasia process:

- Provider will arrive at your home and keep as much distance as possible between you both
- They will ask that you “step away” from your pet (6 feet at minimum) while the sedation medication is administered
- Following the sedation injection, the provider will step away and you can return to your pet’s side while they fall into a deep sleep
- When your pet is fully sedated, the provider will once again ask you to step away from your pet so they may give the “final” injection
- Once the second medication has been administered, the provider will once again step away and you can return to your pet’s side
- Each injection given will only take a few seconds, and you can remain with your pet the vast majority of the time the provider is in your home

The following protocol will be in place during the transport of your pet to our providers vehicle:

- If you have a smaller pet, our provider will carry your pet to their vehicle swaddled in a blanket — this is our normal care
- For larger pets, assistance with the stretcher will be needed; we ask that only one person help with respectful transport of your pet to our providers vehicle
- “Final goodbyes” can still happen by the vehicle once your pet is placed; our provider will step away from their vehicle to allow your last moments together, if wished for

Paw prints will not be made in the home, instead, they will be made by our crematorium and will be shipped to your preferred mailing address along with your pet’s ashes

What you can expect from our provider while in your home:

Our providers will not make any house calls if they have any symptoms of the Corona virus, or if they have had any known exposure with a person that tested positive with COVID-19 within the past 14 days

Providers will employ strict hand washing techniques and sanitation of all equipment before and after each appointment — this is our normal protocol

Our providers will be wearing gloves and masks during the appointment

Our providers will refrain from shaking hands, hugging, and other physical contact

What we ask of you:

Please limit the number of people present during the appointment; we ask that immediate family only is present, and ideally limited to no more than 2 people

We ask that all persons present during the appointment wear a mask or cloth face covering while in the same room with our provider

If anyone in your home is over the age of 65, we recommend that they not be in the same room with our care provider; our provider can “step in and out” of the room as needed to limit risk for anyone over this age

Please keep the recommended distance of 6 feet from the provider and refrain from any person-to-person contact with our provider during the appointment

Please inform our team if:

- You or anyone in your family has been in contact with any person known or suspected of having coronavirus
- If you, your family or any close acquaintance you have been in contact with is feeling ill in any way
- If you have had a fever of > 100F in the last 14 days
- If you, your family or any close acquaintance you have been in contact with have tested positive for Coronavirus