CS-15 OWNER REQUESTED EUTHANASIA

**Purpose**

To define the process of owner requested euthanasia

**Policy**

HSWM provides low cost euthanasia for clients who request it by appointment during our open hours. If it is an emergency situation, a supervisor should be sought for approval to take it in without an appointment. Clients can’t be present for the euthanasia, but may view the animal after the procedure is completed if they wish.

**Staff /Areas Affected**

• Customer Service Staff

• Animal Care Staff - Admitting

**Definitions**

**OR** - Owner Requested Euthanasia

**CS** – Customer Service staff

**Sleepy Hollow** - pet cemetery that all euthanized animals are sent to for cremation from HSWM.

**218** - Room that euthanasia is performed in.

**DOA** – Dead On Arrival

**ShelterLuv** – Database used by HSWM for all tracking of customers, animals and associated service

**Responsibilities**

Customer Service and Animal Care - Admitting are responsible for ensuring this process is carried out.

**Procedures**

1. When a client calls or comes in to make an appointment, CS will gather as many details as possible from the client about the animal and contact information. CS will give the client information about the procedure if asked, as well as information about the fees involved. CS should ask if the client wishes to have a private burial or if they would like HSWM to take care of the animal for them and make a note of the answer in the appointment.
2. Appointments should be scheduled for 30 minutes for euthanasia, and should not be booked over existing appointments.
3. CS may process the euthanasia in ShelterLuv before the appointment to reduce the time the client spends in the lobby before the euthanasia. Paperwork should be kept in a safe place for when the client comes in for the appointment, at which time CS will have the client sign the euthanasia contract and initial the appropriate lines. The client will pay the euthanasia fee before animal care staff takes the animal to 218. CS will ask if the client wishes to see the animal after the procedure and notify animal care staff as they take the animal into 218.
4. CS will ask the client again if they wish to take the animal home for private burial or if HSWM is to take care of the remains for them before payment is made, when reviewing the contract. If HSWM is to take care of the remains, CS will ask the client if they would like their pet’s ashes or a paw print returned to us after cremation. If the client would like the ashes or a paw print, CS will add the appropriate charges to the receipt.
5. If the client wishes to have remains or a paw print returned, payment must be made at time of euthanasia. If the client can’t pay at that time, advise them to take the animal to Sleepy Hollow themselves as they may be able to set up a payment plan.
6. CS will fill out a Sleepy Hollow tag to attach to the kennel card and paper form to send to Sleepy Hollow. A copy of the form should be taken and kept at HSWM until the remains are picked up by the owner.
7. When the remains are returned to HSWM, CS will call the number on file for the client to notify of the delivery. A note should be made regarding the date of the call and if a message was left or the client was spoken to. The next week, if no contact had been made, another call will be made and letter sent to the address on file with a note regarding the date of the second call and first letter. If no contact is made within 2 weeks of that date, another phone call and letter should be sent notifying that the remains will be disposed of if no contact is made within a month and a note regarding the second letter and 3rd phone call. If after that month there has been no contact, the remains will be disposed of.
8. CS will also address and mail out a condolence card for every euthanasia as well as DOA when brought in by owner. Each Admitting staff member will sign the card prior to mailing.

**Reference Documents**

• Euthanasia contract

* Sleepy Hallow tag

**Revision History**

Created 8/24/16 – V1

Revised 11/27/18 – V2