

# Pet Cremation Services and Compassion Understood

Through a UK wide exclusive distributor agreement with Compassion Understood, Pet Cremation Services are now able to offer you and your veterinary team access to accredited Critical Course Training, for better management of the in-practice pet loss experience.

The online training that Compassion Understood provides comes as three distinct online components: Preparing For & Nearing End-of-Life; The Pet's Passing, and The Client Journey.

Each carry five 30 minute learning modules and are specifically designed for veterinarians, veterinary nurses and reception team members. Individuals complete the courses at their own pace and earn varying levels of accreditation.

This innovative CPD training provides critical knowledge on building stronger client retention, delivering exceptional end-of-life support, communicating knowledge sensitively, reducing compassion fatigue, improving practice morale and setting a competitive advantage.



To find out more about Compassion Understood training courses please contact [lukefisher@pcsonline.org.uk](mailto:lukefisher@pcsonline.org.uk)

The Compassion Understood Pet Loss Support Training Programme provides training and tools for veterinary professionals and practices

The course consists of three components.

Each component deals with a specific part of the pet loss journey. It is recommended that vets and nurses take all 3 components whilst members of your reception team take component 3.

The components are:

## Component 1: Preparing For & Nearing End-of-Life

This component covers the following modules:

- Understanding the pet owner
- Introducing the 4th life stage; Quality of Life assessment and tools
- Decision-making and end-of-life discussions
- Introduction to palliative & hospice care
- Compassionate communication

## Component 2: The Pet's Passing

This component covers the following modules:

- Euthanasia: Mind-sets and Challenges
- Bond-Centred Euthanasia: The Vet Professional's Guide
- Home Euthanasia and Other Scenarios
- Moving Towards Bond-Centred End-of-Life Care: building protocols for your clinic
- Reflective Practice: Self-evaluation and Team Care

## Component 3: The Client Journey

This component covers the following modules:

- Moving towards a bond-centred approach
- The Client Journey Part 1: Before the last appointment
- The Client Journey Part 2: After the last appointment
- Supporting the client after their pet's passing
- Bringing Everything Together