



# Compassionate Pet Aftercare

OPTIONS, INSTRUCTIONS, AND SUPPORT FROM THE  
SCHWARZMAN ANIMAL MEDICAL CENTER

**AMC**  
Schwarzman  
Animal Medical Center  
SINCE 1910



## Saying Goodbye to a Beloved Friend

Saying goodbye to a beloved pet is a time of great emotion. On behalf of everyone at the Schwarzman Animal Medical Center, we are so sorry for your loss, and we want you to know that we are here for you during this difficult transition. As we cherish the memories of our pet, making decisions regarding aftercare can be difficult and sometimes overwhelming. In this brochure, you will find information about the options you have as you prepare to put your companion to rest. If you have any questions about final arrangements for your animal companion, please contact AMC's Services for Deceased Pets at **212-329-8757**. You may also contact our aftercare partner, Final Gift Pet Memorial Center at **1-877-438-0525**.

If you are feeling overwhelmed and need assistance with making these decisions, AMC's Veterinary Social Worker is available for support.

**Judith Harbour, LCSW** | [judith.harbour@amcny.org](mailto:judith.harbour@amcny.org) | **212-329-8521**

## PET LOSS SUPPORT GROUP

Loving an animal companion brings joy and fulfillment unlike anything else in life, but losing them brings deep grief and sorrow. You are not alone. Getting support from others who understand what you are going through is one of the most important ways you can take care of yourself during this difficult time. AMC's Pet Loss Support Group is a warm and welcoming space to find community after the loss of an animal companion.

## MEETING INFORMATION

Free and open to all

Meets twice a month on Thursdays from 6:15 pm to 8:15 pm

Visit our website for instructions on how to join and for additional pet loss support resources:

[amcny.org/pet-loss-support-program](http://amcny.org/pet-loss-support-program)

## NYC WELL 24/7 CRISIS LINE

If you feel that the sorrow is too much to bear, reach out to the 24/7 NY Well Crisis Hotline.

Helping New Yorkers in Crisis

(888) 692-9355 or text "WELL" to 65173

[nyc.gov/nycwell](http://nyc.gov/nycwell)

*"At the Schwarzman Animal Medical Center, we understand the bond you shared with your animal companion is unlike any other in this world. We want you to know that we're here for you during this difficult transition, and we hope, in time, that your memories will fill your heart with love."*

- KATE COYNE, CEO





## Aftercare Services

As a pet parent, you have the special responsibility of making aftercare choices on your pet's behalf. We will gently guide you through the process of making final arrangements that are fitting for you and your beloved friend.

### PRIVATE CREMATION

Private cremation provides you with the opportunity to keep your pet's cremated remains as a permanent and personal keepsake. When you choose private cremation, your treasured pet will be the only pet in the cremation chamber during the cremation process. When the cremation process is complete, we ensure that you receive only the cremated remains of your pet in your choice of urn.

### VIEWING & VISITATION

Sometimes, being close to your pet as you say your goodbye is an important part of the grieving process. For pet parents who prefer to say goodbye to their cherished pet in a private setting with family and close friends, we offer the opportunity for a Viewing & Visitation service. In a pleasant and serene visitation room, you will be in close proximity to your pet during the private cremation. Please contact Final Gift directly at 1-877-438-0525 to arrange a Viewing & Visitation.

### COMMUNAL CREMATION

A communal cremation offers both peace of mind and solace. With communal cremation, your pet is gently placed into the crematory together with other pets. When the cremation process is complete, the communal remains are collected for interment at Final Gift's Angel View Pet Cemetery. Because no cremated remains are returned to you when you choose a communal cremation, you may wish to consider one of our personalized memorial paw prints as a timeless remembrance.

### BURIAL

We offer private burial services for pet parents wishing not to cremate their beloved. For more information, please contact Final Gift directly at [info@finalgift.com](mailto:info@finalgift.com).



**Your Pet is in our care.**

[eternalmemories.com](http://eternalmemories.com)



The Eternal Memories website allows you more time to thoughtfully review, and finalize arrangements for private cremation of your beloved pet. If you have any questions, please contact our client care team at 1-877-438-0525. If after 72 hours, final arrangements have not been made, your Final Gift Client Care representative will reach out with a courtesy call in order to assist you with making arrangements. If after 10 days from the date of the pet's death, arrangements have not been finalized, Final Gift will commence with a communal cremation.



#### Go to [eternalmemories.com](http://eternalmemories.com)

within 72 hours. You will also receive an email with a link guiding you to our Eternal Memories site.

The following is required for login:

**Pet's Name | Last Name | Phone Number**



#### Aftercare Services

Review aftercare service selection from your clinic, as final arrangements have not yet been completed.



#### Memorial Products

Browse the special keepsakes and memorial products available to remember and pay tribute to your cherished pet.



#### Personalization

Select optional personalization on your memorial product.



#### Submit

Review your aftercare service and memorial product selection on checkout. Provide on-line payment.



#### Return of Memorial Products

When your memorial product(s) are ready, we will deliver directly to your home via Signature Required delivery services, unless you have made arrangements to pickup directly from our Memorial Center.

**YOUR LAST NAME:** \_\_\_\_\_

**PET'S NAME:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

**DATE OF PET'S DEATH:** \_\_\_\_\_

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(212) 838-8100 | [www.amcny.org](http://www.amcny.org)

The Schwarzman Animal Medical Center (AMC) is the world's largest non-profit animal hospital with 120+ veterinarians providing the highest quality medical care across more than 20 specialties and services, 24 hours a day, 7 days a week. Our mission to provide the best in care, research, and education has been the foundation of our work for over a century. Learn more at [www.amcny.org/giftoflove](http://www.amcny.org/giftoflove).

#### Our Trusted Partner



**PET MEMORIAL CENTER**

[info@finalgift.com](mailto:info@finalgift.com)

1-877-438-0525 [finalgift.com](http://finalgift.com)