



If something happens to your client, what happens to their pet?

RSPCA NSW believes paying attention to human needs are as important as animal's needs, especially when trying to reduce unplanned surrenders.

In our work as vets, nurses and animal carers, a crucial element of running a successful practice—retaining clients and thinking holistically about the welfare of our patients, is also spending time caring for our human client's needs. How many times a day do we put on our pseudo counselling hat and coach people through the stress of seeing their sick, injured or terminally ill pet through life threatening treatment or prepare them for the prognosis?

At RSPCA NSW we understand how important it is to spend time caring for our client's needs, with our front counter staff often becoming counsellors, pacifiers, and negotiators—all of which is required, but often peripheral to the actual animal issue at hand. These needs often come into play when dealing with surrenders and in particular, pets surrendered due to unplanned circumstances.

Sadly, **an average of 15 animals per week are surrendered to RSPCA NSW** due to the death of an owner, permanent physical incapacity to care for a pet, or owners moving into a non-pet friendly nursing home. The surrender of a much-loved pet is hard on all parties—many animals arrive with little or no background information and no doubt, not what the owner would have wanted.

For more details, visit rspcansw.org/hea-greencross

A printable flyer/poster for your clinic is available as a PDF from this booth or you can request a business promotional pack to be posted to you at rspcansw.org.au/hea-request

The RSPCA Home Ever After (HEA) program was developed to help reduce unplanned surrenders and to offer a future care plan for owners worried about what would happen to their pet if something happened to them.

By enrolling in the program, the owner helps us create a pet profile that covers all aspects of the pet's life, including funny quirks and antics like what they eat, where they sleep and how they play, as well as information on their medication and veterinarian—all the crucial information we need to rehome their pet if the need arose. It also ensures a quicker, smoother transition for the pet into a suitable new environment and assists the new owner in understanding the personality and needs of the new addition to their family.

This holistic and proactive approach provides great peace of mind to the existing owner so that if one of the situations mentioned above were to happen, their beloved pet would be cared for by a suitably matched loving new owner.

Do you know a client who would benefit from our HEA program? If so, please spread the word—having a sound future care plan in place for the entirety of a pet's life is a fundamental part of responsible pet ownership. It ensures every eventuality is covered, leaving nothing to chance.