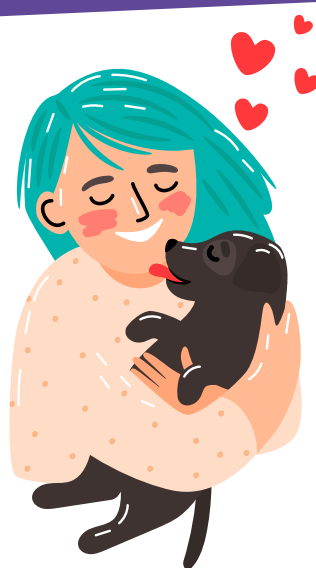




Amazing dogs. Transforming lives.

Here to help you through your loss



To help you with your loss

We hope you are able to take comfort in knowing your canine partner had a wonderful retirement with you, no matter how long or short that period may have been. We know how as a team you loved and supported each other. However, that doesn't always make this time any easier to process – you've lost a friend, a family member and they can never be replaced. We have created this pack as a resource of support, to outline what you can expect from us and should you wish to gain further support we have identified some key external resources.

*Don't think of me as gone away
My journey's just begun
Life holds so many facets
This earth is but one
Just think of me as resting
From the sorrows and the tears
In a place of warmth and comfort
Where there are no days and years*

*Think of how I must be wishing
That you could know today
How nothing but your sadness
Can really go away
And think of me as living
In the hearts of those I touched
For nothing loved is ever lost
And I know I was loved so much*

Ellen Brenneman



Illustration © Sarah Flint

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Grief

Losing a loved one can be emotionally traumatic. It is important to recognise that there is no right or wrong way to grieve, everybody is individual and unique in the emotions they go through. The grieving process takes time and will happen gradually and naturally. Remember to be patient with yourself and your loved ones, who may also be grieving.

There are many emotional and physical aspects of grief. Traditionally it is thought that grief involves a five-stage cycle of Denial, Anger, Bargaining, Depression and Acceptance.

This model, referred to, as the Kübler-Ross cycle after the psychiatrist Elisabeth Kübler-Ross, was first used to describe the stages that somebody experiences when they have been diagnosed with a terminal illness. It was identified that this is similar to the stages of a bereavement. There are now thought to be two additional stages of pet bereavement – shock and guilt. The stages of grief are completely fluid and perfectly normal to move back and forth through them or not experience them all.

Shock

A stressful situation can cause the release of adrenaline and cortisol hormones, which can trigger a natural fight or flight response. This can often happen when you have been given the news that your dog needs to retire early.

Physical symptoms can involve increased heart rate, confusion or an inability to think clearly, fatigue or numbness. These feelings will pass over a period of time as your body begins to process the situation.

Denial

In a similar way to shock, denial is your body's attempt to slow the process down and protect yourself from emotional trauma. You may find it difficult to accept what you have been told or what you see. You may feel irritable, have fatigue or disturbed sleep and general restlessness. This stage of grief may be a time when you feel you want to try to seek a second opinion about your dog's diagnosis or retirement and try to look at other ways to keep them working. Denying the truth may be a conscious or unconscious choice, and may last for varying degrees of time.

Guilt

This can take many forms and often revolve around things you feel you could or couldn't have done earlier. These feelings of guilt are perfectly normal and a way of self-punishing, despite there being no way to change what has happened. It's important to try to look at things in a different perspective to reframe this guilt.

Anger

It is very easy when you have suffered a form of loss to become overwhelmingly angry or resentful at the cruelty and unfairness of your canine partner retiring early. You may feel anger or frustration towards medical professionals, anger at the charity, or other relatives or friends, even anger at the dog. This anger is rarely rational, but it can be overwhelming and consuming and is often as a result of feeling powerless.

Bargaining

It's not unusual to feel desperate and that you are willing to do anything to change the situation. This can produce feelings of helplessness or thoughts of 'what if'. This can be fleeting or can be attempted over and over and allows us to hold onto some hope.

Depression

Depression associated with grief can generally last a couple of months and is not the same as diagnosed clinical depression, if however these feelings do not begin to subside, it is important to speak to a doctor or healthcare professional. If an individual was clinically depressed at the time of their loss, the feelings may be compounded and it may take longer to work through this. This stage of grief may cause a range of physical and emotional responses including sadness, anxiousness, lack of concentration, fear, isolation and socially withdrawing. These physical and emotional responses are often the first hints at beginning to accept the loss and leads onto the last stage of grief: Acceptance.

Acceptance

This final stage of grief is about accepting the reality of the bereavement, it is not about closure or no longer feeling sad. Acceptance is about acknowledging and being able to move forward into a new way of living. The intense feelings of grief (physical and psychological) may be experienced again and you should not worry about this.

The Ball in the box analogy

This analogy suggests grief is like a ball inside a box, that has a pain button at the side. In the early days of grief, the ball is large, out of control and when it bounces around inside the box, it frequently hits the pain button. Over time, this ball can become smaller and it hits the pain button less often, but the feelings are just as intense. Some days this ball can be bigger than other days and therefore the pain or emotions are more difficult to control.

Physical aspects of grief

The mind and body are connected and it's important to acknowledge and recognise the physical aspects of grief that you may experience:

- Feeling tired/exhausted – often having no energy for everyday tasks
- Being unable to sleep properly
- Lack of concentration
- Fluctuations in your heart rate
- Nausea or an unsettled tummy
- Changes to your appetite – loss of interest in food or comfort eating
- Lowered immunity
- Aches and pains such as headaches, neck or back pain

Psychological aspects of grief

- Depression/Crying a lot
- Confusion/Inability to think clearly
- Anger/Frustration/Fear/Guilt
- Disturbed sleep/Racing thoughts
- Anxiety



What can I do to help myself through this time?

Grieving is a natural process which everyone may experience slightly differently, you should allow yourself time. If at any time grief becomes overwhelming or your physical and psychological symptoms do not begin to ease, we would advise you to speak to a medical or mental health professional for further support.

It is important to recognise that our physical and mental health are linked. Often we can neglect our physical health during a time of sadness and grief, which can lead to a lowered immune system and can exacerbate the grieving process.

- **Relax** – Find something to do that relaxes you and be kind to yourself; this can be breathing exercises, yoga, reflexology, meditation, or something that works for you as an individual. You could consider activities such as writing a diary, art therapy, craft projects or something you enjoy.
- **Exercise** – Try to get out in the fresh air if you can. Losing your dog can mean that you change your routine of not getting out and walking them. You might find it easier to go somewhere you wouldn't have normally gone with your dog.
- **Sleep** – Lack of or too much sleep can impact our physical and mental health. This can be easier said than done! Try to have a good bedtime routine. Think about what helps you to relax – can you take a bath, listen to some music or a podcast. It is recommended to avoid any electronic devices that emit a blue light before going to bed e.g. computers, tablets or mobile phones. Think about your environment including lighting, background noises, temperature, bedding and any scents, such as lavender, that might help you to feel relaxed. There are some great sleep apps that can help with relaxation.
- **Eating and drinking** - Avoid caffeine a couple of hours before going to bed. Similarly avoid eating a big meal or doing excessive exercise close to bedtime.

- **Try to eat a healthy and balanced diet** – You may not feel like you want to eat or you may feel like you want to eat ‘junk’ food. It is important to try to eat something nutritious, even if you can only stomach something light.
- **Talking to others** - Talk to friends, family, your Canine Partners Representative, others who have experienced early retirement of a canine partner. Remember you can access the Individual Assistance Programme at any time for more information. For further external support please visit our bereavement page on the website caninepartners.org.uk/bereavementsupport or for further internal support please contact a member of the team on bereavementsupport@caninepartners.org.uk
- **Be wary about resorting to alcohol, drugs (including sleeping pills)** or excessive caffeine intake as this can exasperate psychological (and physical) symptoms of grief.
- **Take one thing at a time** - Try to focus on each individual thing, e.g. I am just going to make myself a cup of tea; I am just going to drink my tea; I’m going to make myself a slice a toast etc. Don’t try to think too far ahead or become overwhelmed by thinking about the whole day.
- **Remember grief takes time** and there is no quick fix, over time you will find ways to live with your loss and begin to think about the happy memories.

Support and what you can expect from Canine Partners

Following the loss of your retired canine partner, your Canine Partners representative will have connected with you as soon as possible. This will have provided an opportunity for you to talk through any practical decisions that might have needed to have been made, but it can be a time for you to talk through your thoughts and feelings about such an unexpected and sad situation as well.

If you found that you did not feel able to talk so soon after losing your dog, we understand this. We will be in touch again via your chosen method of communication two to three days after your dog has passed away and the following week. Please let us know how you would prefer to be contacted at this difficult time. We are here to support you but also respect the fact you may wish to have some privacy.

We will do everything that we can to help you at such an upsetting time. We will let everyone within Canine Partners who was involved in your dog's journey know that he or she has sadly passed away and we hope that this bereavement guide will provide useful information for practical and emotional support at this time. We appreciate that every situation is unique and if you would like our help with anything please just ask.

When someone has lost their canine partner, we send a card of condolence from the charity and we also like to send a certificate as a small way to celebrate the life and work of the dog, but if you would find receiving either of these upsetting and would rather not receive them, please let us know.

If you ever feel like you need any support or wish to talk to someone, you are always welcome to reach out. You can email our dedicated Bereavement Support inbox at bereavementsupport@caninepartners.org.uk and we will do everything we can to help.

Options after

When a dog passes away, we recognise that it is inevitably an upsetting and overwhelming time, with many emotions and thoughts to process. However, we want to ensure you are aware of the options available to you in order for you to make an informed decision as to what is best for you to start to come to terms with your loss.

You may choose to have a private cremation for your dog. This is completely your choice and Canine Partners will support this, though due to the costs involved with this, it would be your personal choice and it would be at your own expense. A private cremation can often involve a small service or celebration of your dog's life and you could even choose to have their ashes returned home to you, or your dog buried in a memorial garden you can visit. There are many pet crematoriums around the UK and we recommend sourcing one from The Association of Private Pet Cemeteries and Crematoria.

As well as various ways to memorialise your dog further down the line (see Memorial Ideas within this pack) you may also wish to take some of their fur or a stamp of their paw print, if this is a feasible option after a sudden loss. If these options are not possible due to circumstances around your dog's passing, perhaps you may have some of your dog's fur in a brush at home, or you could take their collar and/or ID tags to keep.

Social media guidance and telling others

Social media is often a big part of our everyday lives and you may choose to share the news of your dog's passing on your social media platforms. However, we do ask that you wait until 7 days after you have notified Canine Partners to do this, so we can ensure that we have had the opportunity to privately inform all of the people who have been a part of your dog's life through the organisation. This will include puppy parents, fosterers or Advanced Trainers and the reason we ask this is so these people can be told directly, rather than finding out the sad news via social media. Your Canine Partners contact will stay in touch with you and let you know when these parties have been informed.

Social media platforms generally reach a wide audience and you may want to share the news of your dog's passing to your friends and family via your social media, to mitigate the need to notify people individually. However, this is a very personal choice and there is no right or wrong way to share this news. You may want to stay off social media altogether. Some things to consider:

- You may wish to post a photo and a brief notification to inform others of your dog's passing
- You can always turn off comments on your post if you do not wish to have notifications coming through to your phone, tablet or computer
- You may want to have a complete break from social media for a little while – this is absolutely fine, you do not 'owe' anyone an explanation
- It is completely understandable to ask that friends or family do not contact you via social media for the foreseeable future, to give you time to process and grieve privately
- Equally, if you find it better to keep in close contact with others then you may want to post regular memories of your dog on your social media platforms or ask that others share their favourite memory of your dog in a comment thread
- As mentioned before – social media is very personal. It is totally up to you if you want to utilise it to notify others of your dog's passing and share memories of your dog, or if you would rather keep things more private. Everyone is different and it is important to find a way that helps you to process the passing of your dog.



Preparing for everyday triggers and conversations

After a bereavement, there are often many things that crop up in everyday life that can remind us of our loved ones and can invoke happy, but also at times upsetting, memories. Initially this may be conversations with others, certain items or places and in time, it may be anniversaries.

It is important to acknowledge that there will be occasions when you are up against a trigger or a conversation that you weren't expecting. Being prepared mentally for this is an important thing to consider. Emotional reactions to triggers and some conversations are normal. Acknowledging that you're likely to experience these reactions can help you understand them and even turn them into opportunities for healing. Here are some tips:

- You may wish to notify family and friends of your dog's passing in a round robin text message or social media post, to avoid having to discuss it each time you speak to someone.
- Connect with others and consider asking a relative or friend to accompany you to your usual excursions such as shopping or clubs, if you feel like you need moral support. If you work, notify your colleagues of how you are feeling and be open about any support you might need at work.
- Stay connected to your usual support systems, such as friends/family, spiritual leaders and social groups. Consider joining a bereavement support group.
- Be prepared for scenarios or conversations such as well-meaning people asking where your dog is. I.e. visiting the local shop without your dog for the first time may result in a staff member asking where your dog is. You can be prepared with a statement such as "Unfortunately, my dog has recently passed away. I appreciate you asking after them but I am not in a position to be able to talk about this right now. Thank you for understanding".

- Keep a journal of what your triggers are – be that a smell, a place, a specific date etc. Self-reflection through journaling has been found to be very therapeutic for the grief recovery process. You can better learn about those triggers to find a solution so that you can gain some control over them as you progress through your grief recovery in the future.
- Once you recognise what your triggers are, you can better prepare for them and create some distractions where possible.

Insurance claims

You will need to remember to cancel your insurance policy.

Most insurance companies will require you to complete any outstanding claims within three months from cancellation.



Supporting children and other animals in the home

Losing a pet is often a child's first experience of bereavement and as difficult as it is, it is also a very important learning experience. It is important to note that this maybe an extremely difficult time for you, so do reach out to family or friends if you need to, to help support any children you may have in the home. Ensure you are all clear on how you wish to discuss this with them.

The information we have outlined below is useful but is generalised. A child's age and if they have ever experienced death before can greatly impact how they react to death. Please do seek further support on how best to navigate any behavioural changes your child(ren) may experience if you are worried.

Age:

- Children up to two years of age have little concept of death, but may miss the presence of an animal and will be aware of tensions in the family if others are grieving.
- Two to four-year-olds have difficulty grasping that death is permanent and may commonly ask: "Where is Sammie going? Why isn't he moving?"
- Five to ten-year-olds may ask: "Why don't their eyes close? What happens to him when he goes in the ground? Does euthanasia hurt? Will my other pets be lonely?"
- Aged nine onwards, most children are aware of the biological finality of death and they may be curious about the aspects surrounding death, such as post-mortem or burial.
- Adolescence is a time of high emotions and may be less willing to share feelings or talk about real issues. In fact they may feel closer to their pet than with other members of their family.

Use clear and simple language:

We tend to, particularly in Britain, avoid using words such as died or dead in fear of upsetting people or in this case children. However, children need clear and simple language that they can understand. There isn't anything wrong with the use of words such as died or dead. In fact using terms such as, gone to sleep, gone away, or lost can actually be extremely confusing for children. This can result in them struggling to process grief, as well as you processing your own grief.

Explain:

Don't be afraid to explain what 'dying' means. Highlight that all living things die, plants, trees and pets. This is a nice time to identify with your child that this means that when a pet dies it is no longer, thirsty, hungry, tired, cold or feeling pain. This can really help children to understand if a pet has been unwell for a period of time and that they are now free of any discomfort they may have had.

Acknowledge feelings:

Make sure you acknowledge not only their feelings but also yours. Ensure they know it is ok to feel sad, worried, confused or even angry about what has happened. Some children may be a little young to be able to identify those feelings themselves, so try help them by saying things like 'I think you're feeling sad because Buddy has died'. Explain to them it is normal to feel these things just as you are feeling them. Allow your child to know how you are feeling, this can help them process emotions and that it is ok to feel them but it could benefit you too.

Happy memories:

It can be easier said than done but try to focus on all the happy times and memories you shared together. Reassure them that although it will take time to feel less sad, it will get easier. You can look at happy videos or photos together but also remember to be respectful of your child's wishes as they may not want to do that depending on their age or how recently the dog died. Try to keep to their normal routine and give them activities to do that they enjoy.

Keep talking:

By discussing the death of your dog it will help lay down the foundations for them learning how to deal with bereavement. You can help encourage your child to express their feelings through talking, drawing, writing or even creating special memory boxes that reminds them of happy times.

Book recommendation

The book below is lovely and doesn't relate death to any religion or heaven, but in a way that a child can still connect to a deceased dog.

The Invisible Leash by Patrice Karst: *After Zach's dog, Jojo, dies, his friend Emily tries to comfort him with the "best news ever": an invisible leash around our hearts connects everyone to their pets no matter where they are, on this Earth or somewhere beyond - maybe they are even near right now. Zach is skeptical, saying he only believes in what he can see, but Emily lets him find his own way to eventually come to feel the comforting tug of the Invisible Leash.*

For useful links to help support your child with the loss of your canine partner, please speak to your Canine Partners contact. Helping support any of your other pets in the home.

Just as you are experiencing many emotions following the death of your canine partner so too may any of your other pets in the home.

However, you are more likely to notice this with your pets through changes of behaviour. Below are some key changes you may notice:

- Requiring more attention
- Requiring less attention
- Seeking out key spots where your deceased canine partner used to be
- Sleeping more
- Decrease in appetite
- Increase in vocalisation volume/frequency
- Change in toileting habits
- Lack of motivation
- Diarrhoea
- Over grooming

It is also important to note that you may not see any of these symptoms but that doesn't mean your surviving pets loved your canine partner any less.

If you notice any of these things in your pets please do support them. If they need more attention give them more, equally if they have retreated a little please don't force extra love on them, though this can be difficult for you personally. Respect what your pet is trying to communicate.

Keep an eye on decreased appetite, any diarrhoea or over grooming that may occur and if this persists please do seek veterinary attention.

Stick to normal routines as much as possible, this can help your pets to manage any of anxiety towards the loss. That includes things like walks, meal times or visiting places. Engaging your pet in some of their favourite activities can also help but again please do listen to your pet if they say 'not right now'.

There are several holistic options to help support your pets with anticipated loss or immediate loss, such as plug-ins that can help you pet to feel calm and relaxed.

Please do speak to your Canine Partners Representative if you have any concerns over an active canine partner that you may have in your home.

If your canine partner is put to sleep in the home or if you experience a sudden loss of your canine partner in the home, allowing any other pets who have had regular contact with them to see them before they may be buried or taken away for cremation can help them. This is a personal preference.

If you ever feel like you need any support or wish to talk to someone, you are always welcome to reach out. You can email our dedicated Bereavement Support inbox at bereavementsupport@caninepartners.org.uk and we will do everything we can to help.

Memorial ideas

There are many special and creative options available for memorialising a dog that has passed away. You might want to consider a personal option, a memorial at our training centre, or a combination of both.

Jewellery

There are many options for memorial jewellery on the market these days. Some of your dog's fur can be included in a bespoke piece of jewellery.

Paw prints

A paw print of your dog can be used to create a memorial.

Plant a tree or rose bush

A tree to remember your canine partner's working life could be planted in your garden or possibly even at a place that you both used to visit.

An online search might help to identify whether there is a rose bush or other flowering plant that shares the same name as your canine partner.

We may be able to plant a tree or rosebush at our training centre. If this is something you would like to enquire about, please email bereavementsupport@caninepartners.org.uk for advice. We recommend a bird cherry or alder buckthorn trees. These are both small native trees and are great for bees and birds. We recommend also purchasing some fencing to put around the tree to keep it protected. Please note, the fencing will need to be purchased and provided by yourself.

Memory box

Memory boxes are lovely keepsakes that you revisit time after time and when you wish. You could include your dog's tag, a favourite toy and collar, some fur, a paw print and favourite photos of your dog.

A plain wooden box could be purchased and decorated on the outside by yourself, but there are also engraved wooden boxes available to purchase.

Canine Partners Training Centre memorial options

You may wish to commemorate your dog by placing a memorial at our training centre. As well as planting a tree or rose bush (mentioned above), there is the possibility an engraved plaque or bench can be placed at our Midlands Training Centre. We cannot purchase plaques or benches from charity funds, or purchase them on your behalf, but you can place the order for delivery to the Midlands Training Centre.

We already have some memorial benches at our Midlands Training centre and for this reason we like to keep the look and feel of the benches similar to those that are already on site. If you would like to look into this option, please make contact with us first so we can discuss it with you.

You are welcome to come and visit your plaque, bench or tree once it has been placed, but please do contact the centre before travelling to ensure we can accommodate your visit on your chosen day.

If you are interested in a memorial item at the Midlands Training Centre, please email us at bereavementsupport@caninepartners.org.uk for initial discussions.

Other ideas to consider include:

- Wind chimes
- Personalised hanging ornaments, Christmas tree ornaments and wooden hearts
- Paperweights
- A memorial frame
- Book of remembrance - You can download and print pages and personalise by adding a message, verse, drawing or photograph of your choice
- Name a star



The first year

The first year following a loss can be particularly challenging. This could be things from everyday tasks, actions or routes that remind you of your dog to more significant anniversaries, such as birthdays, 'gotcha-days' and holidays. Many partners find the process of applying for a successor dog can be particularly triggering. It's important to be prepared for these emotions and to acknowledge and recognise them, however try not to 'overthink' or prepare how you 'might' feel.

Think about how you managed your grief in the early days of your loss and be kind to yourself. Some people find it useful to have a specific way of memorialising their dog on specific dates; other people prefer to see how they feel on the day. It might be that you would like to 'keep yourself busy' and do something you wouldn't normally do, living in the moment, just as your dog would've done. As with all grief, there is no right or wrong way, it is whatever feels right for you.



Successors

The loss of a canine partner may not just affect you emotionally. As you know, having a canine partner can have a huge impact on you physically. You may need and want another canine partner. However, it may seem a difficult decision to make for a variety of reasons. It is important to know you are not replacing your canine partner – they can never be replaced.

Key points to remember:

- **You don't need to rush your decision** – to be classed as a 'successor' for application process you have up until two years to apply from your canine partner being out of your home or a canine partner being retired out of the home.
- **Do not compare yourself to other partnerships** – everyone grieves differently, has different needs and lifestyles
- **Your new canine partner is not your previous canine partner.**
Try not to compare – they will be completely different, have different personalities and different strengths.
- **Training** – you will be required to complete a training course with your new canine partner. Remember, your partnership will be new, training has evolved, you will differ from when you applied for your first canine partner. We are here to support you
- **Focus on the positives.** You know us and we know you much better. Your Canine Partners Representative will be working closely with you, the Applications Department and Advanced Training Team to find the best-suited dog to you now. Here you can access the eligibility criteria appendix. Please see the flow chart to show how the application process works.



For further external support please visit our bereavement page on the website caninepartners.org.uk/bereavementsupport or for further internal support please contact a member of the team on bereavementsupport@caninepartners.org.uk





Successor Application Journey

Express your interest
in reapplying to your
Aftercare
representative



Key

-  Your Actions
-  CP Actions



Your Aftercare
representative
requests an
application pack to be
sent to you



Within 6 months you
need to complete all
application
paperwork, which
includes a medical
report, and return it to
the Applications Team



Within 6 weeks of
receiving all
paperwork, your
application and
partnership history will
be discussed and
reviewed at a Client
Services Panel



You will be notified of
the outcome and
advised whether we
are able to proceed
with your application



If successful you will be
invited to an assessment
day for a full
reassessment of your
needs. If required this
may include a home
visit



Once assessment has
been completed your
application will be
discussed at a final
Client Services Panel



The Applications Team
will notify you of the
decision



If successful you will be
placed on the priority
section of the waiting list
and we will start the
search for a dog for you

Information:

You will have 6 months to return
Application paperwork once it
has been sent to you.

If you aren't ready to apply right
now, all successors have 1/2
years from when their last dog
was in the home to be able to
reapply and still be prioritised.

**If you wish to discuss the Application Process, please
contact our Applications Team on:**

Tel: 01730 716042

Email: applicationsenquiries@caninepartners.org.uk

