

## Testimonials from our clients

Dear Averil,

*I'm writing to thank you and your staff for the kindness and professionalism you all showed me after the death of my Proby dog. I still remember the call I received from you less than an hour after she died. You said, "We picked up your girl. She's here with us. She's so beautiful." I can't tell you how much comfort that provided me. Every interaction I had with your staff was a model of compassion and gentleness. Thank you for being so thoughtful to me and to her, for bringing her home to me so quickly and for your attention to detail and beauty in the lovely carved box. Please pass my heartfelt gratitude to the man who picked her up, to the woman who called me to make arrangements, to the carver of the wood and to the crematorium operator. You have all done us a great service. I will not soon forget you all.*



**Tracy Naber**

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Dear Pet Friends,

*We would like to say thank you so much for helping us through a tough time when our beloved cat Bailey passed away on July 20, 2009. We are so grateful to know that Petfriends who really care about our loved pets really take the time to give our animals a great service. We for one, are very amazed to how great your service, co-operation, understanding, kindness, loving people you all are. We thank you again so much for taking great care of Bailey and our family regarding this tough time. Keep up the amazing work you all do for the huge pet lovers out there. We think it's absolutely amazing. Again, many thanks to the kind staff for helping us.  
Thank You So Much*

**Sera Conte**

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Dear Pet Friends,

*Thank God there are people in this world like you. Your understanding and kindness really was a comfort to me. You made an end of a very special friendship easier. We both thank you.*

**Tina & Bear**

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Dear Averil,

*Your kindness, gentleness and comforting words made one of the most difficult times of our lives more bearable.*

*You truly are a remarkable woman, who goes above and beyond the call of "duty"! Your care, concern and love for animals is undeniable.*

**The Quain family**

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*To the staff of Pet Friends,*

*It means a lot when someone shows they care in such a thoughtful way. Thank you*

**The family of Shadow Boudreau**

*I would like to thank you for your kind words and kind support during our difficult time.*

*Our utmost, sincere, thank you to:- Pet Friends, Lorain Birch, and our friends at Veterinary Laurentien Keller for your support.*

*Kano crossed the "Rainbow Bridge", and it is a comfort to me to know he will always be our little guardian angel, because this is what animals are. They bless our lives for a short time – be it in spirit and now in memory, and they give us the motivation we humans never knew possible.*

**Juliana M Pavelka  
& Keith Johnston**

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*Thank you so much to you and your staff for the kindness and sensitivity you showed through out this horrible ordeal of loss. What a wonderful thing to know that there are people like you in this world.*

**Marlene**

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*"Here's to unsung angels such as you." Words could not express the gratitude and the sense of peace that myself and my family feel. Your kindness and sensitivity were so much appreciated. You do such a wonderful thing by offering this service to people who consider their pets as part of the family. The steps that you take, the way things are presented and the caring way it is done is more heartfelt than I can say. You are very special people and I will always be grateful to you for "bringing" Baley home! I thank you from the bottom of my heart.*

**Sincerely,  
Kim H.**

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*Thank you for taking care of Chelsea for us. Knowing she was treated with respect and our wishes were honored helped us. Your phone calls before and after her death were so comforting.*

**Debbie and Moe K  
August 2002**

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*Averil,*

*Thank you for all that you have done for us. We feel privileged to have met you. You bring light and compassion through the clouds of sadness and the rainfall of tears. God bless you and keep you in the palm of His hands.*

**Lucy and Linda  
March 5, 2003**

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*Sometimes there are no words that can express the gratitude that one feels towards another for gestures made-gestures that mean so much- what you have done for our family has been immeasurably. We feel blessed to have you caring for our beloved pets.*

**K and E  
July 2004**

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Dear Averil,

*I can't thank you enough for helping me to make Carrie's last moments what I always hoped for her. It was very important to me that she be able to die at home with dignity, surrounded by those who loved her. Thank you for your compassion and humanity.*

**Patricia L.  
July 26, 2004**

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Dearest Averil,

*Your caring and gentleness helped me through this terrible time of shock and despair. I thank you and so does little Sammy.*

**Warmly Pearl  
November 21, 2004**

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*To all at Pet Friends who helped us in our time of loss and grief, Walter and I thank you for being so kind so considerate and so careful with our companion Bacca.*

**Catherine P. and Walter B.  
September 15, 2005**

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*I would like to thank you for taking the time to come into Cornwall to pick up Tiggers and take special care of her after her passing. It truly means a lot to me that you kept me posted and took the time to listen to me when I was mourning her, and provide me with support and advice. It truly shows you care. And I appreciate the special Angel pin you and your staff gave me and the card. I am glad I had the privilege to have met you to see how much of a wonderful person you are for taking such good care of my Tiggers and bringing her home to me. I am going to miss her so much after having her for 19 years. But it gives me a little more closure knowing she was in good hands and she is home now. I will definitely recommend everyone I know to your company so they can be sure their pets are being cared for in the best possible way. Please thank everyone at Pet Friends who assisted with taking such good care of Tiggers for me. I will never forget it.*

**Melanie Lebrun**

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*Dear Pet Friends,*

*Our entire family would like to take this moment to thank you for all you have done during a most trying time, your dedication to your work is evident and is seen throughout all those who are associated with Pet Friends. Everyone we have spoken to, or have met, has been professional, compassionate and most importantly empathetic. We would like to give a special thank you to Dr Weissmann. We have never met anyone quite like her. She remained professional on her visit, yet showed an enormous amount of compassion for what our family was about to go through. She is passionate about her work with pets and we appreciated her reassuring words about such an unbearable decision. She didn't just "put our dog down", she helped ease the suffering of our beloved family member and for this, we will be eternally grateful. We are thankful to have all our "lost" pets at home with us and we remember them everyday through our "angel" pins. We have Pet Friends to thank for this. Please know that you are all in our thoughts and whenever we think of our pets, we can't help but think of all you have done for us. Thanks again!*

**The Morello Family  
September 14, 2005**

