



Hello Gail,

Once again I thank you and Fernand, as well as Pet Friends, for the precious service you always provide when I come to you with a heavy heart. I've been lucky to be able to count on your unfailing support for 8 years now and I do want you to know that the comfort you provide is an immeasurable gift at this time, once again.

Again thank you for your compassion as it makes the experience of losing a pet much easier to bear.

Diane Molinari (Lamarre)

XXXXXXXXXXXXXXXXXX

Dear Averil:

I want to thank you for the extraordinary service provided by Pet Friends. Gail was more than generous with her time and offered me advice which helped me come to terms my most difficult decision- whether I could be present at the time of the actual euthanization. She said I would know which was what occurred. I said my final good bye to my beloved Sebastian and knew immediately that he pass while being held in my arms.

The dignified presence of Fernand, his words and actions, were ceremonial. Seeing my little Sebastian at the feet of such a special man can only be described as spiritual.

Dr. Altschuler was outstanding.

Thank you Averil for recognizing the need for such a service and developing it with such sensitivity. It stands in stark contrast to the uncaring attitude prevalent in some elements within our culture.

**Sincerely,
Jill Fitzgerald
June 20, 2013**



Dear Averil and Her Wonderful Staff;

Thank you so much for taking the time to listen and help us, at such a sudden and sad time in our lives. We felt so relieved to know that our special Keysha was in good hands, she was an angel to us and now she is an angel with wings above. You showed to us that your hearts are so big, not only to Keysha but to us too. We are so grateful for all you have done. Your team is compassionate and devoted to helping people through this devastating time. Thank God for people (friends) like you. And a special heartfelt thank you to Yves, who picked her up and brought her back home.

Ian and Suzanne and Family, 2011

When Candy started to get sick on January 26, 2011, we knew that her time to leave us would be soon but we didn't really know what to expect when it would happen because it would be our first time to deal with an animal's death. What we did know though is that we wanted a proper arrangement for her, because she was more than a dog for us. For me, she was like my little baby girl that I would never have. She was also my guardian because she always protected me. She was mostly my ears because of my hearing loss, she would always bark every time someone was at the door. Today, it's been a month since her death and we miss her so much. I still sit at the place where she was always sleeping and cry until dawn. I'm so lost without her. That is why I am writing to you. I want to thank you so much for everything. Because of you, you really eased our pain. You were so nice, comprehensive, supporting, professional and much more. No words can express enough our gratitude for everything that you did for her and us. Even though I was against cremating her and having her ashes here with me in my home, since the day you brought her home, it felt reassured and I know she is always with me. She is now my guardian Angel.

**Thank you again for everything,
Annick & Jean-Claude**

I just wanted to say thank you to everyone at Pet Friends, for taking care of my beloved Kiva and for taking care of those of us left behind. I was surprised at how understanding and compassionate everyone was with whom I spoke. She came home today, and her urn is lovely. The keepsake necklace is perfect. Everything was done beautifully. I'm so glad you were there for us.

Angie D.



Dear Averil,

Our family would like to thank Averil Robinson of Pet Friends. Averil was instrumental in our adopting our family dog, Daisy, from Animatch over 12 years ago, and a better match was never made. But, as with everyone, age has a way of catching up to you. We had to make a very emotional decision last week regarding Daisy, which we could not have done without the professionalism and caring of Averil. She not only helped us make the decision, but, when a vet from Hudson was not available to come to our house, she arranged for a vet from the West Island to come. Both women were remarkable in the way they handled Daisy, and also in their compassion towards us. Averil, you are truly meant to be in your chosen profession

Thank you so much!
The Aird Family
- Hudson Gazette March 16, 2011

Dear Averil,

I fell so fortunate to have someone like you in our community. It was absolutely amazing how, with your help, and only your help, we turned what could have been a horrible experience for all of us, into a well-orchestrated, comfortable, peaceful experience. You took that horrible decision right out of my hands, and proceeded to follow through with kindness and efficiency. I will never forget it.

Thank you from the bottom of my heart,
Susie, Clifford, Tyler and Alicia



To Averil and Her Wonderful Staff,

There are times in Life when the words "Thank You" fall far too short for things that were done and yet this expression of appreciation is all that we have to tell people how much their caring and thoughtfulness has made people feel about their just being there for others. This indeed is one of those times.....my family and I cannot Thank You all enough for the respect, dignity and the highest level of professionalism in which we as well as our cherished pet Tao were given upon his passing away. From the first call to Gail my initial contact , who addressed all of my concerns, arranged for Tao to stay in his home and started the process that Pet Friends does so well; Dr.Lesage from Pointe Claire Veterinary Hospital who eased our anxieties and fears as well as Tao's pain and discomfort and did this with no regard as to how long it was going to take and comforted all of us...me, my wife and of course, Tao Yves, who had the job of escorting Tao from his home in addition to reassuring me that "We will take good care of him"; Carmen, for keeping me abreast of all that was happening with my beloved friend as well guiding me with the process of picking the urn, Tao's final place of rest. I did not have the opportunity to speak with Gladys, but know that she too played a part in my loss. It goes without saying that every good team has a leader and Pet Friends has all of that and a whole lot more. I cannot Thank You Averil enough for all you have done for myself, my family and of course Tao and my 3 other German Shepherds.....you have put together an organization of dedicated, unselfish, caring people who know what it takes to help others at, during and after the demise of a beloved member of the family, their pet and companion. As I write this letter Averil am not sure whether to smile or cry, but the tears seem to be winning right now. I cannot put a price on what you have done or what your support and caring have meant to me and my family at our times of personal loss and distress....so from us all Averil, a Very Humble and Heartfelt Thank You is all I have for taking care of not only us, but countless others.

Sincerely/God Bless You, Gary



I want to thank all the staff of Pet Friends, Nos Copains, who provided an excellent service during this sad time when I lost my beloved Blueberry Muffin. Not only was she a show cat champion, winning many ribbons and awards, but she was most of all, my gentle and loving companion for many years. Thank you to Gail, Gladys, Simon and Yves. But most of all, thank you Averil Robinson, for your understanding and consoling words and the caring way that you processed Muffin's urn, the keepsake locket and that little extra, the picture, on the wood base. I have emailed Muffin's breeder, a Cat Fanciers exhibitor praising your service.

Again thank you, M. Clarke

Thank you so much for treating our Hershey with such kindness and dignity. We are eternally grateful for all that you do. You are so very special and the pet world is a better place with you in it. Such a big heart you have!!!

Donna and Dave

Want to thank you again for all the support you gave Stephen & me with our darling Casper's passing. He was adopted into my loving arms and passed in those arms. Both the night he passed & the cremation service were filled with love, dignity & peace. You made a difficult, sad time, easier for us.

Linda and Stephen

Fortunately we found you. Your caring and compassion really help us at the worst moment we've ever experienced. We really appreciate your caring, time and attention. Thank you for all your help and for all your patience. I don't think we'll ever forget your kindness.

Bye for now, Ruth, Hobbes and Marc.

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

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**

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

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

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

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

Marlene

"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.**

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**

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**



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**

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**

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**

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**



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

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 every day 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