

## DOG NEWS

APRIL 6, 2020

### Grieving pet owners looked after during COVID-19



*Pet Angel Funerals staff Nikki Murray and Tommy Macdonald in their protective gear with the new COVID-19 handbook*

A leading Australian pet cremation service is now offering a 'contactless with care' approach to support locals whose pets are passing away during the COVID-19 health crisis.

Tom Jorgensen, founder of **Pet Angel Funerals** based on the Gold Coast, said his crematorium was continuing to operate within normal trading hours to help those who have lost their pets.

"We now have a 'contactless with care' approach at **Pet Angel Funerals**," said Mr Jorgensen.

"Our business is not just about cremating animals, it is about caring for those who are grieving, so rather than spending time face-to-face with grieving pet owners, we are working with them over the phone or via skype to ensure their needs are met and they feel cared for at their time of loss.

"We arrange to collect their pet from a safe place in the home and this ensures everyone's safety."

Mr Jorgensen said all staff were now required to wear protective gear when picking up animals and returning their ashes.

"Sadly, we are not in a position to hold viewings or services in our memorial room given the new distancing measures. "That said, we are ensuring that we have very quick turnaround times so pets' ashes are back with their owners as soon as possible."



*Photo (supplied) - Tom Jorgensen, his wife Anne along with their dogs Fifi and Peanut*

Mr Jorgensen said his team was doing everything it could to provide immediate support to people who have lost their pets. "We know a lot of people are doing it tough at the moment, so we are taking additional time to talk to each of our clients to see what we can do to help," he said.

"We have developed a comprehensive COVID-19 handbook for all staff. "We want to ensure that pet owners can take solace in the fact that we will always be here to support them, and take every precaution necessary to ensure their safety during these uncertain times.

"Our community already has so much to deal with – we would like to continue doing all that we can to support them in other areas of their lives."

#### **About Pet Angel Funerals**

Pet Angel Funerals is a family-owned business dedicated to helping pet owners say goodbye to their beloved animals with grace and dignity. Founded in 2015, it is one of the largest and most-trusted pet cremation services in Queensland, guaranteeing all cremations are personalised and individual. State-of-the-art crematories and custom-built facilities allow Pet Angel Funerals to focus on offering affordable and compassionate pet cremation services that aim to make the difficult grieving process as painless as possible. To find more information on how Pet Angel Funerals can be of support, visit [www.petangel.com.au](http://www.petangel.com.au).