Sadness and, Sometimes, Anger
Hotline Volunteers Acknowledge Grief, and Switzerland are consulting with Australia, Canada, Japan, Scotland and Switzerland are consulting with U.S. schools and veterinary schools in the United States. Nine other hotlines now established at veterinary schools. Ms. Sergeeff, who has been a hotline volunteer for two years, sometimes receives calls from clients who have unanswered questions and may be angry with their veterinarian for not having told them everything they want or need to know. She says, “I usually suggest they contact their veterinarian and either ask questions over the phone, or better yet, make a consultation appointment and discuss their questions and feelings in person.”

Bonnie Mader (right) and Jennifer Sergeeff review one of the informational pages that are available to each caller along with a personal letter from the hotline volunteer.

Right: Jennifer Sergeeff listens to a grieving pet owner.

The Pet Loss Support Hotline can be reached at (530) 752-4200 (V/TDD) from 6:30 to 9:30 p.m. PST, Monday through Friday. Callers telephone at their own expense, but there are no additional charges. For more information, or to order a supply of free Pet Loss Support Hotline brochures, call (530) 752-3602.