

# BluePearl PetLife

Your Guide to Exceptional ER + Specialty Care for Your Pet

## Connecting with the community

Helping more pets  
in more ways



### Our Pet Blood Bank:

Saving lives one  
drop at a time

### Ask a Specialist:

What short-nosed  
dogs wish you knew

### More Good Days:

Expanding care for  
senior pets



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publication on your  
mobile device.

 BluePearl  
Pet Hospital

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## > LETTER FROM OUR CHIEF MEDICAL OFFICER

VOL 2: 2026



### Dr. Richard Stone

DVM, DACVIM (SAIM)

At BluePearl, one of the nation's largest and most trusted networks of specialty and emergency veterinary hospitals, we uphold the human-animal bond as a core value. This bond drives our commitment to excellence in care, strong partnerships with your family veterinarian, and compassionate service to you and your pet.

This second issue of PetLife highlights our mission to build meaningful connections with both the communities we serve and the pets in our care:

- Discover how our **BluePearl Pet Blood Bank** is saving lives by addressing the shortage of blood products in the veterinary industry. The BluePearl Pet Blood Bank exemplifies our dedication to advancing veterinary medicine so that more pets receive the highest level of treatment.
- Learn about the remarkable work of our **Comfort Care Program**, which supports senior pets through compassionate palliative care – ensuring quality of life and helping families navigate difficult decisions with dignity and support.
- Explore how **BluePearl Cares**, our charitable arm, provides aid to pets in underserved, remote and disaster-affected areas. Through our **Care Corps** initiative, our doctors and technicians bring world-class veterinary care to regions most in need, delivering hope and healing beyond hospital walls.
- See how we advance veterinary care in the communities we serve, from the world's only **CyberKnife** used in veterinary medicine to our ongoing commitment to **evidence-based systems and best practices**, ensuring our patients benefit from the very best in veterinary care.
- Understand our responsibility to public health in your community. **We champion antimicrobial stewardship across our hospitals**, minimizing the misuse of antibiotics and protecting both animal and human health through judicious, science-based practices.
- These stories reflect our commitment to advancing veterinary care in the communities we serve. All of this is driven by a simple promise: **to make a better world for pets and the people who love them.**

**You + your pet are in excellent hands.**

# + All about BluePearl

We are a national network of specialty and emergency hospitals that continues to expand.

Our teams are united in a shared passion for animals and dedication to elevating the veterinary industry so pets receive the best care when they need it most.

Most of our hospitals are open 24 hours a day, every day. They are staffed with specialists and experienced emergency veterinarians. Together with technicians, assistants and client care teams, we set the bar for world-class, sustainable veterinary care through:

- Innovative techniques
- Advanced diagnostics
- Comprehensive medicine
- Training the next generation of vets
- Advancing veterinary science

## Serving our communities

BluePearl’s commitment to veterinary health is anything but routine. We consider ourselves servant leaders, compelled to help as many pets in our communities as possible.

## Making veterinary care accessible to all

BluePearl Cares is our 501(c)(3) charitable arm that expands emergency and specialty care to pet owners in underserved communities. Learn more about this lifesaving mission on **page 24**. We are supported solely by donations from kind humans who believe in helping vulnerable animals when they need it most. Help us say “Yes” to more pets. Donate at [bluepearlvet.com/bluepearl-cares](https://bluepearlvet.com/bluepearl-cares).

## Giving the gift of life

Like humans, dogs and cats need blood transfusions—but there is a dire shortage of donors. BluePearl is proactively addressing this problem by building a national supply network.

## BluePearl team members you may meet at our hospitals.



### Client Service Associates

These frontline team members ensure you and your pet get the care and attention needed. Their many responsibilities include greeting, providing updates and checking out patients.



### Hospital Operation Leaders

These experienced team members oversee the hospital’s business and operational success, ensuring smooth running and efficiency.




### Kennel Assistants

These essential team members are responsible for keeping an eye on our patients, making sure they are comfortable, clean, fed and watered.

The donor process is safe, comfortable and free. See **page 14** for details or visit **bluepearlvet.com/blood-bank** to learn how to make your pet a hero.

### Offering end-of-life care

BluePearl is dedicated to improving quality of life for pets at every stage. Our Pet Hospice makes every pet's end-of-life experience as meaningful as the life they've lived. We support patients and their owners from diagnosis or decline to euthanasia and professional grief support. Visit **pethospice.bluepearlvet.com** to learn more.

We've come a long way from our beginnings as a single practice in Tampa, Florida in 1996. **A BETTER WORLD FOR PETS** is Mars Petcare's Purpose, and as an affiliate, it's our goal, too. 



Scan to learn more about our history and growth.



### Practice Management Team

Overseeing day-to-day operations, these leaders guide the medical and client service teams. They are happy to assist if you have a concern.



### Veterinarians

Our doctors have graduated from accredited veterinary colleges, internships and residencies. Most are board certified in a specialty or actively working toward that goal.



### Veterinary Technicians + Assistants

Working alongside our doctors, they provide a range of skilled services such as emergency first aid, nursing care, exams, surgery assistance and lab work.

# + Can it Wait? When to Seek Emergency Care

When your pet is sick or injured, it's natural to wonder whether it warrants a trip to the ER, your primary veterinarian or a pet urgent care.

Car strikes, choking and profuse bleeding are all a definite “yes,” but other conditions might also require a trip to a BluePearl emergency hospital, where your pet will be cared for with expertise, compassion, and state-of-the-art equipment.

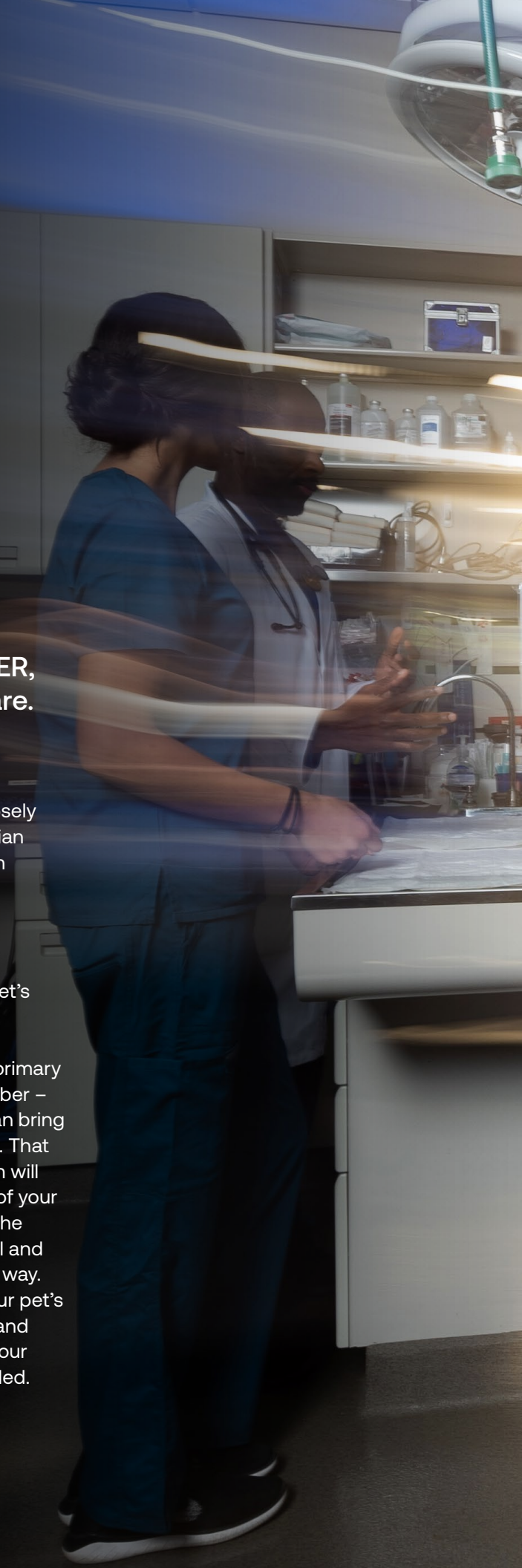
Your BluePearl emergency team balances compassionate care with unmatched expertise, and we are always here to answer your questions throughout your pet's visit.

Many of our hospitals are open 24/7, including holidays. Most also share space with other specialties, such as surgery and internal medicine, so we can provide advanced treatment with a team approach. Of course,

our doctors also work closely with your family veterinarian for a seamless continuum of care and follow-up.

## What to expect in the Pet ER

It's helpful to keep your pet's health history – including vaccination records, medication list and your primary veterinarian's phone number – in a handy spot so you can bring it to the pet ER, if needed. That way, our emergency team will have a complete picture of your pet's overall health from the beginning. If possible, call and let us know you're on the way. It helps us prepare for your pet's unique treatment needs and transport your pet from your car to the hospital if needed.





## > EMERGENCY CARE

### The triage system

Emergency medicine, whether for people or animals, demands that we prioritize patients based on urgency of need. At BluePearl, we use a standard triage system consisting of critical, emergent non-critical, and stable categories. You may see a pet that arrived after yours but is seen first. That pet likely has a life-threatening condition that may be invisible to the eye, such as bloat, internal injury or poisoning.

**Please know we care about each pet equally and will see yours as soon as possible.** We're grateful for the trust you have placed in us and for your patience. While waiting can be frustrating, it means your pet's condition isn't as dire as you might think. ○



### Financial support when you need it most.

Figuring out how to pay for emergency pet care can seem as scary as your pet's condition. Fortunately, we offer options. The CareCredit health and pet care credit card can help you pay for the critical treatment your pet needs at BluePearl today, letting you spread the payments over time. That way, you can focus on your pet, not on how you'll pay. Visit [carecredit.com/BP](https://www.carecredit.com/BP) to see if you prequalify.\*





## Top 5 Signs Your Pet Needs Emergency Care

- 1 Trouble breathing** – Asthma (especially in cats), pneumonia, injury or disease can all cause labored breathing. Come to our ER if you notice rapid breathing or gasping, pale or blue-tinged gums, or your pet's neck extended in an effort to open the airway.
- 2 Inability to stand or walk** – This can be a sign of trauma, organ failure or poisoning; paralysis caused by neurological issues like stroke; or spinal cord compression or inflammation.
- 3 GDV (bloat)** – Gastric dilation-volvulus is a life-threatening condition in dogs where the stomach twists and cuts off blood flow to vital organs. It's most common in large, barrel-chested breeds. Signs include a severely distended abdomen, agitation, retching and increased heart rate.
- 4 Repeated vomiting or diarrhea** – Seek emergency care if you see three or more vomiting episodes in 24 hours or repeated diarrhea. If either is bloody, appears painful, or is accompanied by lethargy or collapse, seek immediate help.
- 5 Convulsions and seizures** – Causes include toxin ingestion; brain, liver or kidney problems; electrolyte imbalances; infections; and epilepsy. Signs include multiple or prolonged seizures, or failure to regain consciousness or normal behavior afterward.

# + Keeping Quality at the Heart of Care



**We know the emergency room can feel very overwhelming when your pet is in distress.**

Behind the flurry of activity, please know that your pet is in the hands of a highly skilled and coordinated medical team. Every member of our staff is trained to deliver care with precision, empathy and a deep commitment to safety.

From the moment your pet enters our hospital, we follow a structured and deliberate approach to care. Our systems are built on industry-leading best practices, with protocols adapted from human healthcare to promote excellent outcomes. Every step is designed to reduce risk, enhance comfort, and support recovery with the highest standards of quality.

Even in the challenging environment of an emergency room, we rely on time-tested procedures to center every decision around your pet's health and safety. Some of the steps we take include:

### **Making hand hygiene and sanitation a priority**

We have strategically placed handwashing stations and hand sanitizers throughout our hospital, so that our team can maintain cleanliness with ease. Proper hand hygiene is one of the simplest and most effective ways to prevent infection and protect both pets and people.

### **Using evidence-based cleaning and disinfection protocols**

Our hospital follows rigorous cleaning procedures based on the latest veterinary infection control research. From treatment tables to kennels and surgical areas, we use medical-grade disinfectants and techniques to maintain a safe, clean environment.

### **Implementing double-check systems for medication administration**

Administering medications - especially in emergency settings - requires accuracy. We have built-in verification



treatments and supports seamless communication across the care team.

### Following medical safety checklists in surgery and beyond

Inspired by the World Health Organization's surgical safety checklist, we use structured checklists in surgical and procedural areas. These tools help ensure that nothing is overlooked - from verifying patient identity to confirming procedure plans - before, during and after treatment.

Behind the scenes, our systems, checklists and conversations are designed to support safe, effective and compassionate care. Here are other steps we take when delivering advanced care to our patients:

### We recognize that patient comfort matters

Our staff is trained to recognize subtle signs of fear, pain or anxiety in animals, and to respond with calm, thoughtful handling. Whether it's a soothing voice, a gentler touch or treatment plan


adjustments, we strive to create an environment where every pet feels secure.

### Using structured communication protocols during patient hand-offs

When patients move between departments, we rely on standardized communication tools to make sure every important detail is shared. These steps help us deliver uninterrupted, high-quality care around the clock.

### Shared understanding is key

Understanding the goals of everyone on the patient's care team, including the pet owner, is vital to making the best treatment plan. That's why we discuss diagnostic and treatment recommendations collaboratively in each case.

We care for some of the most critically ill and injured patients, and we never forget that these are beloved companions. We meet them where they are - with medical excellence and care. 

steps for high-alert medications to reduce the risk of error and ensure each patient receives the correct dose and drug at the right time.

### Using advanced treatment sheets for real-time accuracy

Our electronic treatment sheets allow us to track every detail of a patient's care in real time. This helps prevent missed

We're proud to partner with CareCredit as a convenient financing solution to ease the stress of paying for our industry-leading specialty and emergency care. For more information on how CareCredit can assist you with your pet's health care financing, visit [carecredit.com/BP](https://carecredit.com/BP) or scan the QR code.





## + Ask a Specialist

In each issue, BluePearl specialists will answer your most pressing pet questions. This time, **Dr. Matthew Cleveland**, small animal surgery specialist in our Charlestown, MA, hospital, talks about issues facing some of America's most loveable and popular breeds – our short-nosed best friends.

### Question:

My Frenchie has trouble breathing in extremely hot or cold weather. She has a hard time exercising, too. I've heard there's a surgery that can help.

### Dr. Cleveland:

French bulldogs are one of several brachycephalic (bray-key-ceph-AL-ic) dog breeds. Others are boxers, Boston terriers, Pekingese, Chinese shar-peis, pugs, Lhasa Apsos, shih tzus and bull mastiffs.

What makes these animals unique is the shape of their skull: it's shorter and wider than normal, creating a flattened face. While this adds to their appeal, it also makes breathing more difficult. This congenital condition is known as brachycephalic airway syndrome (BAS).

### What is brachycephalic airway syndrome?

The head structure of these breeds can obstruct normal breathing in a number of ways:


First, their **narrow nares** (nostrils) make it more difficult for them to draw a full breath. Next, they have **irregular, compacted nasopharyngeal turbinates**. These bony, tissue-covered ridges in the nasal passage are designed to humidify and warm inhaled air. The shorter, irregularly configured turbinates of a brachycephalic dog cause airway resistance and turbulence instead of a smooth path through the nasal chamber. Finally, their **soft palate is too long** for the length of their mouth, which can partly block the entrance to the trachea (windpipe.)

Sometimes these issues can cause the larynx, or voice box, to collapse and restrict airflow even more. They can also lead to heart trouble. In some cases, surgery can improve breathing.

### Are there risks to surgery?

There are risks to any surgery. Recovery from anesthesia poses the greatest risk to brachycephalic pets. Because

of their airway structure, they need to be awakened very gradually. If an operation is needed to diagnose the extent of the airway problem, many surgeons will recommend surgical correction at the same time.

Short-nosed dogs are endearing companions. BluePearl's experts are here to advise you on the best way to keep them happy and healthy for a lifetime. 




Dr. Matthew Cleveland,  
BluePearl Charlestown

## Paying for specialty care.

Did you know BluePearl offers nearly two dozen veterinary specialties and services among its hospitals? When your pet needs specialty care, the CareCredit health and pet care credit card can help you pay for advanced treatment. It has friendly, flexible financing options that allow you to spread payments over time.\*

\*Subject to credit approval. Minimum monthly payments required. See [carecredit.com](http://carecredit.com) for details.

 Visit [carecredit.com/BP](http://carecredit.com/BP) to see if you prequalify.

 CareCredit  
a Synchrony solution



## + Saving Lives One Drop at a Time

Blood transfusions are a part of everyday human health care in cases of trauma, acute and chronic diseases and surgery. The same life-saving treatment is also a vital part of veterinary medicine; however, as in human health care, there's a significant shortage of available blood products.

“Commercial pet blood banks nationwide are struggling to meet demand,” says Dr. Meghan Respass, BluePearl’s national blood bank director. “It can take six months to get some products that are on back order.”

With BluePearl hospitals performing about 8,000 transfusions each year, waiting simply isn’t an option. To help bridge this gap, we have created a solution to become the first private veterinary practice network to establish a large-scale, national blood bank.

“Within five years, we hope to produce 100 percent of the blood products we need at our hospitals,” says Dr. Respass. “That will take some of the stress off the commercial blood banks.”



BluePearl currently operates 18 community blood banks, with seven more opening in 2026, and 30 internal associate programs. This will further expand access to life-saving blood for pets in need.

### **BluePearl's impact**

Because of generous people and their four-legged donors, BluePearl blood banks across the country save and improve thousands of pets' lives each year.

**“Each donation can save up to three pets' lives.”**



“Some owners are blood donors themselves and want their pets to do it, too, because they understand there's a shortage on both sides,” says Emily E., the blood bank program coordinator at BluePearl in Arden Hills, MN. “Others do it with a new pet in honor of a pet that received a transfusion, or one that's passed away.”

Other than the shortage of pet blood itself, the biggest obstacle to donation is lack of awareness.

“Every single person outside vet med is mind blown when I tell them what I do,” Emily says. “Then they'll realize,



‘Of course dogs and cats can donate, just like us!’ We need to spread awareness of how simple a procedure and how impactful it is. It's a very small amount of effort for the pet to give a massive benefit to animals in crisis.”

**“We need to spread awareness of how simple a procedure and how impactful it is.”**

### **Why pets need blood transfusions**

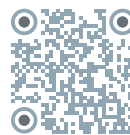
Pets may need transfusions for a variety of reasons, including trauma (such as a car strike or dog fight), blood disorders, exposure to toxins, heat stroke,

cancers, and a variety of acute and chronic diseases.

### **Can your pet help us save lives?**

BluePearl's compassion for pets and commitment to preserving the human-animal bond drives us to maintain a safe and reliable blood supply for pets in need. Our goal is simple: ensuring that life-saving blood is always available for every pet that needs it. Will you help us achieve our goal?

### **Watch how blood is prepared, stored and tracked to save lives:**



## How One Dog's Donation Made All the Difference



Oliver, photo by Sarabeth Photography

**Dallas R. knows life can change in an instant. When it happened to her beloved Brussels Griffon rescue, Oliver, she and her husband knew what to do.**

Over the Memorial Day weekend in 2025, Oliver, 9, went from his happy self to listless

and unable to control his bowels. It was the middle of the night, and Dallas rushed him to a Minneapolis-area emergency veterinary clinic.

By the time he arrived, Oliver was experiencing severe rectal bleeding, a condition known as hemorrhagic gastroenteritis. His blood pressure had dropped dangerously low, and his abdomen was filling with fluid.

“I was filled with terror,” Dallas recalls. “What Oliver means to me is hard to put into words.”

Dallas chose BluePearl’s 24-hour emergency pet hospital in Arden Hills for more advanced treatment. “When every minute counted, I wanted Oliver’s care team to be 100 percent focused on him,” she explains. “Our cat with cancer had received excellent care at BluePearl, and the staff were so kind. I knew it was the right choice.”

At BluePearl, Oliver received a plasma transfusion along with additional supportive treatments that ultimately saved his life. Today, he has returned to his happy, spirited self.

Overwhelmed with emotion, Dallas wrote a letter to the Arden Hills hospital, not knowing whose blood products Oliver received:

“If you’re a donor family, you have my deepest gratitude. You give patients like Oliver a second chance at life, and you save the hearts of terrified parents like me.”

The plasma that saved Oliver’s life came from Gaia, a 65-pound German shepherd-husky mix owned by Alexandra R., a veterinary assistant at BluePearl in Blaine. Now 3 years old, Gaia has been a blood donor for two years and is one of three dogs in Alexandra’s household enrolled in the donor program.

The program carries personal meaning for Alexandra. “I’ve been a blood donor myself for many years, so I know how important it is,” she says. Dallas is also a longtime blood donor. When Alexandra saw Dallas’ letter and the donation was traced to Gaia, she, too, grew emotional. “It made me feel

so good and it really drives home how important it is to give the gift of life.” Dallas agrees: “To be on the receiving end is incredibly profound.”

The two families have not yet met, but a rare and unique bond is there forever.

## A Chance Encounter Leads to a Lasting Gift

What started as a simple dog walk through the streets of New York City has become a life-saving routine for one family.

Auggy, a 3½-year-old goldendoodle rescue, lives with his owners, Noelle and Tony, near BluePearl’s Midtown Manhattan hospital. One afternoon, while out on a walk, they struck up a conversation with one of the hospital’s patient care coordinators. He mentioned their pet blood donation program and said Auggy might be a good candidate, Tony recalls. “It all just happened by chance.”

Although it’s not BluePearl’s usual way of finding donor pets, this serendipitous meeting was the start of something meaningful. The couple didn’t hesitate to get involved. “We try to give back to the community when we can. We’re blood donors ourselves, so having Auggy participate, too, felt like a natural extension,” Noelle says.



Auggy with his owners Noelle + Tony

## › OUR PET BLOOD BANK

### A Chance Encounter Leads to a Lasting Gift *continued*

At his initial screening appointment, Auggy checked every box: a calm temperament, healthy weight, strong overall health and up-to-date vaccinations. The fact that Auggy would receive a complimentary health exam every year was also a huge benefit. “It’s much more comprehensive than a typical annual vet visit,” Noelle adds. “If something were ever wrong, we’d catch it early. That’s real peace of mind.”

Every few months, Auggy returns to BluePearl Midtown for his donation. Since he’s a high-energy breed, he’s given just enough sedation to keep him calm. (Not all pets need sedation.) A small

patch of fur is shaved at the site and the donation itself takes about 10 minutes. Throughout, he gets plenty of attention and affection from the staff.

**“Each one of our donor heroes has their own special personality that we see firsthand because our donors trust us.”**

Then comes the highlight: the toy bin! Auggy always gets to pick one out and usually leaves with two. He enjoys the experience so much

that he recognizes the hospital and pulls toward the door every time he passes by. “He’s always excited to be there and donate,” Noelle says.

“Each one of our donor heroes has their own special personality that we see firsthand because our donors trust us,” says Christina A., Midtown’s blood bank coordinator. “Auggy is probably the happiest dog with one of the biggest personalities, and he loves everyone.”

Tony says, “The real reward is knowing you’re helping other pets. One day, it might be your own who needs blood.” ◉

### Is My Pet Eligible to Donate Blood?

To be a donor, pets must meet certain criteria.



**If your dog or cat qualifies, scan this code to enroll and give the gift of life to another pet.**

*\*Some blood banks are equipped to collect smaller units from 40 lb. dogs*

- Must be between 1-8 years old
- Dogs must weigh 50 lbs. or more\*
- Cats must weigh 10 lbs. or more; indoor only
- Be friendly and calm with a good disposition
- Not a blood transfusion recipient
- Be current on core vaccines (rabies and distemper)
- Receive year-round heartworm, flea and tick preventive
- Some long-term medications permitted (case-by-case basis)
- Not fed a raw diet (salmonella transmission risk)



Donor Hero

BluePearl  
Pet Blood Bank

# + Not All Bugs Need Drugs

## Protecting pets from antibiotic resistance

You may have recently noticed that human doctors are becoming more careful about prescribing antibiotics, including avoiding antibiotic prescriptions for simple colds or other viral illnesses. That's because antibiotics work against bacteria, not viruses. Overusing them gives bacteria a chance to adapt, creating infections that resist treatment.

Did you know it's the same for animals? The next time your pet has a bout of diarrhea or another minor illness, don't worry if your veterinarian recommends vigilant supportive care or a diet change instead of antibiotics. BluePearl hospitals are promoting antimicrobial stewardship – raising awareness that antibiotics aren't always the best option and should be used only when truly needed to help pets recover and stay healthy longterm.

“Our doctors will still always use antibiotics when necessary to treat infections. What has changed is that we no longer prescribe them for situations where they are not necessary,” says Dr. Ben O’Kelley, a critical care specialist who leads BluePearl’s antimicrobial stewardship efforts. He points to recent scientific studies showing that a course of antibiotics can actually make things worse for some patients. Antibiotics alter the healthy bacteria living on the skin and in the digestive tract of pets, for instance. This can impact digestion and immune system function. “When your vet decides not to prescribe an antibiotic for your pet during a hospital visit, they are doing it because they think it is best for your pet’s health in that moment,” says Dr. O’Kelley. This approach also reduces the likelihood of resistant infections developing in the future.

“Antimicrobial stewardship can feel like an intimidating phrase,” says Sarah Ambrose-Kuhl, Medical Quality manager and a certified veterinary technician at BluePearl. “But it really comes down to the small steps to protect our pets. From handwashing to giving medications as prescribed – those actions can help ensure that our antibiotics remain effective.”

### A serious threat to your pet

The National Institutes of Health calls antimicrobial resistance – which can give rise to “superbugs” – a “health crisis” in human medicine. The same issue has now been recognized in veterinary medicine. We at BluePearl take this threat seriously and are responding in several ways:

- Using diagnostic tests to confirm an infection instead of treating with antibiotics “just in case”
- Using drugs that target specific infections, when possible, instead of broad-spectrum medications
- Prescribing the ideal drug at the appropriate dose and for the right duration
- Reducing infection risk through measures like handwashing and disinfecting hospital surfaces
- Educating pet owners about the risks of overprescribing antibiotics





“

Our doctors will still always use antibiotics when necessary to treat infections. What has changed is that we no longer prescribe them for situations where they are not necessary”

“Clear expectations and communication help our pet owners feel confident that their pet is receiving the best care, even if antibiotics aren’t prescribed,” says Sarah.

While terms like “antimicrobial stewardship” and “antibiotic resistance” may not be in your everyday vocabulary, rest assured that we take them seriously at BluePearl and are doing our part to protect your pet. We all want to have access to effective antibiotics when we and our pets truly need them most. [o](#)

## Pacemaker Donations Give Pets a Second Chance



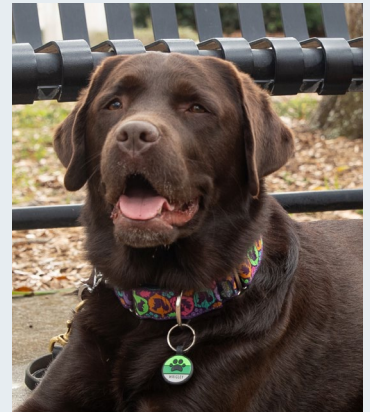
BluePearl hospitals are giving pets with serious heart conditions a new lease on life using donated human pacemakers.

The American Heart Association estimates that more than three million Americans live with pacemakers, an implanted device that regulates heart rhythm. After a person dies or receives a new one, their old device can't be transferred to another human being – but it can sometimes be implanted in animals to restore normal heartbeat.

Dr. Bradley Harris, a cardiologist and critical care specialist at BluePearl in Tampa, says, “At our hospital,

it's actually the only way we can provide the surgery.” The donated pacemakers are used to treat atrioventricular block, a condition in which the heart's upper and lower chambers stop communicating properly. Signs include fainting and collapse, but sometimes a diagnostic workup is the only way to detect it.

The device is implanted using techniques similar to human surgery, helping restore heart function and extend quality of life. ○



**If you're interested in donating a pacemaker, contact your local BluePearl pet hospital.**



**Explore our Stories from the Heart – voices of gratitude from the families we serve.**

# Groundbreaking TEER Helps Heart Patients Live Longer



BluePearl Tampa is one of eight pet hospitals offering this procedure.

Pets with serious heart disease now have an alternative to open-heart surgery. Our Tampa hospital now offers Transcatheter Edge-to-Edge Repair (TEER), a minimally invasive procedure that is changing lives. It's one of just eight US veterinary hospitals offering this treatment.

## 95% success rate

TEER was created to treat mitral valve disease, a common cause of heart problems in dogs. It offers a minimally invasive alternative to

complex treatments. It's performed by inserting a small catheter into a vein. A special device is then guided to the heart and used to join leaky valve edges together to reduce leakage.

## This allows the heart to pump more effectively

The procedure has been used widely in human medicine and has an incredible 95% success rate. Now, it's available for our pets, just one more way BluePearl leads the industry in innovation and compassionate care. ○



To learn more or request an appointment, visit our website or call 813.933.8944.



# + BluePearl Cares

Impactful New Ways We're  
Connecting with Communities



BluePearl Cares is funded by donations from passionate BluePearl Pet Hospital clients, donors and the greater community. Every dollar allows us to expand access to veterinary care for pets in need. We would be grateful for your donation.

Started in January 2024, BluePearl Cares is a 501C3 nonprofit organization committed to delivering on our mission of making emergency and specialty veterinary care accessible to all. Through grants and programs, the impact on the lives of pets needing this advanced care is expanding to the most vulnerable in rural communities, veterinary deserts and urban centers.

**49,521 pets impacted** | **\$1,749,000 in grants** | **2,520 volunteer hours**

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## Care Corps (Travel Grants)

Deploys volunteer emergency and specialty veterinary professionals to train, mentor and provide care to pets in communities with limited or no access to care, as well as those impacted by natural disasters. As the nation faces a dire shortage of veterinary professionals, our volunteers help communities and nonprofit partners serve more pets.

**44,718 pets impacted** | **2,520 volunteer hours** | **14 communities supported** | **\$137,086 in travel grants**

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## HOPE Funds

Helping Overcome Pet Emergencies funds provides financial support for income-qualifying clients in our hospitals. In 2025, the hospital discount for income-qualifying clients increased from 15 percent to 25 percent.

**1,157 pets impacted** | **85 hospitals reached** | **\$1.3 million awarded since 2024**

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## Disaster Relief Grants

These grants provide financial support to animal welfare organizations in communities impacted by natural and other disasters. Grants may also support partnering organizations assisting in rescue, relief and transport efforts.

**7 Grants** | **\$32,449.67 granted** | **2,090 pets helped**



BluePearl Cares Care Corps

## Volunteers tell their stories

From tundra to tropics and places in between, the BluePearl Cares Care Corps provides high-quality veterinary aid to vulnerable pets in challenging and under-resourced environments. In partnership with local humane societies and other nonprofits, doctors and veterinary technicians from BluePearl

pet hospitals volunteer their time and create impact. They treat sick and injured pets, vaccinate, spay and neuter, and share advanced techniques with local veterinary teams. They often find themselves forever changed by the people and pets they meet along the way. Here are two of their stories.

### Dr. Elizabeth Craig, BluePearl Los Angeles: Noorvik and Kiana, Alaska

I volunteered my skills to partner with Alaska Rural Veterinary Outreach (ARVO), a nonprofit organization that relies on veterinary-trained volunteers to fly out to remote Alaskan communities that lack access to veterinary health care.

**“I was immediately struck by the complete lack of services available in the Arctic Circle.”**

After flying into Kotzebue in August, I realized just how far north the Arctic Circle is. The sun did not set this time of year and the skies were brilliant blue – which we were told was very unusual. We then chartered a flight to Noorvik and Kiana – Indigenous communities with populations of 500 and 700, respectively.

I was immediately struck by the complete lack of services available in the Arctic Circle.

Anything these communities need arrives by boat or chartered plane. If a window breaks, they have to order glass, import it, ship or fly it out to the community and then replace it. A case of Diet Coke will cost you \$25. Emergency response has a completely different definition up there. You would have to fly a total of 5 hours and 2 planes to get to a human hospital. There are also few resources for the dogs that serve these people and communities with their protection, aid for their sustenance hunting, and companionship for the isolation of the dark days.

Our band of six was welcomed into the local communities. We felt a real sense of both gratitude and accomplishment just by showing up and caring.



We served the community with vaccines (rabies from Arctic foxes is prevalent), spay/neuter, and a variety of procedures. We also had a chance to consult about care and environmental safety. We saw all types of dogs: huskies, shepherds, pit bull terriers and spaniels. Our BluePearl Cares volunteers and the ARVO team made a difference in an area that desperately needs service and is grateful for our care. I absolutely will do this again!

## > COMMUNITY

### BluePearl Cares Care Corps Volunteers tell their stories *continued*

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**Tammy McCarty, credentialed veterinary technician; senior patient care training coordinator for the BluePearl Seattle, Portland and Reno markets: [Nassau, The Bahamas](#)**

I love to travel and am kind of overzealous about animals. When I heard about the BluePearl Cares Care Corps, I was ecstatic! I could visit a new destination and volunteer my time and training to help pets and fellow veterinary teams in a meaningful way. I was honored to be selected to mentor and modernize the Bahamas Humane Society in Nassau.

This shelter is clean and well-run but has limited resources. Aside from your typical house pets, the capitol island has street dogs known affectionately as pot cakes (named after the pasty leftovers of a beans-and-rice meal that locals feed the strays.) Spay and neuter efforts can barely keep up, but because the humane society had no working anesthesia equipment and limited training opportunities, it leans on private veterinary clinics to do surgeries. This is a major expense for a no-kill shelter that relies on donations to survive.

Another group of volunteers with BluePearl Cares and the Mars Ambassador Program had come before us to spruce up the shelter and renovate its long-unused surgery suite with new anesthesia and dental equipment.






“

It felt incredibly special to teach someone something new and know it will have a ripple effect.”

Unfortunately, the new anesthesia machine got held up in Customs and didn't arrive in time. The good news: one of the ambassadors got the shelter's old, broken machine running again – hooray!

Our team of volunteers trained the Bahamian vets support team on best practices in surgery, administering anesthesia, x-ray safety, CPR techniques and basic life support. Together, we performed a mock surgery, and then a live neuter on

one of the shelter's many canine residents. We also helped with treatments, cleaned kennels and walked the shelter's many dogs.

It felt incredibly special to teach someone something new – or something they had not been able to do in years – and know it will have a ripple effect. Our trainees will teach their colleagues, and so on. That's the amazing impact BluePearl Care Corps has. I'm so grateful for the opportunity to serve. 



## + World-first Cancer Treatment for Pets

A pet's cancer diagnosis can be just as frightening to a family as a human's. Fortunately, BluePearl is at the forefront of treatment with the world's only CyberKnife radiation machine dedicated solely to veterinary cases.



Located at BluePearl Malvern in Pennsylvania, BluePearl Veterinary CyberKnife Cancer Center uses an advanced, specialized, non-surgical treatment that targets cancerous and non-cancerous tumors. This groundbreaking treatment is a targeted, pain-free option for pets with inoperable or surgically complex tumors. No recovery time is needed.

“It’s the same technology used in humans, just with smaller patients,” says Dr. Siobhan Haney, radiation oncologist at BluePearl. Along with Dr. Evan Ducker, also a board-certified radiation oncologist, she and her team treat three to five cases a week.

**“It’s the same technology used in humans, just with smaller patients.”**

CyberKnife is more precise than conventional radiation for tumors visible under x-ray or CT imaging. It delivers powerful pinpoint beams from multiple angles precisely to the mass while sparing

surrounding healthy tissue. This treatment requires fewer sessions than conventional radiation - usually three instead of 20. That means pets undergo anesthesia (to stay still) fewer times. The treatments are painless and noninvasive. Patients go home the same day.

At very low doses, radiation therapy is also used to treat noncancerous conditions, such as inflammation of the bladder, bowel and mouth in cats, as well as osteoarthritis.

“It’s exciting to see the veterinary field take greater interest in the many uses for CyberKnife and radiation” says Dr. Haney. “We feel proud that BluePearl is a leader in this treatment.”

**To learn more about BluePearl Malvern and the BluePearl Veterinary CyberKnife Cancer Center, scan the QR code or call 610.296.2099.**





## + Cherishing Every Day

### **Pet hospice: supporting quality of life for senior pets**

As pets grow older, their needs begin to change, sometimes in subtle ways that are easy to miss: They may slow down on walks, nap a little longer or take more time to climb onto the couch. These shifts are a natural part of aging, but they can also signal that a pet needs extra support to stay comfortable and happy.

At BluePearl, we believe that every stage of life deserves the same compassion, attention and respect. Our goal isn't just to add more days to a pet's life; it's to help make each day better. That's the heart of our Quality of Life Care, which is under the umbrella of our national Pet Hospice program.

### **The best rest of life**


"When people hear the word 'hospice,' they often think that means the end," says Dr. Julia Spade, who leads the program. "What we're really focused on are pets with life-limiting illnesses and helping them live as well as they can for as long as they can."

For some families, that means adjusting a pet's diet, managing arthritis pain or making the home more accessible to a pet with arthritic hips. For others, it involves easing the signs of a long-term or terminal illness. Whatever the need, our teams collaborate closely with pet owners, other BluePearl specialists and primary veterinarians to tailor care around what brings their pet comfort.

"Euthanasia is where pet hospice started in the veterinary world," Dr. Spade explains. "But now, when we say, 'pet hospice,' we also mean comfort care, symptom management and quality of life care for pets with a life-limiting condition."

### **Connecting with care**

BluePearl has dedicated hospice veterinary teams in a handful of cities: Dallas and Houston, TX; Milwaukee, WI; Minneapolis, MN; Kansas City, MO/Overland Park, KS; and Portland, OR. Most work with pets and their owners inside the home. However, all BluePearl markets have Virtual Quality of Life programs, in which trained veterinary technicians connect families with essential resources and support.



Quality of Life discussions can be emotional, but they also open the door to better understanding. BluePearl's experienced teams help families recognize signs of pain, anxiety or fatigue, and find ways to make their pets' daily lives more peaceful. That can mean anything from treating new signs to creating quiet rest spaces.

"Our goal is to ease symptoms as best as we can for as long as we can," says Dr. Spade. "Sometimes that means we only have a few weeks; other times, with palliative care and a team approach, pets can live much longer than textbooks tell us."

Aging and illness don't have to mean loss of hope. With thoughtful, individualized

support, pets can continue to experience comfort, connection and the love that has always enveloped their lives.

Every day with a senior pet is a gift, and BluePearl's Pet Hospice team is here to make those days as meaningful as the life they've already lived. ◉



# + The Human-Animal Bond that Survives

## A Pet Hospice worker's perspective

*How do our hospice teams do what they do, day in and day out? Hear from Dr. Erica Sandberg, a BluePearl Pet Hospice doctor in Houston. She wrote this essay for LinkedIn.*

In my work as a hospice and end-of-life care veterinarian, I often encounter people who tell me that losing their pet is harder than losing a human family member. If you haven't experienced the human-animal bond yourself, then this could be hard to imagine. The animals in our lives that share our space with us can provide an immense source of support for their human caregivers.

No matter what your day holds for you outside the front door, your dog will be there wagging their tail to greet you. Your cat is there to jump in your lap. And it doesn't end with dogs and cats. I have met families that are deeply attached to their pet rat, pet chicken, or pet rabbit. For people who have suffered trauma in their lives, sometimes the first step to their healing is to get up in the morning to care for their beloved pet.



Dogs, in particular, can be especially intuitive and aware of their owner's well-being. Their sense of smell gives them numerous clues on a daily basis. And they can be service dogs without even having any training for this. I met a couple once who had a senior German shepherd dog. This dog had saved the owner's life. Not once. Not twice. Three different times. The owner had diabetes and three different times she was unconscious from low blood sugar. Her dog pushed on her with his muzzle over and over until she woke up enough to call 9-1-1. This dog never had any specific training to be a service animal for a person with a medical condition. He just knew that something was not right and did what he could to take care of his beloved human.

Another incredible dog that I had the honor of meeting could detect when the family's son was going to have a seizure. The dog would sleep next to the son and constantly follow him around the house. When the son had a seizure, the dog

would run downstairs and bark excessively to alert the parents. He did this multiple times for this boy. The son eventually had surgery to correct the medical condition causing the seizures. The dog stopped following him around after this. He clearly knew the boy was better and was safe from danger. I was in awe of this remarkable dog. This is what animals can do.

At no time is the human-animal bond more apparent to me than when I am helping a pet pass away peacefully in their caregiver's arms. At that moment, it is common for people to speak of all of the things that their pet has helped them get through – the pet that was by their side through the death of a family member, a tough divorce or numerous other difficult times that they may have encountered in their life.

And these are the words that are said during those end-of-life moments: "Thank you for being there...You can let go now...I'll be okay...Thank you." ◉

“

The bond between human and animal in these situations is incredibly powerful. They need us. And we need them.”

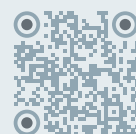
## Quality of Life Consultations

BluePearl Pet Hospice offers free virtual consultations on assessing a pet's quality of life. Our specially trained teams can address a pet's current care and guide families in making informed decisions. We provide a wealth of information and a compassionate ear.

### Learn about:

- Assessing current levels of pain and quality of life
- Understanding your pet's comfort and wellness
- Environmental/household modifications, feeding and more
- Determining the timing and process of euthanasia
- Coping tips and resources for your family, including kids and other pets

**Schedule a Virtual Quality of Life consultation at your local BluePearl or scan the code below.**



# + Managing the cost of your pet's specialty and emergency care

CareCredit helps ease your financial worries with flexible payment plans.



When your pet needs specialized or emergency care, it's not just their health that's a concern; it's how you'll manage the cost. We at BluePearl understand – most of us are pet owners, too – and we're committed to providing both exceptional care and convenient payment options through CareCredit, a credit card that can be used for pet and health care costs.

## The challenge of unexpected pet expenses

Just like in the human world, injuries and illnesses to our pets can create unforeseen expenses.

A survey from Synchrony reveals that many pet owners face significant anxiety over the cost of necessary treatments.



Two out of three pet owners say they are financially prepared, yet almost one in two say unexpected costs cause financial stress.<sup>1</sup>

<sup>1</sup>Pet Lifetime of Care Study, 2025, Synchrony. CareCredit is a Synchrony solution.

# How CareCredit can help.

CareCredit helps you manage veterinary costs by offering flexible financing options.\* The card can be used for everything from routine checkups to emergency surgeries, making it easier to handle the financial aspect of your pet's health care.

## Quick and easy application

Applying for CareCredit is straightforward and can be done in several ways:

- 1 **Online:** Visit [carecredit.com/BP](https://carecredit.com/BP) to fill out an application.
- 2 **Phone:** Call **866-893-7864** to apply directly through a customer service representative.\*\*
- 3 **Custom Link:** Each BluePearl hospital has a custom link, which you can ask for during your visit or call.

**Once approved, you can use your CareCredit account immediately to pay for your pet's health care costs.**

## Flexible financing options

CareCredit offers various financing plans, including deferred interest promotions and extended payment options, which allow you to choose a plan that best fits your budget.\* This can significantly alleviate the stress of high medical bills, making it easier to focus on your pet's recovery rather than finances.

## Peace of mind for pet owners

CareCredit is accepted at all BluePearl pet hospitals, ensuring your pet receives consistent, high-quality treatment. By offering a dedicated credit card for pet health, CareCredit allows you to say "yes" to treatment without hesitation, providing peace of mind and the ability to focus on what's most important – your pet's health and well-being.

**For more information on how CareCredit can assist you with your pet's health care financing, visit [carecredit.com/vetmed](https://carecredit.com/vetmed) or speak to a representative at your BluePearl hospital.**

## Real-life scenarios and solutions

### SCENARIO 1

Your cat needs emergency surgery after a sudden illness and you're faced with a substantial veterinary bill.

**Solution:** With CareCredit, you can apply quickly, get an instant decision, and use your account to pay for the surgery. The flexible payment options allow you to spread the cost over time,\* making it more manageable.

### SCENARIO 2

Your dog is referred to a BluePearl specialist for ongoing treatment of a chronic condition.

**Solution:** As all BluePearl locations accept CareCredit, you can use your account to cover the consultation and all subsequent treatments, ensuring your dog continues to receive the best possible care without financial delay.



\*Subject to credit approval. Minimum monthly payments required. See [carecredit.com](https://carecredit.com) for details.

\*\*Must be 18 or older to apply, must be 21 or older to apply by phone.

# Flexible financing\* for more moments like this.

 CareCredit  
a Synchrony solution



See if you prequalify with no impact to your credit score and learn more.



Or visit [carecredit.com/BP](https://carecredit.com/BP)

\*Subject to credit approval. © 2026 Synchrony Bank