

What to do in the next hour.

When your companion has just passed — or is close.

First — please breathe.

You don't need to know what to do right now. There is no checklist that has to be completed in the next ten minutes. The most important thing has already happened — you were there, and you loved them well.

1. Take a moment together.

If you can, sit with them. Stroke their ears. Tell them what you need to tell them. There is no rush. Most people regret the rush, never the pause.

2. Make them comfortable.

Place them on a familiar blanket or towel in a quiet, cool room. A laundry, garage, or shaded verandah is ideal. Tuck them in as you would have if they were sleeping. If you have other pets, allowing them to gently say goodbye can help — animals understand more than we give them credit for.

3. Gather what feels right.

A favourite toy, a collar, a small lock of fur, a paw print in soft clay — these small acts are not morbid; they are how the heart begins to keep them close. You can do as much or as little as feels right.

4. Call Alby when you're ready.

There is no time of day that is too early or too late. When you call, Alby will answer personally. He will listen first, then quietly explain your options — collection from home or from the vet, the farewell packages, the timing. Nothing is decided on the phone unless you want it to be.

Call Alby — 0493 814 474 · Available 24/7

Or send a text or WhatsApp if calling feels too hard right now.

A few things you do not need to worry about.

- **You do not need to decide anything tonight.** Your companion can rest at home or at your vet for as long as you need.
- **You do not need to drive anywhere.** We come to you — home or vet — across the Mid North Coast and beyond.

- **You do not need to know which package you want.** We'll talk it through together, gently, when you're ready.
- **You do not need to be 'holding it together'.** Tears on the phone are welcome. We've heard every one of them, and they are sacred.

"A harbour is where you turn when the storm is too much. It does not end the storm — but it gives you somewhere sheltered to come in from it."

— Alby & Rachael Koster, Founders

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