



Forever by Your Side.

Preparing for the loss of your horse, dog, cat or smaller companion — and knowing what to do when the day comes.

You don't have to figure this out alone.

Whether you're standing in the barn right now, or you simply want to be prepared before that day comes, we understand what your animal meant to you. This isn't a transaction — it's family.

Most families face these questions for the very first time at the hardest possible moment, often at 2 a.m. This page exists so that you don't have to.

Why plan ahead?

Families tell us that having a plan let them spend the last hours present with their animal, instead of on the phone making decisions they weren't ready to make.

BEFORE THE DAY COMES

Five decisions worth making now

- 1 Who will you call?**
Write one number down and tell your household where it is. The person who finds your animal may not be you.
- 2 Cremation or burial?**
Home burial of large animals is restricted in many Florida counties and rules differ by property. Cremation is permitted anywhere and lets you keep your animal with you.
- 3 Individual, or not?**
The question that matters most and gets asked least. If it matters that the ashes are your animal's alone, ask the provider directly. *At D&N, every animal is cremated individually — no exceptions.*

- 4 Where are they, and how will they be moved?**
A horse in a back pasture, a dog at the clinic at midnight, a cat at home in her bed — each is handled differently. Tell us where they are; we do the rest.
- 5 What would you like to keep?**
Ashes, a lock of mane or fur, a hoof or paw print, a keepsake box or jewelry. Easy to decide in advance, painful to think about afterward.

A quiet suggestion. Take the photographs now, while there's still light in their eyes. Press their hoof or paw into clay. No family has told us they regretted it.

HAVE THESE READY

- ☐ Our number saved in your phone, and written on the barn or fridge
- ☐ The address and gate or pasture access where your animal is kept
- ☐ Your veterinarian's number, including their after-hours line
- ☐ One person, other than you, who knows the plan

WORTH ASKING YOUR VETERINARIAN

- What should I watch for, and what would tell us it's time?
- Can this be done at home, or somewhere they feel safe?
- Who do I call if it happens after hours?
- Will you make the arrangements, or should I?

Many clinics use a default provider — you're always free to choose your own.

WHEN THE DAY COMES

The first hours

If today is that day: breathe. Very little is urgent. Here is all you actually need to do.

- 1 **Take your time.**
Sit with them. Let the other animals come near if they want to — it often helps them understand.
- 2 **Call us when you're ready.**
Day or night, a real person from our family answers. You don't need to have your words together, or to know yet what you want.
- 3 **Keep them cool and comfortable.**
Move them to shade if you safely can. Never try to move a horse yourself — that's our job.
- 4 **Tell us where to find them.**
The address, the gate, the field, the clinic. If you'd rather not be there when we arrive, that's completely all right.
- 5 **Let someone take care of you.**
Call a friend. Eat something. You've just lost a member of your family.

If it happens at a clinic. Tell the staff you've already chosen your own provider — you're never obligated to use theirs.

WHAT HAPPENS NEXT

How we care for your animal

D&N isn't a franchise or a call center. When you call, you speak directly with the person caring for your animal.

- 1 **You call — any time.**
A real person, never an automated system, at any hour of any day of the year.
- 2 **We come to you.**
Respectful transport of your horse, dog, or cat — pasture, home, or clinic.
- 3 **Private, individual cremation.**
Cared for on their own, start to finish, never combined with another animal. If it brings you peace of mind, you're welcome to witness it yourself.
- 4 **They come home to you.**
Ashes returned with care, along with a keepsake to remember them by.
- 5 **We're here after, too.**
If questions come a week or a month later, we're still a phone call away.

Family-owned since 1945, with over 75 years of combined experience. Horses, dogs, cats, cows, pigs, goats, birds, rabbits — no animal is too large or too small to matter.



Afterward

Grief for an animal is real grief: it comes in waves, it arrives at feeding time and at the sound of the gate, and it takes as long as it takes. **With children**, use plain words — "died," rather than "put to sleep." **With other pets**, keep routines steady; searching or going off their feed for a while is normal.

YOUR PLAN — FILL THIS IN AND KEEP IT SOMEWHERE YOUR FAMILY WILL FIND IT

MY ANIMAL'S NAME	SPECIES / AGE
MY VETERINARIAN & AFTER-HOURS NUMBER	DECISION MAKER IF I CAN'T BE REACHED

MY WISHES

- ☐ Private, individual cremation with D&N
- ☐ I would like to witness the cremation
- ☐ Return the ashes with a keepsake
- ☐ Keep a lock of mane or fur, or a print
- ☐ Tell me about memorial & jewelry options