***Email from*** ***help@carsonsvillage.org*** ***after a request is made***

Thank you for reaching out to Carson’s Village.  First, my wife and I would like you to know that you and your family are in our thoughts as you face these tough times.   We are honored that you chose to contact Carson’s Village for assistance.  We have received your request and are in the process of assigning one of our certified Advocates to assist you.  Depending on the person assigned, it could take up to two hours for your Advocate to reach out to you.  In the meantime we have a few things for you to consider:

1)      We have a [**timeline**](https://carsonsvillage.org/potential-timeline-of-events/)that will give you an idea of what lies ahead.

2)      We also have a [**resource library**](https://carsonsvillage.org/library-index-by-topic/)  that has materials that may be helpful to you this week.

3)      While we know that you are probably eager to get things moving, **please hold off on creating any donation sites, sending your loved one to a particular funeral home or signing a contract** before you are able to speak with your Advocate.  Our services are free and we want to make sure that we are there to answer any questions that you might have before you make any big decisions.

Again we are sorry for your loss and we look forward to working with your family to help you through this process.

April and Jason

Founders of Carson’s Village

[www.carsonsvilllage.org/about-us](http://www.carsonsvilllage.org/about-us)

***Text Message from my phone number if there is not an email address***

Thank you for calling Carson’s Village.  We are honored that you asked us to help you in your time of need.  A certified Advocate is being assigned to your family.  They will be in contact within 2 hours.  Reply to this message if you have any questions.

April and Jason

Founders of Carson’s Village

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