



To all pet owners that need this document, we are very sorry for the loss of your pet. We understand that this is a very difficult time, but we are here to help you however we are able. Please read the following list for our best advice for holding pets after business hours and over the weekend:

- Wrap your pet in a spare blanket or towel.
- If possible, or if you are comfortable doing so, it is best to put at least your pet's rear end into a plastic bag of some sort to help protect against any urine or feces produced after your pet has passed. Please don't worry, it is a very normal occurrence.
- Keep your pet in a cool, dry area, like a garage.
 - If you have a spare freezer or cooler or freezer space you are willing to put your pet in, please store them there.
- If your veterinary office is still open, you can try to call them to see if they are able to hold your pet for you until you are able to get an appointment time with us. Please be aware that the vet may not be able to do this or may have additional charges associated with this request that AAsum-Dufour does not have any control over.
 - If your vet is one of the following: Reid Vet Hospital, Linn Vet Hospital, Periwinkle Pet Clinic, or Albany Animal Hospital, then we are contracted with them to do scheduled pick-ups of animals that have passed. If they are still open (please only contact your vet), you could try calling them to see if you can have your pet placed in their cooling facility, or you can ask to fill out our Cremation Authorization form and begin the process with them. Once again, vet offices will have their own rules and regulations regarding these requests, so answers and results may vary.
- Please call the office (541-926-5541) if you haven't already and leave a message. One of our staff will return your call the next business day (Monday morning if you call after hours Friday or over the weekend). Then we can schedule a time for you to come in with your pet.

If you have already called the office and left a message, there is no need to do so again.

Please make sure to also look at our Cremation Authorization downloadable document (also found on the Pet Services page of our website, where you found this document) to see our prices for cremation. It may help answer additional questions you may have.

Again, we at AAsum-Dufour are very sorry for the loss of your pet. We apologize for not being able to offer 24/7 pet services. However, we hope that this document can assist you until we can return your call.