

# COVID-19 client guide

We are providing as comprehensive a funeral service as possible within the guidelines set out and we ask for your understanding and cooperation with relevant social distancing guidance at this time. Some changes have been necessary to manage the safety of you our clients and also our colleagues and to allow us to abide by the current restrictions.

**Set out below is guidance on the current funeral process.**

## Contacting us and bringing the person into our care

- We are available 24 hours a day
- We will ask if there is anything we should know about the person or their location
- Our colleagues will arrive in a Mercedes Vito private ambulance
- They will wear a face mask, gloves, eye protection and a disposable apron

## Arranging the funeral

- Our offices remain open although we are asking clients to keep their visits to a minimum ideally making arrangements over the telephone or by email
- There are no restrictions that prevent someone who has died from Covid-19 having a funeral whether cremation or a burial
- When coming in to the office there is a maximum of two people allowed at any one time
- We can bring or email the paperwork to you and collect clothing and personal effects for the person
- Funeral services are restricted to a maximum of 20 people. Attendance will be within the capacity limits of the venue so that physical distancing can be strictly adhered to. In some cases that may mean less than 20 people will be able to attend.
- We can provide transport for up to six passengers in a limousine
- The occupants of the limousine should be from the same household
- We can organise flowers, an order of service and music
- Webcasting/live streaming of the funeral service can be organised to enabling other mourners to still participate
- You can choose from our full range of coffins
- The person can be embalmed, dressed in their own clothes and visited before the funeral by a maximum of two people at a time
- We can provide a free online obituary and organise online donations
- We are able to place a notice in a newspaper but the service details will not be included
- We can organise a celebration of the person's life at a later date
- Ashes can be collected from our office or delivered to you

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## The day of the funeral

- We can bring the hearse to an address and you can follow in our limousine or your own vehicle(s)

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- If a limousine has been requested, we will only collect from one household and our driver will open the doors for you and stand back to allow entry and exit. We will provide you with face coverings, disposable gloves, hand sanitiser and bottles of water

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- We can take a special route to the service passing any significant places on the way for example a bowling club, a favourite pub or football ground

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- Our colleagues will wear disposable gloves and, whilst in the hearse or a limousine, a face covering

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- Our funeral director will walk in front of the hearse

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- Crematorium chapel seating will be laid out to observe social distancing guidelines

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- For burials, cemetery staff will lower the coffin and retreat before family members are invited to approach the graveside

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**At all times please assist us by maintaining 2 metre social distances.**

**In line with Government guidance if a person is symptomatic (showing symptoms of COVID-19 infection) they should not attend a funeral service in person.**