

Coronavirus (COVID 19) Update

Funeral services at the Crematorium are still continuing but we have put in measures to ensure social distancing

Numbers attending services – only immediate family should attend the service. We have defined immediate family as (and would recommend no more than 10 – 15 mourners attend the service):

- Partner/Spouse
- Parents/Carers
- Brothers/Sisters
- Children (and partners)
- Grandchildren (over 16)
- Grandparents

Those who live in the same household can sit together but each household must sit 2 metres / 6 feet away from each other. This is possible within the Ceremony Hall.

All services can be **live webcast** – please contact the Funeral Director to arrange this through the Obitus system.

Curtains – curtains can remain open but we would ask that mourners don't touch or kiss the coffin but wave or blow a kiss instead. This is to keep our staff safe as well as yourselves.

Waiting Room – we have closed the waiting room and recommend that mourners stay in their cars or wait outside. The toilets in the waiting room can be accessed via the external door on the car park side of the waiting room. The toilets in the flower court are also open.

Families looking round – families can still come and see the crematorium and talk to us via the phone outside reception. We will not show anyone round in person and they would only be able to view the Ceremony Hall from the entrance foyer.

The following information is for Funeral Directors, Officiants and Bearers

Dropping papers off - Please leave papers in the box outside the reception doors. You can call us to let you know you have done this via the phone outside reception. Don't forget that all papers can be scanned and emailed to us rather than be dropped off.

Collecting ashes - Please call us on the phone outside reception to let us know whose ashes you are collecting. A member of the team will then go and retrieve the ashes and bring them to reception. Please stay by the entrance door and keep a respectful distance (6 feet / 2 metres) when the door is opened. One person only will then be able to enter to collect the ashes.

Checking music for services – the list of music for each service will be printed off from the Obitus system and placed on the table in the entrance foyer to the Ceremony Hall. Please check your music and if there is a problem please call the office on the phone outside reception. There will be no access to the music room. Communication with Hall Attendant must be done at a respectful distance (6 feet / 2 metres).

25th March 2020

Coffin checks – these will be carried out by the Hall Attendant in the usual way but we ask that the bearers and funeral director keep a respectful distance (6 feet / 2 metres) from the Hall Attendant whilst they are doing this.

Celebrants/Ministers – we have moved the Officiant's Room to be off the waiting room. There is a locker in there that has a removable key if they wish to leave any items in there, take the key with them and then return it to the lock when they leave. They will also be given a music sheet for checking.

Bearers' Room – this is open as usual and sanitising wipes are provided in there

Direct to Crematory – these will continue as at present but we ask that you keep a respectful distance (6 feet / 2 metres) from the Crematorium Officer who is receiving the coffin.

Help us to help you keep safe during this very difficult time