



CORONA VIRUS MEASURES

UPDATED 3.8.20

FACE COVERINGS

From Saturday 8th August, it will be mandatory for visitors to Funeral Homes and Places of Worship to wear face coverings, unless they have an exemption, and the government have recommended their use until then.

We will assume that anyone who does not wear a face covering in our premises has an exemption from doing so.

The member of staff who you deal with may be wearing a face covering or visor and gloves depending on their level of vulnerability. If you would like the person who you deal with to wear additional PPE, such as a face covering or gloves, please let them know. We recognise that face coverings can be a barrier to communication, so we will do everything we can to be sensitive to this whilst acting in a responsible manner.

SOCIAL DISTANCING.

We have been able to reintroduce some of the services and practices which we were unable to offer a few months ago. However, it is just as important for us to keep our staff safe, and so we continue to consider the importance of good communication with our clients and providing an appropriate level of service alongside the need to ensure the safety of our staff. We also need to minimise the risk of our staff needing to self-isolate due to track and trace measures.

We are therefore continuing the following restrictions in addition to our limit of 2 visitors to our premises:

- We are unable to visit clients in their homes to arrange funerals or funeral plans unless there is no other viable option.
- At our premises and on funerals, our staff will refrain from shaking hands or other forms of physical contact and will maintain an appropriate distance at all times.

- When we are asked to enter a private home or nursing home to take a deceased person into our care, our staff will wear masks and gloves as a matter of course, and may also wear other items of Protective equipment if they deem this necessary due to the confirmed or suspected COVID status of the deceased or other persons within the premises.
- Whilst using our limousines we are unable to assist passengers into or out of the vehicles or carry items such as wheelchairs in the boot. Please see our 'Safe use of Limousines' document for more information.
- Our staff will continue to take the coffin into the Funeral Service venue on the wheeled bier and then the bearers will withdraw. Your funeral director will then lead you into the Chapel, maintaining a safe distance whilst showing you to the seats which are available for use.

TRACK AND TRACE

Our aim is that the measures listed above should ensure that in the course of their work our staff do not come into close enough contact with people they do not normally meet to risk being affected by the Track and Trace measures now in place. However, we believe that it is responsible for us to record the names of those who visit our premises and meet with our staff for anything more than a short period of time for track and trace purposes.

Mansfield Crematorium have asked funeral directors to record the names and contact details of all individuals attending funerals there for Track and Trace purposes. We have produced a small card which we will put on each available seat within the Chapel to be completed by those attending. We will collect these after the service and retain them for 21 days should this information be required. If our clients or any other venue also asks us to do this we are happy to do so.

If you have any questions please do not hesitate to contact us or speak to your funeral arranger.