



# CORONA VIRUS MEASURES

## UPDATED 7.8.20

### FACE COVERINGS AT OUR PREMISES

From Saturday 8<sup>th</sup> August, it will be mandatory for visitors to Funeral Homes, Places of Worship and indoor venues for funerals to wear face coverings, unless they have an exemption.

We will assume that anyone who does not wear a face covering in our premises has an exemption from doing so. As a general rule, we do not expect crematoria or cemetery staff to challenge those who are not wearing face coverings, but we believe they do have the right to refuse entry to anyone without a face covering if social distancing is not possible within the venue.

For those attending funerals outdoors, such as a graveside service, wearing of face coverings is voluntary rather than mandatory. Our staff will continue to wear masks as it is

### OUR STAFF

Our staff are not required to wear face coverings when meeting with members of the public within our premises as long as social distancing rules can be followed, but are happy to do so on request. Depending on their level of vulnerability, our staff may choose to wear a face covering, visor or gloves when meeting with members of the public.

Our staff will wear face coverings at the funeral except if it is impractical to do so due to communication requirements.

### 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 by appointment:

- We are unable to visit clients in their homes to arrange funerals or funeral plans unless there is no other viable option. If this is the case, then a meeting outdoors is preferable, and with a maximum of two other people present.

- 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 their own level of vulnerability, or 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 or Place of Worship, 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.