



## Easing of restrictions from Monday 19<sup>th</sup> July

As a business, we are mindful of the need to balance a return to normal working practices with the continued safety of our staff and customers.

We are also mindful of the fact that the issue of staff self-isolation following contact with a person who tests positive remains a risk until 16<sup>th</sup> August, so we will continue to take steps to mitigate against this until at least this time.

From Monday 19<sup>th</sup> July the following will apply:

### Visiting our Premises

- Our doors are open to the public during working hours, although we continue to ask those making a planned visit to our premises to continue to do so by appointment.
- Visitors are asked to wear face coverings when entering and exiting our premises (unless exempt).
- We have retained our Perspex screens on reception desks and in our meeting rooms to allow us to remove our face coverings once we are seated to aid communication. For this reason, we would ask for that a maximum of 4 people visit to arrange a funeral, and a maximum of two to conduct any other business in our reception areas, to allow for effective use of the screens.
- Our staff will wear their face coverings at times when they are not separated from visitors by a Perspex screen.
- Hand sanitizer to continue to be used on entry to the premises.

### Visiting families at home to discuss funeral arrangements or pre-payment plans

- Home visits can be offered if it is not practical for clients to visit our premises.
- A maximum of three people to be in the house at the time of the visit, with a separate chair available for our member of staff which can be placed 2 metres away from those in the house.
- Our staff will wear a face covering on entry and exit, removing it once seated with the appropriate 2 metre distance in place.

### Funerals

- Our Perspex screens will remain in Limousines, and the front passenger seat will remain inaccessible for clients.
- Our staff will wear face masks when indoors at a funeral venue or when entering a client's home.
- Clients will not be asked to wear face coverings whilst travelling in limousines, but may do so if they feel more comfortable.
- Families will be continue to be advised of the rules of the funeral venue regarding face coverings and attendance limits. As a general rule, most funeral venues are continuing to request that face coverings are worn during services.