

Memo



The Family Funeral Service®

To: All Staff
From: CLR
Cc: NLR, MLR, JLR, PDC
Date: 14/12/2021
Re: COVID-19 Coronavirus Guidance

On Wednesday 8th December the Prime Minister announced that Plan B COVID restrictions would be introduced in England over the next few days. These changes include face coverings in our offices, our vehicles and at funeral service, working from home where possible and the requirement to show a COVID pass when entering a large event. There are also changes to the rules regarding isolation and testing for individuals who are close contacts of a known case. Following consideration of these:

The rules for **all staff** are that;

1. A face covering **MUST** be worn at all times:
 - a. When meeting visitors in branch or their own home
 - b. When working in a room with a colleague
 - c. When performing a duty within 2 metres of a colleague even when outside.
 - d. When working at a funeral service
 - e. When travelling as a passenger in a company vehicle.
 - f. When driving a company vehicle (provided it is safe to do so)
2. They must socially distance at a distance of 2 metres from colleagues and visitors as much as possible.
3. workspaces and offices must be kept clean
4. hands must be washed or sanitised regularly.
5. outside spaces should be used where practical or rooms kept well ventilated if this is not.
6. Screens are still used in all company vehicles.
7. Multiple staff members may now travel as passengers in a vehicle but they **MUST** all wear a face covering for the journey.
8. A cone shaped mask is placed over the mouth and nose of every deceased before moving them.
9. appropriate PPE is worn on any occasion where interaction is required with a deceased or family known to have COVID-19.
10. Lateral Flow (home) Tests must be taken twice weekly by all staff who attend funeral services or residential / care / nursing homes.

Any staff attending work who have been a close contact of a positive individual should take the following extra precautions in the workplace:

1. Take an Lateral Flow Test prior to attending work after finding out about the close contact.

2. Book and take a PCR test as soon as possible after finding out about being a close contact (with no requirement to isolate awaiting the result of this test).
3. limit close contact with other people outside their household, especially in enclosed spaces
4. limit contact with anyone who is clinically vulnerable
5. take part in daily LFD testing

About Coronavirus

The symptoms

The three main symptoms of COVID-19 are:

- A new continuous cough (coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours)
- A high temperature (over 37.8 degrees)
- Loss of sense of taste or smell

However these symptoms do not necessarily mean that you have the illness as they are similar to other more common illnesses such as a cold or the flu.

Any staff showing any symptoms (regardless of vaccination status) must immediately notify us, isolate at home and book a PCR test for as soon as possible. If the outcome of the test is negative then return to work is permitted when feeling well. If the test is positive then that individual must remain at home for 10 full days from the day after the first day of showing symptoms (Day 0 is the day symptoms started). Any test booking and result confirmation messages should be forwarded to Chloe so that the absence can be treated correctly through payroll.

If a member of someone's household shows any symptoms or if someone is contact by test and trace and advised they are a close contact of a positive case or pinged on the mobile app then;

If the staff member is double vaccinated, a PCR test must be booked and taken but there is no requirement for that individual to isolate unless the outcome of the test is positive. **Attendance at work is only permitted in this situation if a covid vaccination certificate has been provided.**

Further, throughout the first seven days of the isolation period of the close contact, that staff member should take a Lateral Flow Test (LFD) at home daily before attending for work, should wear a face covering when interacting with other staff and visitors, should socially distance from other staff and visitors and should take extra care around anyone who may be clinically vulnerable.

If the staff member is NOT double vaccinated, they must immediately self-isolate and await the household member's test result. If this is positive then the staff member must isolate along with the household member for 10 full days starting the day after the symptoms started.

If you are unsure about the rules in regard to this please speak with Chloe. A test for anyone with symptoms or anyone who has been a close contact can be booked on either www.gov.uk or by calling 119.

All staff have been given access to asymptomatic lateral flow tests (LFD's) and these are **mandatory** for all staff who are contractually required to undertake removals, attend funeral services and **also now those who interact with vulnerable clients**. These should be taken twice weekly, ideally on a Monday and Thursday morning before work. **Staff are responsible for obtaining their own tests now by either collecting them from a pharmacy or ordering for home delivery online, anyone struggling to access these must speak with CLR**. If a home test gives a positive result that person and all unvaccinated members of their household (over 18) should isolate, that person should take a PCR test at a testing centre, and isolation should only end after either a negative PCR result is received or the appropriate isolation period has ended.

The government has agreed that CV SSP will be paid for those showing symptoms or self-isolating from the first day of absence to help support them provided the period of absence is four days or longer. This does not extend to those quarantining following a return from a holiday abroad.

Transmission

It is transmitted by coughs and sneezes, by touching a surface which has previously been touched by an infected person then putting your hands to your eyes, nose or mouth or by spending a prolonged period of time in an enclosed space with an infected person.

Protection

The best way to prevent the spread of the virus is by good personal hygiene and adequate ventilation.

1. Wash and dry hands frequently with soap and warm water for 20 seconds (only use a sanitiser if a sink is unavailable).
2. Catch coughs and sneezes with disposable tissues and throw them away immediately after use. (If you do not have a tissue use the inside of your elbow rather than hand to catch a cough or sneeze).
3. Socially distance from other people and avoid face to face contact.
4. Avoid touching your eyes, nose and mouth with unwashed hands.
5. Wear a face covering.
6. Ventilate the space you are in by opening doors and windows.
7. Take regular Lateral Flow Tests particularly before going to a crowded space.

Vaccinations

Front line funeral operatives are designated as priority 2 in regards access to the vaccination. All staff should have received their initial two doses along with a third booster if more than 180 days have passed since the second dose. If anyone has not and is struggling to access this please speak with Chloe for advice. All the social distancing and safety measures detailed in this guidance **MUST** still be followed regardless of this.

Further information

If you want to find out more there is lots of online government guidance at www.gov.uk which is being kept up to date as things change.

Please remember that the biggest risk of infection comes from the living and not the dead as the virus is spread by coughing and sneezing or touching infected surfaces.

Guidance for Funeral Related Procedures

First Calls

For both private and HM Coroner removals it is still important that the Funeral Director taking the first call establishes whether:

1. The deceased was known to have or suspected of having COVID-19
2. Any member of the household is known to have or suspected to have COVID-19 or is required or has been instructed to self-isolate.

In either of the above situations only one member of the household should meet with our call staff on arrival at the home, that person should be symptom free where possible and must wear a face covering, and that person should leave the room as soon as the identification and jewellery details are noted.

On all other removals it should be recommended to the family that only one person meets with our call staff and they **must also wear a face covering** when indoors.

When the removal is from a care, residential or nursing home the Funeral Director taking the first call must explain to the representative of the home that due to the current COVID-19 situation and higher risk to their residents we are offering three options at the time of the removal.

1. The removal is done as usual by two of our staff wearing gloves, aprons and face masks.
2. The removal is done predominantly by staff within the home with just one of our team assisting, again in the above PPE.
3. The staff within the home move the deceased to the ambulance using our equipment where our team will take over.

The call team must be made aware of the option selected before their arrival at the home.

Removals

At the location of the Removal you must:

- Socially distance from the family at all times and from your call partner as much as practical.

- Use PPE or a face cover as necessary.
- Avoid touching surfaces wherever possible.
- Only meet with one member of the family where possible. Request the family member is wearing a face covering.
- If there is a risk that either the deceased or a member of the household may have COVID-19 then it **MUST** be only one member of the household who should meet with one member of our team and they should leave the room once the jewellery and identity checks have been performed. At this stage the second member of our team can enter the household.
- Ensure that all the standard procedures in relation to identify, jewellery, clothing, personal effects, etc are still adhered to.
- **Place a cone shaped mask or cover over the mouth and nose of every deceased person** to prevent air being expelled from the lungs on moving.
- Place two identity tags onto the deceased. If there is a risk that the deceased may have COVID-19 then **red tags** should be used to immediately highlight this risk to other staff members.
- Wrap the deceased, including their face, in either:
 - the sheet from the place of removal (seeking the families permission beforehand)
 - one of our disposable sheets,
 - or place them in a body bag, ensuring the face is properly covered. (When a body bag is used a third **red** tag must be fully completed and attached to the closure to ensure that all identity checks can be safely made throughout the rest of the funeral process).
- Whenever possible avoid lifting by the wrists and try to lift by the shoulders to minimise the amount of air being expelled from the lungs.
- After the deceased is placed in the ambulance, and with gloves still on, disinfect any parts of the ambulance and body wrapping you have touched, then place the wipe in the bio-hazard waste bag, remove your gloves and put them in the same bag.
- Apply hand sanitiser at the rear of the ambulance.
- Without entering back into the property return to say your usual goodbye to those present but do not shake hands.

Decision on where to transfer to

- **AWL removal** - take to the relevant office
- **Derby Coroners removal** – take to the Royal Derby Hospital
- **North Derby Coroners removal** – take to Chesterfield Royal Infirmary (or nearest funeral home if police allow).
- **Nottingham Coroners removal** – take to the QMC Mortuary.

On arrival at the Mortuary

When delivering a deceased person who **may have COVID-19** you must:

- Ensure that all the standard procedures in relation to identify, jewellery, clothing, personal effects, etc. are still adhered to.
- Ensure that the mortuary register is complete including, in bold capital letters that the deceased person may have COVID-19.

- Ensure you are wearing gloves and a face covering.
- Transfer the deceased to the cold room / mortuary tray.
- Ensure the external identity document / tag is easily visible.
- Disinfect your gloves
- Disinfect any manual handling aids and pens used.
- Disinfect the stretcher used for the transfer.
- Remove gloves and place in a clinical waste bag.

It is the responsibility of the team making the transfer to ensure all the transfer equipment is disinfected after use. If there has been any spillage then this must be thoroughly cleaned.

Removals from a Hospital

If the deceased is known to have COVID-19 they should already be placed in a body bag with full identity details on the outside, but if not a **red** identity tag must be completed and fitted to the closure of the bag. Gloves and a face cover must also be worn throughout.

Face Masks / Covers

- **Deceased** – On every community removal a cone shaped face mask **must** be positioned over the mouth and nose of the deceased prior to moving. This is not necessary when collecting from a hospital, other funeral director or similar, or when already in a body bag.
- **Staff, when COVID-19 is known or suspected** – An IIR surgical (flat blue) face masks should be used when moving a known or suspected COVID-19 deceased or interacting with their family.
- **Nursing, Residential and Care Homes** - on every occasion each member of staff must wear a face covering when entering one of these homes, this is not for our protection but to prevent the possibility of us unknowingly introducing the virus into a home.
- **Face coverings** – These are **mandatory** for;
 - All staff when working in any indoor space with a colleague including their usual place of work.
 - All staff when working within 2 metres of each other regardless of location.
 - All staff when meeting visitors in either our branches or their homes
 - All visitors to our branches (including the florists and stonemasons)
 - All staff at the time of a removal.
 - All staff at an indoor funeral service.
 - All staff when driving one of our vehicles (where it is safe to do so).
 - All staff when travelling as a passenger in one of our vehicles.
 - All passengers in any of our vehicles
 - **All mourners at an indoor funeral service**

These are not the same as face masks which should only be used where they are deemed as necessary PPE for the task being undertaken.

Black uniform face coverings have been issue to all staff and these must be worn in the workplace rather than an alternative. It is essential that the

rules in relation to face coverings in the workplace are strictly adhered to for the protection of all our staff and visitors.

Arranging Funerals

It is important that care is taken by staff to protect themselves from COVID19.

- All of our branches and departments are now open.
- Families are permitted to attend all our locations to make arrangements. These should be by appointment where possible to avoid more than one family arriving at any one time. There is no longer a limit on the number permitted to attend but this should still be considered to avoid crowded environments and staff should feel comfortable with the social distancing at the time.
- Arrangements can still be made remotely if this is the family's preference.
- Funeral arrangements are again permitted in a client's own home. If possible an outdoor arrangement is preferred but if not then this can be indoors. Again there is no limit on the number permitted but this should be discussed with the family before the visit to ensure the arranger is comfortable and the space used should be ventilated if possible and allow for some social distancing. Face coverings are also recommended.
- Arrangements in a care, nursing or residential home are no longer permitted. If a specific situation arises where this causes an issue then it may be possible to speak to the home to seek permission for that one occasion but this should not be the norm.

In accordance with our COVID secure risk assessment it is important that social distancing measures are still adhered to for all face-to-face interactions, such as staying apart, sitting side by side rather than face to face, washing / sanitising hands frequently, not touching faces and keeping spaces clean and well ventilated. Face coverings are **mandatory** for all visitors to any of our offices and by the staff meeting with them.

There are no longer rules regarding social distancing between friends and family and it is entirely at their discretion whether they wish to interact together both inside our premises and at the time of the funeral. This does **not** extend to staff who must continue to adhere to the rules in this guidance.

There has been some lack of understanding by the families of those who have died of COVID in relation to their own isolation. If a person has died of COVID the usual isolation rules apply to that person's household if they have interacted as a close contact to the deceased without full PPE and are not double vaccinated or exempt, so it is important that clients who should be isolating do not visit us in branch during this time. It **must** be established that there is no risk to us at the time of booking any appointment.

Arranging a funeral by e-mail - Electronic documents can be forms completed online, scans or photographs, and a form is considered to be signed as long as it is sent from the email address of the person who would normally sign.

1. Ensure the family have seen a brochure.
2. Advise that if preferred we can make all the arrangements on the telephone, via e-mail or by zoom without the need to meet face to face but that face to face meetings can now take place both in the office and in a private home.
3. Advise families that the funeral venues have set their own limits on the numbers of mourners permitted to attend the service.
4. Advise families that it is now recommended by government that all mourners take a lateral flow (home) test before attending an indoor funeral service and that face coverings are mandatory.
5. Complete;
 - a. All the forms for burial or cremation as you would normally with the exception of Cremation Form 1.
 - b. Complete the whole of Form 1, a question at a time, whilst discussing with the applicant and save to an appropriate file in your branch folders. An editable version of Form 1 is saved on the server Public / AWL Forms / Cremation Forms / Cremation Form 1 Electronic. It is important that in question 8, the print your full name box reads **"name of client – see covering e-mail as signature"**
 - c. All AWL forms.
6. Explain to the client that you will
 - a. scan and forward all the forms in 4 a and c above to them to check and that you would like an e-mail reply confirming that they are in accordance with their instructions.
 - b. Forward the electronic version of Cremation Form 1 (where applicable) together with the e-mail address of the Crematorium and that the client MUST forward that form the crematorium, copying you as the Funeral Director in. This is because the e-mail from the client to the Crematorium replaces the need for them to sign the declaration at the end. **The body of the e-mail must also state "Please accept this e-mail from me as the applicant for cremation in place of my signature on the attached form and as confirmation that the answers contained therein are my own"**
 - c. Green forms – these are now being e-mailed by the registrars to the funeral director and burial or cremation authority.
7. At this stage we in effect have a contract with the funeral arranger and the Crematorium has an application so the funeral can go ahead without us meeting face to face with the family.

Arranging without e-mail – If a client does not have e-mail access then our forms can be completed over the telephone, agreed verbally, marked as agreed over the telephone as no e-mail access and a copy sent in the post.

With regard to Cremation Form 1 we can put in part 4, question 1, **NO** and detail below that **"we are making the application as the funeral director on behalf of (and state who). We have discussed every question on the phone with them but they are unable to complete in person due to Coronavirus"** We have been advised by the MoJ that whenever possible the preferred course would be electronic transmission but if a crematorium or Medical Referee refused to accept a form completed on this basis they would have to give good reason for so refusing.

Funeral Directors Services

- Viewing** – Families wishing to view in the Chapel of Rest should do so by appointment where possible but there is no longer any restriction on the number permitted to attend.

Families may also now view those known or thought to have COVID-19 provided **six days** have passed between the date of death and date of viewing when the deceased is not embalmed and provided the family should not be in isolation as a result of their contact with the deceased prior to death. **To avoid the risk posed by additional movements of the body own clothes are only permitted if they are cut and fitted on the body like a gown. A gown or “own clothes as worn” may also be selected.** On arrival at the branch the family should be shown straight to the Chapel of Rest to minimise any contact with staff.

Embalming & Preparation – Embalming of deceased with confirmed or suspected COVID-19 is now permitted but this cannot be carried out until a minimum of **four days** after death, with viewing permitted anytime after the embalming process is complete. The options for dressing are in a gown, in own clothes as worn or in replacement own clothes which will be cut up the back and fitted like a gown. Again this cannot be carried out until a minimum of four days after death. The experienced staff in the mortuary are also able to remove pacemakers safely if necessary.

Ritual washing – When the deceased is not suspected of having COVID-19 ritual washing may take place in our facilities at Derby, Littleover, Mansfield Woodhouse, Nottingham or Wollaton. There is no longer a limit on the number permitted to attend but if a staff member is in attendance then this must be considered for their comfort.

If a ritual washing is requested for a deceased with known or suspected COVID-19 the strict safety guidelines must be adhered to. The family are permitted to carry out the washing but they will be unaccompanied by our staff and must wear appropriate PPE. Anyone clinically vulnerable or extremely clinically vulnerable should be told not to attend.

	Deceased without COVID-19	Deceased with possible or confirmed COVID-19
First officers (closing eyes and mouth and presenting respectfully)	Yes	Yes – after 4 days
Embalming	Yes	Yes – after 4 days

Ritual washing	Yes (following our COVID secure rules)	Possibly (Depending on the circumstances)
Viewing	Yes	Yes – after 6 days
Dressing <i>In a gown</i>	Yes	Yes
Dressing <i>Own clothes as worn</i>	Yes	Yes
Dressing <i>Own clothes</i>	Yes	No
Dressing <i>Own clothes, cut and fitted like a gown</i>	Yes	Yes

Face masks on deceased – These will remain in place on all deceased until they are finally positioned in their coffin and will then be removed for any deceased who are going to be viewed.

2. **Flowers** – City Flowers are now fully open and supplying all our tributes.
3. **Passenger transport** – mixed households are now permitted to share the passenger section of any of our vehicles provided they understand that social distancing cannot be achieved if they choose to do so. **Face coverings are mandatory for client passengers.** The following rules should also be followed:
 - a. The windows should be kept slightly open or the air exchanged (not recirculated) via the cars own system for good ventilation
 - b. A blast from the bio-blast must be used in each of the passenger and driver sections of each vehicle each time the occupants change and the sign put on the seat to show this has been done.
 - c. All occupants must wash their hands or use hand gel at the end of the journey.
 - d. Any coughs or sneezes should be caught in as tissue or the crook of the elbow.
 - e. Face coverings are mandatory for all passengers and the driver when safe to do so.

Rolls-Royce Phantom VII Limousines – We have fitted screens to all of our Phantom VII Limousines which wrap around the driver and still allow four passengers to travel in the vehicle.

Rolls-Royce Phantom VI Limousines – these vehicles already have screens fitted and the number of passengers is limited to seven in 1 YKP, and six in 1 YKN and 1 YWP. We are working on the assumption that a booking will include six passengers unless you specifically ask for seven. Clients should be made aware that one passenger will be alone in a front bubble if the maximum number of passengers is booked for one of these vehicles.

Mercedes V-Class – this vehicle can accommodate up to six passengers including one normal sized wheelchair when required.

Route master Bus - this can be used for multiple households now the passengers can elect to break social distancing should they wish.

4. **Staff transport** – Most of our fleet now have screens fitted. **Face coverings are mandatory for all passengers and the driver (unless it is not safe for the driver to wear one).**

It is essential that the screens are kept clean and crease free to remove any risk of the virus and to ensure clear visibility. If any of the screens are tatty or damaged then these must be reported to the fleet department for replacement or repair.

Cleaning Vehicles – This is even more important now that other safety measures are relaxing.

The bio-blast must be used each time the occupants of a section change and the sign must be placed on the seat in that section to show the next occupants that it has been done. It must also be used in each section of the vehicle before it is garaged for the night.

The interior of each vehicle must be cleaned as part of the morning preparation. This includes wiping all door handles, the controls, the steering wheel, the windows, the screens and the seats and backs with suitable cleaning products. Care must be taken not to use the wrong product as these can cause damage to the interior.

5. **Funeral Processions** – The route taken should be discussed with the family in advance of the funeral as some families may like the cortege to pass by specific locations on the way to the service so neighbours or relatives can pay their respects. A few additional minutes could also be taken at the home address prior to departing so that neighbours can pay their respects at this time.
6. **Services** – The maximum number of mourners permitted at a service is now set by the individual venue with many now permitted the same numbers as they did pre-pandemic. There is a spreadsheet summarising these on the server ***public / disbursement pricing information / crematorium information / Capacity at local facilities.***

As the number permitted at many venues has either returned to pre-pandemic levels or increased considerably from the reduced number permitted previously details of the funeral can once again be included both online and in the newspaper.

Test and Trace – It is no longer a legal requirement for the lead mourner to keep a record of those in attendance at a funeral but this is still recommended so should be discussed with the family.

At risk groups & those isolating - Those in at risk groups are permitted to attend a funeral service provided appropriate measures are put in place to protect them as well as others in attendance but we must be made

aware of this in advance. Likewise those who are self-isolating but without any symptoms or who have travelled from abroad and are isolating for 10 days as a result are permitted to break this isolation to attend a funeral service of a **close relative** (such as a partner, parent, grandparent, sibling, child) provided they do not have any symptoms including those who have travelled from a destination on the “red list” when permission must be sought.

Those with symptoms or a positive test are legal permitted to attend the funeral of a **close relative** but all the official guidance strongly recommends against this. If this situation arises we must be advised in advance so that this can be discussed and a suitable arrangement agreed upon. This may be by the use of webcasting, may be by delaying the service or as a last resort may mean implementing safety measures and social distancing at the service.

Those with symptoms or in isolation are only legally permitted to attend the funeral service itself and not any other associated event such as the wake.

Families should be advised to contact us immediately if anyone wanting to attend the funeral shows signs of infection. We will then look at the options and will always accommodate a 10 day delay in the funeral to enable them to attend.

Social distancing at the service - The front mourners must socially distance from the Officiant but are no longer required to socially distance from each other if they choose not to.

Face coverings – these are now mandatory for mourners at all indoor and some outdoor venues. Those giving a eulogy or reading are permitted to remove their covering whilst addressing the congregation.

Lateral Flow Testing - It is advised that all mourners attending a funeral service take a Lateral Flow (home) test prior to attending and again this should be discussed with the family.

7. **Staff at the service** - we have now returned to our usual compliment of staff at each service.

Burials – we have returned to our usual timing of lowering the coffin rather than doing this at the start of the service.

8. **Bearers** – We have returned to shoulder bearing coffins wherever practicable. The Crematorium should have supplies of hand sanitisers and all bearers, regardless of whether they are family or A W Lymn, should use this both before and after moving the coffin. Once the coffin has been positioned at the front of the service the bearers are to step away from the coffin before bowing to it and leaving the room.

Family Bearers – Family bearers are allowed.

- 9. Donations** – Envelopes will be distributed with orders of service and pens and collected in a box at the end of the service. The box should have a printed sign attached to it showing the details of the deceased and the charity for the duration of the funeral and should be sealed and signed by two members of staff at the end. The box should then be quarantined in the branch columbarium for 72 hours prior to opening and counting. Families should be made aware of this at the time of arranging.
- 10. Listing and Ushers** – Ushers are once again included on funerals where the main service takes place in a different location to the committal such as a service in Church. When requested the order form must be noted “USHER REQUIRED” and the Usher will take the Orders of Service, deal with iPod music, set up trestles and sort listing and donations.
- 11. Singing** – Congregational singing is now permitted at both indoor and outdoor services.
- 12. Funeral Guide** – This service has been hugely beneficial in offering comfort to families throughout the pandemic and it is important that we continue to promote it now more people are permitted to attend the service in person. The specific funeral details can once again be included in the online obituary and the order of service and photograph of the deceased should be uploaded onto this as soon as they are received.
- 13. Newspaper notices** – Full details can also now be included in any notices in the newspaper.
- 14. Orders of Service** – Most locations still do not permit the use of their hymn books, however we can provide orders of service as these are handed out and taken away. Alternatively single use hymn sheets can be printed and disposed of after the service.
- 15. Music & Visual Tributes** – These are still available at many Crematoria but please check the specific details with them at the time of booking.
- 16. Webcasting** – Due to the increase in the number of mourners permitted at a service some crematoria have now reverted to their original rates for this service but live streaming the service is still a useful facility so that those who are no longer permitted to attend or who cannot travel can still feel part of the service. If a family wish to webcast a service at a different location then private companies can provide this at an additional cost.
- 17. Doves** – Due to the high prevalence of Avian Flu there is a national lockdown on domestic birds and so dove releases are not permitted at present.
- 18. Interments and Scattering of Ashes** – These services are allowed to take place and the maximum number permitted to attend is dependent on the venue’s own capacity.

19. Pre and Post Funeral Receptions – These can now take place in any venue selected in the same way as they could before the pandemic.

20. Repatriations – Please refer these on a case by case basis to Jackie Lymn Rose.

There has been a lot of guidance issued by the local cemeteries and crematoria and this, along with the guidance from both the Church of England and Catholic Church has been saved on the public server so please refer to this when making any bookings as this changes regularly.

Public / Disbursement Pricing Information / Crematorium Information or Cemetery Information / *select venue* / Information

Other useful information

Branch offices

1. All our locations are now open to the public.
2. All visits are preferably by appointment to avoid more than one family attending at the same time. Funeral Arrangements can be made in person or over the telephone, by e-mail or via zoom. Visitors are NOT permitted to break isolation to attend our premises.
3. Visitors are required to wear a face covering at all our offices.
The guidance does allow those in distress to remove their covering to wipe their eyes or nose and it also allows an exemption to those with certain health conditions.
4. The NHS test and trace QR poster should be available in each reception to allow visitors to check in should they wish to do so.
5. All areas of all offices including toilets should be cleaned each evening with usual cleaning products. Please ensure you have spare cleaning products and replace these locally from your petty cash.
6. Any areas that are touched frequently must be regularly cleaned such as door handles, door locks, taps, desks, pens, etc.
7. All paper literature should be removed from public areas. The only exception to this are **our brochures** in the wall mounted displays which are picked up and taken away rather than reused.
8. Flower cards should remain on display for clients to select from but they should be asked to only touch the card they select to avoid unnecessary contact.
9. Tissues must be replaced with white paper towels to avoid cross infection from tissue boxes.
10. Each client toilet must have hand soap and paper towels available. Remember that frequent hand washing for 20 seconds with soap and warm water is the best means of keeping hands clean. All sinks in your office must now have a hand washing poster displayed above it, this includes kitchens, mortuaries and client toilets.
11. Hand sanitiser, gloves and face masks should be in each reception for client use if they do not bring their own.

12. Clients should be given the option of using either an arranging room with appropriate PPE or larger reception area for the completion of any paperwork or any other face to face meetings. This should also be suggested to larger family groups.
13. Your own hands must be washed after meeting with any family.
14. Drinks must now be offered to visitors provided they are happy to accept them.
15. Both staff and client spaces should be kept well ventilated so that any possible virus droplets in the air are blown out.

Fleet

1. Every vehicle has being allocated a bio-blast which should be used each time the occupants change in either the passenger or drivers section. A sign should be placed on the seat of the section cleaned to notify the next occupant that this has been carried out. This should also be used in each section of the vehicle when it is garaged at the end of the day.
2. Hand gel must be used by each driver before driving. Gary has a large container of hand gel so when the small bottles run low you must return the bottle to him to refill. Please **do not** throw any of these empty bottles away.
3. When preparing vehicles at the start of the day the door handles, arm rests, seats, seat backs and screens must be cleaned in the passenger section and the handle, steering wheel, controls and screen should be cleaned in the drivers section. Care must be taken not to use the wrong product as these can cause damage to the interior.
4. The screens must be kept clean and presentable at all times and any tatty or damaged ones must be reported to the fleet department.

Mess / Kitchen areas and changing / locker rooms

1. It is the responsibility of those using these areas to keep this clean and disinfected. Cleaning products are available from Gary if you require them but they can also be purchased from petty cash.
2. Our guidance of staying distanced from each other must still be adhered to and it is important to respect this for the safety of your colleagues. This includes consideration for where you sit to eat, areas where people congregate such as around the fridge or kettle and areas where people change uniform.
3. Breaks and changing times should staggered whenever possible to reduce the number of people using one of these areas at any one time.

Visiting other departments / locations

1. Unnecessary visits to locations other than your usual place of work should be avoided, but if this is necessary you should respect those working in that location and give them space.

It is still advised to have the COVID app installed and the contact tracing enabled as this will send a notification to anyone who is a close contact of a positive case. Due to the vaccinated status of most staff an app notification will simply mean

taking a confirmatory PCR test to ensure negativity and will not require any isolation unless the outcome of the test is positive.

Homeworking and Vulnerable Staff

Homeworking is recommended wherever possible from Monday 13th December and consideration has been given to which departments and individuals can adhere to this. Those affected have been individually spoken to.