

# Current Crematorium Operating Guidelines

- **Chapel time:** You are requested to ensure that mourners are moved through the chapel as quickly as respectfully possible to allow Crematorium staff to tidy and clean in readiness for following services. We need to ensure, as far as possible, that two congregations do not come into contact.
- **Chapel capacity:** As of Wednesday 25th March, we will be limiting the number of mourners entering our chapels to **10 people**.
- **Waiting rooms** shall remain open however mourners are politely requested to wait outside buildings wherever possible.
- **Shouldering of coffins:** You are encouraged to use wheeled biers to minimise contact with the coffin and to mitigate the need to engage Crematorium staff in bearing.
- **Hymn books** have been removed from our chapels. Should families request Orders of Service these must be circulated by yourselves, with copies unused or left in the chapel, removed by yourselves.
- **Webcasting** facilities (where applicable) shall continue to be offered for now, however we are at the behest of our service providers as to how long this may continue. This shall further be dependent on the availability of our workforce which may be fluid.
- **Chapel** curtains (if fitted) will be closed at the end of each service to reduce the number of mourners touching the coffin.
- **Visitors with COVID-19 or self-isolating** are not expected to attend any service under any circumstances, as directed in UK Government guidelines regarding public gatherings.
- **Mourners** should be advised to sit some distance apart from each other and avoid shaking hands or making other physical contact.
- **Ashes:** The UK Government have given permission under the Burial and Cremation (Scotland) Act 2016 relating to the collection of ashes to be suspended and replaced with a duty to retain until the suspension is lifted, except where family wishes are known. It may be necessary in coming weeks for you to contact your local Crematorium to book a time when it is convenient for you to collect ashes to enable us to reduce footfall within our offices. This shall remain at the discretion of the Manager until further notice.

## Important notes:

- Exceptional changes to our privacy policy will be required during increasing periods of isolation meaning, we may need to send personal information via electronic means to medical referee's personal email accounts. You will be issued with a "disclaimer" that will explain how we shall be dealing with personal data, and request that families sign to acknowledge this change (disclaimer will be issued shortly).

## Current Cemetery Operating Guidelines

- Burial services will not be permitted to enter the cremation chapels. If there is a dedicated chapel that is only used for burial services then this will be available for use until further notice. As of Wednesday 25th March 2020, we will be limiting the number of mourners entering any chapel to **10 people**.
- Graves should be dug and prepared ready for the funeral the day before the burial where possible and should be suitably locked with a grave cover until the time of burial.
- In line with current Government guidelines we request that only immediate family attend graveside, whilst observing social distancing.
- Funeral directors should sanitize the coffin before loading into the hearse at their premises and where possible should use a trolley to take the deceased to the graveside.
- Coffins should be webbed near to the grave; the coffin should then be lowered straight from the holding position into the grave. It will be the responsibility of the Funeral Director to provide and remove their putlogs until further notice.
- Ministers/Celebrants should be made aware that only the committal should take place at graveside and not a full service to prevent large crowds of people being together for long periods of time.
- Family will not be permitted to backfill the grave. Once the coffin is lowered and the mourners and funeral directors have moved away from graveside, our staff/contractors will backfill the grave.
- Once the grave has been backfilled, the flowers can be laid on the grave.