

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.** In line with Government directive our chapel will be arranged to allow for a reduced number of mourners to enter the chapel, whilst ensuring that social distancing is adhered to.
- **Social Gatherings.** In line with Government directive you are requested to ensure that a maximum of 30 people only attend a Funeral Service, whilst adhering to social distancing.
- **Mourners** are advised to sit some distance apart from each other and avoid shaking hands or making other physical contact, unless they form part of a support bubble.
- **Singing.** Government guidance states - *“Some professional, socially-distanced vocal or instrumental contributions can be included, either indoors or outdoors, but outside wherever possible. Singing should be limited to a small, set group of no more than 6 people, staying at least 2 metres apart”* We will review each individual request on its own merit and we will of course continue the provision of music as normal.
- **Hymn books** have been removed from our chapels. Should a family request an ‘Order of Service’ these must be distributed and collected by the Funeral Director staff.
- **Shouldering of coffins** is acceptable with the expectation of the coffin being sanitised before our staff take responsibility. Gloves may be worn if required however it is mandatory to wear a face covering throughout the process.
- **Waiting rooms.** Will remain closed at all times, unless access is required for a Funeral Service. Mourners are requested to wait outside or in their vehicles where possible.
- **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.
- **Visitors with COVID-19 or displaying symptoms** are advised not to attend any service to ensure the safety and wellbeing of both our staff and visitors to our chapels. There are alternative ways to see the service and/or it could be delayed as recommended in government guidelines.
- **Face Coverings.** Public Health England have made it mandatory for face coverings to be worn in our chapels with exception of those exempt under the Government guidelines.
- **Ashes.** These will be released to Funeral Directors by appointment only as our offices remain closed.

- **Paperwork** electronically received is strongly encouraged, whilst ensuring any information shared is GDPR compliant.
- **Holding Over.** During this emergency period, it may be deemed necessary for the crematorium to hold over a deceased and carry out the cremation on the following day.

Important notes:

- In order to reduce risk to our Crematorium staff, it is our expectation that each coffin shall be appropriately cleaned before bringing it onto our premises.
- 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.

Current Cemetery Operating Guidelines

- In line with current Government guidelines we request that immediate family only attend graveside, up to a maximum of 30 people, whilst observing social distancing.
- 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.
- Funeral directors should sanitise the coffin before loading into the hearse at their premises and where possible 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 a short service 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 back fill the grave. Once the coffin is lowered and the mourners and funeral directors have moved away from graveside our staff/contractors will back fill the grave.
- Once the grave has been backfilled the flowers can be laid on the grave.

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