

Memo



The Family Funeral Service[®]

To: All Staff
From: CLR
Cc: NLR, MLR, JLR, PDC
Date: 21/06/2021
Re: COVID-19 Coronavirus Guidance

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 symptom must immediately notify us, isolate at home and book a 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. 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 then all the rest of the household must immediately self-isolate and await their test result. If this is positive then the entire household must isolate for 10 full days starting the day after the symptoms started. If you are unsure about the rules in regards to this please speak with Chloe. A test for anyone with symptoms 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. These should be taken twice weekly, ideally on a Monday and Thursday morning before work. Additional tests can be ordered via stationery. If a home test gives a positive result that person and all members of their household 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 SSP will be paid for those showing symptoms or self-isolating from the first day of absence to help support them. 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.
3. If you do not have a tissue use the inside of your elbow rather than hand to catch a cough or sneeze.
4. Socially distance by a minimum of 2 metres from other people.
5. Avoid touching your eyes, nose and mouth with unwashed hands.
6. Wear a face covering.
7. Ventilate the space you are in by opening doors and windows.

Vaccinations

Front line funeral operatives are designated as priority 2 in regards access to the vaccination and all of you should now have received both of your injections. All the social distancing and safety measured 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 be told to wear a face covering at all times.

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 appropriate to the situation and **a face cover** on all occasions.
- Avoid touching surfaces wherever possible.
- Only meet with one member of the family where possible. Ensure the family member is wearing a face covering.
- If the deceased is for one of the branches taking part in the Post Mortem Surveillance Pilot (currently DE, MW & NO) then the information leaflet on this must be handed to the family with our other documentation.
- 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 now 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 visitors to our branches (including the florists and stonemasons)
 - All staff when meeting visitors in our branches
 - All staff and others in attendance at the time of a removal.
 - All attendees at an indoor funeral service including funeral staff.
 - All passengers in any of our vehicles including staff.
 - All drivers of our vehicles where it is safe to do so.

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 particularly now the virus is starting to return to the population.

Arranging Funerals

Since Monday 17th May step 3 of the road map has been in place and so the following rules must be adhered to;

- All of our branches are now open including the florists and stonemasons.

- 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. Up to five individuals can attend to make the arrangements but common sense must be used around social distancing and ensuring there is sufficient space to keep household groups apart when meeting.
- 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 with up to five members of the family provided the space used is large enough for social distancing, the room is well ventilated and face coverings are worn by all. It is important that this is discussed with the family by whoever makes the appointment for the home visit prior to attending.
- Arrangements in a care, nursing or residential home are still **NOT** permitted at present.

In accordance with indoor rules for step 3 we have taken the decision that a maximum of six individuals can be together in one room. This means that if a member of staff is in attendance only five visitors can be present, but when a member of staff is not present such as in the Chapel of Rest six visitors can be present.

In accordance with our COVID secure risk assessment it is important that social distancing measures are adhered to for all face to face interactions such as staying 2 metres apart, sitting side by side rather than face to face, washing / sanitising hands, not touching faces and keeping spaces well ventilated. Face coverings must be worn by all visitors to any of our offices and by the staff meeting with them. Clients must also complete either a hard copy or online test and trace form.

There is however now a change in the rules regarding social distancing between friends and family. The number set for our facilities and the facilities at a funeral venue must allow those in attendance to social distance from each other into their household groups. However should individuals select to break this social distancing and form family or friendship bubbles this is now permitted and does not require our intervention to move them apart. This does **not** extend to staff who must continue to adhere to the social distancing 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 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.
3. Advise families that the funeral venue is now responsible for setting the limit on the numbers of mourners permitted to attend the service but it is the client's legal responsibility that this limit is adhered to and that they must keep a record of those in attendance should this be required by test and trace. The family must also be given an AWL145 form which confirms the number permitted and which requires their signature in agreement.
4. 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.
5. 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.
6. 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

1. **Viewing** – Families wishing to view in the Chapel of Rest should do so by appointment where possible. If the family are not being accompanied by a member of staff then up to six people can visit at one time.

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 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. 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. If a member of staff is accompanying the family then five individuals may attend, if the family are performing the washing unaccompanied then up to six individuals may attend.

If a ritual washing is requested for a deceased with known or suspected COVID-19 strict safety guidelines must be adhered to including the wearing of appropriate PPE and supervision by a suitably trained person. Each request must be discussed with Chloe and the Mortuary staff before being confirmed. 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. Most of our range is now available but there may be some restrictions due to the availability of flower.
3. **Passenger transport** – two households are now permitted to share the passenger section of one of our vehicles however it must be explained to the family at the time of arranging that it will not be possible for the two households to socially distance from each other within the vehicle and so they must use their discretion to choose that they are happy with this. This change makes is even more important that the following rules are followed:
 - a. The windows must 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 must be used by 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 from the same household, including one normal sized wheelchair when required.

Route master Bus - this can be used for several households as it is large enough to socially distance while travelling on it but the passengers must be told to remain in their household groups.

- 4. Staff transport** – Most of our fleet now have screens fitted to enable two members of staff to travel together. This includes Hearses and Ambulances. To ensure we adhere to our covid secure risk assessment any vehicle without a screen remain strictly for the driver only. Where a screen is fitted only one passenger can travel in the vehicle unless multiple passengers are from the same household. All passengers in staff vehicles must wear a face covering and drivers when it is safe to do so.

Cleaning Vehicles – 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 the current restriction on numbers allowed to attend the service mean that some families 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. To ensure families are aware of the specific number at their venue of choice we have created a form “AWL145” which requires completing as part of the funeral arrangements and signing by the client to confirm their understanding of this.

While numbers are restricted you should **not** publicly advertise the date and time of the funeral to reduce the risk of other, well-meaning mourners arriving unexpectedly as many venues will not allow the service to commence until any additional mourners have left.

Test and Trace – It is the responsibility of the main mourner to keep a record of those who attend a service for a period of 21 days following the service in case this is required for test and trace. This should be mentioned to the family at the time of making the arrangements.

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”.

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 be a minimum of 2 metres from the Officiant. Mourners are still required to socially distance from other mourners at the service who are not from their household however families can now use discretion to decide whether to physical interact with one another such as sitting together, hand shaking, hugging, kissing, etc.

On arrival at the service the Funeral Director should establish the household groups present and enter the venue to arrange the seating appropriately before inviting the mourners in.

Face coverings – these are now mandatory for all mourners and staff at an indoor funeral service and recommended for outdoor services. Those giving a eulogy or reading are permitted to remove their covering whilst addressing the congregation. Clients **must** be made aware of this as part of the pre-funeral check.

- 7. Staff at the service** - we have now returned to our usual compliment of staff at each service and it is mandatory for all staff to wear a face covering.

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 – Mourners are now permitted to join in with group singing at outdoor elements of a funeral service but only small socially distanced groups of singers are permitted to perform at an indoor service.

12. Funeral Guide – It is **very important** that we continue to promote funeral guide to give people the opportunity to notify others of the death and allow them to interact with the family, however **the specific details of the funeral must remain confidential**. Orders of service should be uploaded onto Funeral Guide when the funeral departs the branch to avoid the details being made public too early but to allow those attending remotely to still follow the service.

13. Newspaper notices – Again these can still carry on where publishing, and in the case of the Nottingham Post and Derby Telegraph that will of course generate another web announcement, but again **the details must remain confidential**

Considerable thought has been given to the precise wording in relation to 12 & 13 above and the following wording should now be personalised and used on every occasion.

SMITH, Fred

.....
Private cremation service on at pm
To conform to the law attendance at the venue is by invitation only
The family would appreciate your adherence to this but would welcome you to view the service at that time at
www.xxxxxxxx.co.uk USER PW
and would thank you for your support.
Flowers may be sent to A W Lymn

*Donations in memory of Fred for XYZ may be made online
www.lymn.co.uk/obituaries
or sent care of AW Lymn*

- 14. Orders of Service** – Most locations have now removed their hymn books, however we can still 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** – We can still provide these at funerals but the new system will be either that the family open the cage and take them out individually and release them or the funeral director opens the cage and simply lets them fly.
- 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 a number of venues:
- Inside a private home where up to six individuals or two households can attend
 - A private garden or public outdoor space. There is no limit on the maximum number permitted but if more than 30 people are to attend then a written risk assessment must be created and kept for 28 days following the event.
 - An indoor hospitality setting or public venue such as a community hall where the maximum number permitted to attend is decided upon by the venues own COVID secure risk assessment.
- At the reception those in attendance should remain seated. If alcohol is being served then it is a legal requirement that there is table service, if there is no alcohol then food and drink can be collected from a counter but attendees must be seated to consume it. **Individuals from different households must have sufficient space to social distance from each other although they may elect not to do so at the time.**
- 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 location 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 to all our branches **MUST** now wear a face covering. All offices should display a window poster advising clients about this before entering. 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. All offices must have an NHQ test and trace poster and forms in reception, and all non-staff visitors must complete this one if they stay in the branch for more than 15 minutes. A separate paper log must be in each kitchen area for staff use.
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 posters 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. If you can find a way to work using fewer rooms then please implement this as it will reduce the areas that need cleaning each day.
16. 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.

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. The government guidance of staying 2 metres apart must 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.
4. Each branch kitchen and head office mess area should have a staff visitor log which must be completed any time a member of staff spends 15 minutes or more in that branch / area.
5. It is permissible to remove your face cover to eat a meal but it must be replaced as soon as you have finished.

Visiting other departments / locations

1. Company issue black face coverings must now be worn when working in any space where there is more than one person.
2. Unnecessary visits to locations other than your usual place of work should be avoided, but if this is necessary you must wear your face covering and spend the least amount of time possible in that location.

If you have the COVID app installed on your phone then you should remember to turn this off if travelling side by side with a colleague in a vehicle with a screen fitted and should also take care if your phone is left in a locker or other position where it could be close to a colleague even if you yourself are socially distanced.

Homeworking and Vulnerable Staff

The government guidance remains that those who can work from home continue to do so until 19th July and so consideration has been given to see who is able to do so.

All staff have now been returned to their normal duties from furlough.