

[REDACTED]

Hello,

I wanted to keep you informed of the additional steps we are starting to take to keep everyone safe during the Covid-19 pandemic.

Funeral services at all our sites will continue and we will be implementing social distancing.

We are still working through these processes, so they may not be very smooth to start with, so please bear with us as we adjust.

We have now socially distanced the team at the Crematorium and Cemeteries. Access to our working spaces, including the Worthing Crematorium reception will be restricted. Please use the video phone at the office reception to speak to us when you are at the Crematorium.

The public spaces, i.e. The Chapels, waiting rooms, toilets and book of remembrance are open as usual and will be cleaned and sanitised throughout the day.

We will talk you through the various different processes. As they are developed they will be added to our website.

CREMATORIUM

Dropping papers off - Please drop papers in the ordinary letter box. You can call us to let you know you have done this via the video phone.

Collecting papers - A 'Papers Collection Box' has been installed by our letterbox at reception, we will leave any papers to be collected here. We will store a small pot of hand sanitiser and some spare sets of some of our forms here. Do let us know if you take them so we can replenish them. There is a key safe next to the box. The code is 1968 to access. The code needs to be used to lock and unlock the box.

Collecting ashes - Please call us on the video phone at main reception (Ashes collection room closed until further notice). Please stay by the entry door and keep a respectful distance (6 feet / 2 meters), only one person to enter at any time. We will talk you through the rest of the process when you are here.

Checking music for services - It's business as usual in the Chapels with the exception of access to music rooms being restricted. Please check your music in the appropriate vestry. Communication with Chapel Attendant must be done at a respectful distance (6 feet / 2 meters). Hand sanitiser is available in the waiting rooms for all to use. We are looking to get more dispensers installed at the exits of the chapels.

Coffin checks - All coffins need to have a visible name plate that can be checked without the need to open the hearse or move flowers. We don't mind where it is located. Martin our car park attendant will be doing the usual check. These checks need to take place and unfortunately if we can't visibly see the nameplate at this stage we will ask you to open the hearse and move the flowers whilst on the drive. We want to avoid this if at all possible, so please help us with this procedure.

CEMETERY

Chapel Services - It's business as usual at Durrington Chapel. Communication with Chapel Attendant / Cemetery Operatives must be done at a respectful distance (6 feet / 2 meters). Chapel doors will remain open and attendees encouraged to stand outside if needed.

Graveside - Immediate family only to be in the vicinity and must keep a respectful distance (6 feet / 2 meters) to allow cemetery staff to remove putlogs and check the identification of the deceased before interment. Once staff have removed themselves from graveside only then can the family and funeral director staff continue with the service.

Cemetery staff will return to back fill the grave only once the funeral party have left the section. Cemetery Operatives will be present but at a discreet distance. The deceased will not be left unattended at any time.

All equipment and welfare areas to be cleaned /disinfected regularly after use and throughout the day.

Your contribution in helping us carry out our work is really important and will help us all keep everyone safe by following these instructions. I thank you in advance for your help in doing this.

We are working flat out to keep everything running smoothly and also looking to increase capacity in the coming weeks. Things are changing very quickly so we may have to prioritise and de-prioritise work accordingly. I please ask you to be patient and understanding with us and we will do the best we can. This is new territory for us all.

Two way communication will be critical in doing this. Do let me know if there are any more measures you think we should be taking and I will keep you up to date with what we are doing. I appreciate that I don't have everyone's contact details, please pass this message on to anyone within our community who may benefit from this information.

Keep as well as possible under the circumstances,

Best wishes,

Kate

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