

Mortlake Crematorium

Further to the announcement by the Government, only **immediate family** can attend a funeral at Mortlake Crematorium – and absolutely no more than 10 people during this very difficult and unprecedented time. This number may be further reduced in the coming days so family need to check before coming to a service.

Our Board is following guidance from the Government &/or Professional Bodies such as the Institute of Cemetery and Crematoria. The latest information from the ICCM is on the following link <https://www.iccm-uk/iccm/coronavirus>.

We are a small team, therefore for us to be able to provide the essential service of cremating we have put the following measures into place. These may change, but with your help and the help of people coming to crematorium you could help us to keep delivering this essential service.

The family member arranging a funeral can order a webcast of the service via their funeral director, which helps those who are self-isolating, can't travel, ill or are in a high risk group (at Mortlake Crematorium there is currently no charge for this service). If you are in this group you are not to come to the Crematorium. Due to unprecedented requests across the country for the webcast facility, the webcast will be available, via a downloadable link within 48 hours. The applicant can then forward the file to those who could not attend.

The following must be done:

- Do not come to the Crematorium if you have any of the well-publicised symptoms, are self-isolating or are in a high risk category
- Only immediate family (nor more than 10 people) at the Crematorium and they must keep the recommended distance from each other (6.5 feet or 2 meters) and to limit the risk of infection to our staff and others
- Stay in your car if you have driven until it is time to go into the chapel, keep your social distance in all areas of the crematorium, including the chapel and do not gather in the waiting room.
- Please do not go into our vestry
- Do not touch our chapel door handles, please let our staff do it
- Do not shake hands
- Do not leave used tissues, orders of service or any personal items in the chapel
- Keep the social distance from everyone, in all areas; the chapel and the grounds
- If using the loos please wash your hands as recommended
- No more than 1 person to witness the start of cremation (if this can be accommodated)
- No family members to carry the coffin
- Curtains will be closed at the end of the service – people can blow kisses or wave, but personal items cannot be placed on the coffin once in our chapel.

We hope these measures help to keep our staff, you and the wider community safe.

Some other changes

- From the 6th April services will be at 30 minute intervals
- There are no hymn or funeral service books in the chapel
- Scattering of ashes appointments will not be made at the moment
- Ashes to be collected only by Funeral Directors by prior appointment/agreement with us
- No family history research or memorial applications will be processed
- The Remembrance Rooms are closed and there no vases for flowers.
- Only people that are allowed to attend a funeral should be on crematorium grounds