



## Coronavirus (COVID 19) – Latest info for Funeral Directors

Set out below are the current arrangements – these should be read in conjunction with the Guidance for Families. The changes relate to face coverings and singing following revised government guidance and regulations.

**Face Coverings** – Face coverings are mandatory for everyone attending a funeral service at the Crematorium. This includes mourners, funeral directors and their staff. The officiant will be able to remove theirs when they are at the lectern delivering the service. Those who have a legitimate reason not to wear a face covering under the regulations will be exempted from this requirement.

**Singing and playing wind instruments** – sadly it will no longer be possible to sing or play wind instruments within the Ceremony Hall. If the family wants a hymn to be played select the choral version on Obitus as that is the hymn sung by a choir.

**Hearse Arriving** – when arriving at the Crematorium please do not pass the 'Hearses wait here' sign and white line in the road. When it is OK for the hearse to proceed you will be given the thumbs up by the Hall Attendant through the office window. Before entering the Hall if the Hall Attendant has not made contact please call from the outside phone.

**Social Distancing and numbers attending** – compliance with the social distancing rule of 2 metres still applies inside the Ceremony Hall which does continue to restrict the numbers of attendees. By law there are only allowed to be a maximum of **30 mourners** at a funeral (this number includes children but excludes funeral directors, bearers, celebrants and crematorium staff). Those attending the service are able to sit together, providing they either live in the same household or are part of a bubble. If anyone attending is shielding or self-isolating (but not showing any symptoms) please contact us to make special arrangements for them to attend.

**Hand Sanitising** – there are hand sanitising stations by the entrance to the toilets, in the roundel entrance to the Ceremony Hall and in the flower court when you access the Hall. Please encourage all those attending to use these when they arrive and depart from the Crematorium.

**Papers** – All papers must be scanned to us as pdf documents to [crematorium@wealden.gov.uk](mailto:crematorium@wealden.gov.uk). Please do not provide us with the originals.

**NHS Test and Trace** – it is a requirement for us to keep a list of visitors to the crematorium for 21 days. Forms have been supplied to funeral directors for the family to complete before the service takes place. We will be relying on the funeral director to know which of your staff attended as well as who the officiant was.

**Collecting ashes** - Please call us on the phone outside reception to let us know who you are and whose ashes you are collecting. The bag with the ashes and certificate will then be placed on the table outside the reception doors. You will be asked for your name for our records but will not need to sign anything.

**Checking music for services** – the list of music for each service will be printed off and put up in the window by the wall where the outside telephone is. Please check your music and if there is a problem please call the office on the phone. There will be no access to the music room or inside reception.

**Coffin checks** – these will now be carried out by the Hall Attendant at the end of the service once the Hall is clear of all mourners, FDs etc. before the coffin leaves the catafalque.

**Flowers** - the only flowers that can be left on top of the coffin are a single hand-tied bunch which can be cremated with the coffin. All other flowers are to be removed to the flower court in the usual way.

**Celebrants/Ministers** – the Officiant's Room continues to be off the waiting room. There is a locker in there that has a removable key if they wish to leave any items in there, take the key with them and then return it to the lock when they leave.

**Bearers' Room** – this is open as usual. Please wipe down with the sanitising wipes provided in there when you leave and observe the social distancing rules whilst in there.

**Direct to Crematory** – these will continue as at present but we ask that you keep a respectful distance (6 feet / 2 metres) from the Crematorium Officer who is receiving the coffin. We are happy to accept a hand-tied bunch of flowers on the coffin that will be cremated with the coffin.

**Waiting Room** – we will be opening the waiting room when the weather demands it. However, the doors will be kept open to ensure appropriate ventilation. Face coverings will need to be worn by everyone inside the waiting room.