

Funeral Services within Crematoria Service Halls

Arrangements from June 8th

- No more than **10 mourners** will be allowed inside crematoria Service Halls, please ensure that this is conveyed to your client families.
- A further **10 mourners** will be permitted to remain outside the crematoria buildings.
- Social distancing of 2m must be maintained at all times and to assist with this we have set out the chairs within the service hall accordingly. Mourners **must not** move the chairs from where they are located; this will help prevent the spread of the Coronavirus. We appreciate that some mourners will be from the same household and will want to move the chairs to be seated closer together, we would request that you attempt to prevent this, however, if chairs are relocated, then they must be placed in the original positions back by yourselves and not left to service hall attendants.
- The 10 mourners who enter the service hall at the start of the service will remain there for the whole service, there will be no allowance for interchanging mourners with those present outside during or at the end of the service.
- Waiting rooms will remain closed to mourners and members of the public as will the Book of Remembrance room(s)
- Toilets will be reopened for **mourner use only** and cleaned/sanitised throughout the day. Only 1 person will be permitted to enter the toilets at any one time.
- The government guidance has restricted mourners to members of the same household or to other close family members and if no family members are in attendance then a family friend may attend. As this has reduced the number of mourners and that we can accommodate 10 inside the service hall.
- To help reduce the chance of contamination from touching and kissing the coffin, barriers will be placed in front of the catafalque.
 - Please ask your bearers when they have placed the coffin on the catafalque to return the wheeled bier to its rightful place and to replace the barriers. It is also your responsibility to inform your client family of the current restrictions in place.
 - The curtains will remain open as families leave the Service Hall. If families do not adhere to this and step over the barrier, we will regrettably ensure curtains are closed at the end of the service.
 - All floral tributes brought in with the coffin **MUST** be removed by the funeral director or the bearers at the end of the service and either

removed from the crematorium entirely or placed in the Garden of remembrance. **NOTHING** can be left on top of the coffin as it passes through for cremation.

- Family bearers will not be permitted to convey the coffin into the crematorium at this time.
- Following the funeral service our cleaning team will enter the Service hall to sanitise, during this process no one other than council staff will be allowed into the building. Officiants and funeral directors must remain outside of the crematorium until the cleanse is complete and staff members will indicate when the chapel is once again accessible.
- Service-times are booked at 40 minutes intervals at Scholemoor and Nab Wood; Oakworth is booked at 45 minute intervals
 - This allows for only **20 minutes** for the service this does not allow for entering or exiting from the service hall which should be within a timely but respectful manner. 5 minutes should hopefully be sufficient both in and out, allowing our cleaning team sufficient time to then sanitise and ventilate the building before the next service. We will do our utmost to reduce the chance of infection and this sanitising process is part of that and therefore, it is really important that the service time **MUST** not over run and we ask that you speak to your officiant about ensuring their eulogy meets this time scale.
 - If there is no service booked following your allocated time this current restriction is still applicable and must be adhered to.
 - The booking of a double service time is not permitted during the pandemic period.
 - We are continuing to allow music this will be restricted to two pieces on Entry and Exit
 - Crematoria staff may fade out music forthwith if more than 10 mourners enter the service hall and or is perceived to be over running. It is your responsibility to convey this message to your bereaved families and officiant.
 - No mourners should be allowed to approach the Lectern to speak. Anyone wishing to speak on behalf of the family should just simply stand and speak from their seat area.
 - All funeral service books have been removed from the service halls.
 - Should we receive feedback that services are over running, we will take this up directly with the respective funeral director. Bereavement services reserves the right to impose a surcharge or restrict services to that company. If the problem lies with your officiant, it is your

responsibility to manage this situation or seek an alternate officiant willing to adhere to the current restrictions. If officiants do require more time to conduct a funeral service then it is advised that alternate premises should be considered i.e. service at a location away from the crematorium.

- Hand sanitiser will be available at both the entry and exit points of the buildings and we encourage mourners and yourselves to use these.
- We would ask that you encourage mourners to not congregate in the entry & exit areas respecting social distancing measures and leave the building and the exit area as quickly as possible once the service has finished so there is no overlap with other mourners and that the cleaning staff are able to begin the cleaning process as soon as possible.
 - At Scholemoor crematorium all mourners are to exit the building via the floral tribute area
 - At Nab Wood crematorium mourners are to exit via the side exit point.
 - At Oakworth crematorium mourners will enter and exit via the only entrance.
- Cost – The cremation fee for a 20 minute service will be £750.00
- Direct Cremations - with effect from 8th June, we will switch back to the normal process, with **NO Mourners, NO service, NO officiant, NO music and NO floral tributes**. Direct Cremations will be available at all three at £490.00 per cremation and are only available at:-

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| Scholemoor | 08.20 - 08.30 – 08.40 |
| Nab Wood | 08.20 – 08.30 |
| Oakworth | 08.30 |

Outside of these times the £750.00 charge is applicable