

## **Covid-19**

In this present health emergency we feel it may be helpful if we keep you up to date with the measures that we have adopted to date. As a small family business the health and safety of our staff is one of our highest concerns as well as being able to stay operational and look after the many families that depending on us.

The measures are as guided by our trade association, SAIF and as per current government guidelines which are ever changing.

For the moment we are asking that anyone that comes into the Abbey office uses the hand sanitiser and to only come in if your need can not be met by a telephone call. If it helps, Donations to loved ones can be made online via our website or there is the facility to donate on the day of the funeral. Funeral dates and times can also be found on our website.

Some of our staff have members of their family that would be quite vulnerable if they were to develop Covid-19 and some of the families that need our services may also be vulnerable. We are therefore offering the chance to make funeral arrangement with us by telephone and are working to offer a skype facility too however if you don't like this idea and would rather come in and see us then for the moment we ask for parties of no more than 2 and where possible by appointment. When you call Abbey to make your appointment Jo, Lisa or Sharon will take some contact details from you regarding yourself and your loved one and ask a few questions ahead of your appointment.

At present there are no obvious differences as to how we conduct a funeral unless your loved one has passed away from the virus. However in the coming days, weeks, months this may not be the case as Government, Crematoria, Clergy and others make changes to the way they operate which will in turn affect us.

We will as ever endeavour to do the very best for our families in this difficult time whilst also taking the upmost care of our staff and their relatives.

Thank you for your understanding

Jo Parker, Managing Director