



BEDFORD
BOROUGH COUNCIL

Bereavement Services

**Guidance for Applicant's
regarding funeral services
at Norse Road Chapel**

Updated 07/01/2021

Firstly please accept our condolences at the loss of your loved one. We understand that this is an extremely distressing, stressful and upsetting time for you.

We would like to provide you with the relevant information so that you can prepare for your loved one's funeral service fully understanding the restrictions that Norse Road Crematorium has had to implement in order to comply with the Governments guidance on funerals which are designed to reduce the spread of the coronavirus.

Who can attend a funeral?

A maximum of **20 people** will be allowed into the chapel for the service. There is no standing allowed in the chapel, foyer or outside under the porte-cochere. People living in same household/support bubble may sit together; otherwise, only 2 people should sit in each of the available pews leaving sufficient space between each other to maintain social distancing.

How long is the service?

The service time should not exceed **30 minutes**.

Service Participation

In accordance with the Covid-19: guidance for managing a funeral during the coronavirus pandemic, singing, chanting, raised voices or playing of instruments that are blown into, will be prohibited. This is because these activities pose a possible additional risk of infection even when social distancing is being observed.

If you have a minister/celebrant conducting your service, but have additional people wishing to speak, we have a free standing microphone which can be used to ensure social distancing remains.

Face Coverings

It is mandatory to wear a face covering within the crematorium building. This does not apply to children under the age of 11 or if there is a legal exemption.

Protecting you, your family and friends.

The chapel has been adapted so those attending the funeral are able to observe social distancing safely. Hand sanitizer is provided at the entrance and exit. After every service the chapel is thoroughly cleaned (seats, lectern, hard surfaces etc), before another service can take place. Toilets are open and available for use. There is sufficient hand washing facilities.

Due to the size of the toilets, they are a one in one out system.

A one-way system is in place inside and outside the chapel to help minimise the risk of infection.

Day of the Service

If you arrive early on site, we ask that you remain in your cars until a few minutes prior to your service.

The waiting room is open, with limited seating to allow for social distancing and at any one time there should only be approximately **12** people inside the area.

Seating within the Chapel

As the Applicant for the cremation/burial, you have the right to say who can attend the funeral as long as it is in keeping with our guidelines (see above). However, we ask that you ensure

that all mourners are advised of the seating plan within the chapel, so that everyone is aware of where they should sit **prior** to the funeral service.

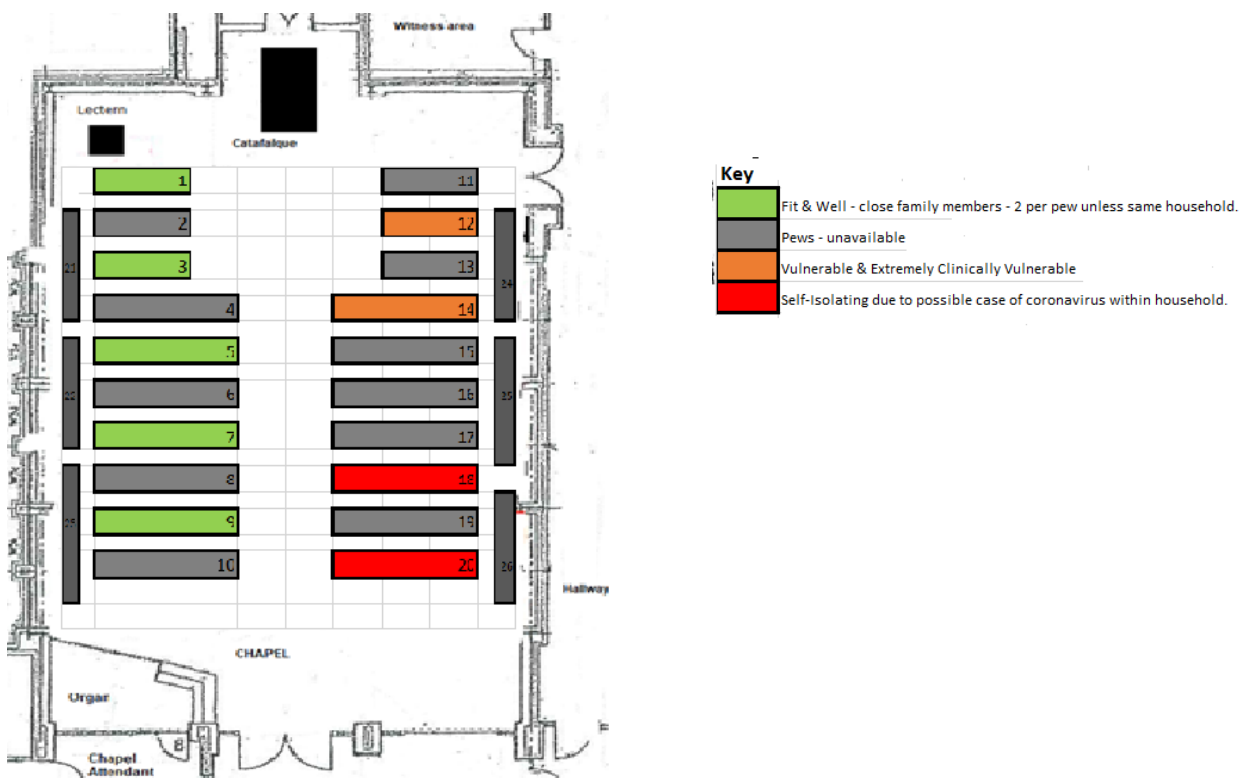
In accordance with the guidelines, we have put provisions in place within the chapel to ensure self-isolating and extremely clinically vulnerable mourners can attend the funeral service. However, should any of your mourners be in these categories this will reduce maximum numbers in attendance down to **18**, this is so we can ensure everyone remains as safe as possible.

Mourners who are symptomatic i.e. anyone showing coronavirus symptoms, **should not attend the funeral** due to the risk that they pose to others. Remote participation should be considered and there is now webcasting available in the chapel, which can be requested through your funeral director.

Mourners who are self-isolating - key mourners of your loved one, may be self-isolating due to another member of the household being unwell with coronavirus symptoms. If the funeral is scheduled before the period of household isolation has been completed,(14 days from first person showing symptoms), the mourner can attend as long as they **do not have any symptoms**, but they must be seated in accordance with the seating plan. They must enter the chapel last and must be the last to leave.

Mourners who are clinically extremely vulnerable – can attend the funeral service should they wish, and the chapel seating plan provides provision for them to sit separated from the remaining mourners. You must inform them where they should sit prior to the service, they should enter the chapel first, and be the first to leave and exit the grounds.

You must advise your mourners if a self-isolating person is in attendance. If any other mourner is extremely clinically vulnerable, they must decide whether they wish to attend or not. **Webcasting** is available as an alternative to people attending and can be arranged through your funeral director.



NHS Test and Trace

There is an increased risk of transmission of COVID-19 where families, friends and communities come together following the death of a loved one, from any cause. NHS Test and Trace is a key part of the country's ongoing COVID-19 response. If we can rapidly detect people who have recently come into close contact with a new COVID-19 case, swift action can be taken to minimize transmission of the virus.

By maintaining records of mourners attending services and sharing these with NHS Test and Trace where requested, we can help identify people who may have been exposed to the virus.

There is a higher risk of transmitting COVID-19 in premises where visitors spend a longer time in one place and potentially come into close contact with other people outside of their household. To manage this risk, we would encourage you, your family and friends to provide us with contact information:-

- The name of each mourner in attendance or the lead member of the household and number of people in attendance from same household.
- A contact phone number for each mourner in attendance or lead member of the household.

This information should be provided to your funeral director no later than 12 noon the day before your loved ones' service. Your funeral director will then provide this information to us by email.

We would encourage you to advise your family and friends to participate in order to stop the spread of COVID-19.

The information will be held on record for **21 days**. After this time, the data will be securely disposed/deleted. It is being collected only for NHS Test and Trace for further information regarding NHS Test and Trace please see link.

<https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

NHS TEST AND TRACE

This is a voluntary, however, you are encouraged to share this information for the purposes of NHS Test and Trace. The information will only be used where necessary to help stop the spread of COVID-19.

Name of Deceased: _____

Date of Service _____ Time of Service _____

Maximum Chapel Capacity: **20**.

1.	Applicant Name		Tel: No:	
2	Name of Mourner / Lead Household		Tel: No:	
3	Name of Mourner / Lead Household		Tel: No:	
4	Name of Mourner / Lead Household		Tel: No:	
5	Name of Mourner / Lead Household		Tel: No:	
6	Name of Mourner / Lead Household		Tel: No:	
7	Name of Mourner / Lead Household		Tel: No:	
8	Name of Mourner / Lead Household		Tel: No:	
9	Name of Mourner / Lead Household		Tel: No:	
10	Name of Mourner / Lead Household		Tel: No:	
11	Name of Mourner / Lead Household		Tel: No:	
12	Name of Mourner / Lead Household		Tel: No:	
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15	Name of Mourner / Lead Household		Tel: No:	
16	Name of Mourner / Lead Household		Tel: No:	
17	Name of Mourner / Lead Household		Tel: No:	
18	Name of Mourner / Lead Household		Tel: No:	
19	Name of Mourner / Lead Household		Tel: No:	
20	Name of Mourner / Lead Household		Tel: No:	

This document should be provided to your funeral director no later than 12noon the day before your loved one's funeral service.

This information will be held on record for **21 days**, after which it will be destroyed.

To be completed by Norse Road Crematorium Chapel Attendant

Name Chapel Attendant on Duty: _____

Total Number in attendance _____

Comments _____

Thank you for your co-operation