



**DEDICATED TO
SERVING FAMILIES**



Safely & Responsibly

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YOUR COMFORT IS OUR PRIORITY

When you walk through our doors, you can rest assured that health and safety are of top concern. Though your experience with us may look a little different due to COVID-19, we are here to serve you with the same care and compassion we've become known for over the years. This guide describes exactly what we are doing to provide the peace of mind your family deserves.



NEW SAFETY PRACTICES

Many of our friends and neighbors have reached out with questions about how our funeral home is navigating these uncertain times. While referencing CDC guidelines, we have taken steps to support our staff and the families we serve with increased safety measures and operational changes.



WAYS WE'RE KEEPING YOU SAFE

We are trained, educated, and responsible when it comes to implementing effective hygiene practices. Including encouraging respiratory etiquette, such as covering coughs and sneezes. We conduct fever checks on our staff, and provide masks, gloves, and other protective gear to both staff and guests. In addition, we discourage our funeral home staff from using their coworkers' phones, desks, offices, or office

supplies when possible. If you have questions about other safety precautions we are following, we are always available to provide more information.

We are diligently cleaning all high-touch surfaces, including door handles, faucets, countertops, toilets, and water fountains. Hand sanitizer, tissues, trash receptacles, and hand soap are readily available throughout our funeral home.



MANY OPTIONS FOR PLANNING - INCLUDING VIRTUALLY

We know families have different preferences when it comes to planning. Some prefer a socially distanced meeting in person, while others would like to speak by phone or virtually. Our staff has quickly responded to the needs of our families by communicating in whatever way makes them comfortable.

Virtual arrangements let you meet your funeral director or preneed counselor by video, allowing the same face-to-face connection that's so important at a time like

this. Our staff can share photos, video, and other materials to give you everything you need to make selections that are right for your family.

With virtual arrangements, all family members that should participate in the arrangements can be included, even if they are not all together. Our technology allows you to join a virtual meeting by desktop, tablet, or mobile device, so it's easy for everyone to access.



GATHERING WITH CARE

We understand the importance of being able to gather together with your loved ones, especially during these difficult times. We are committed to providing the safest experience possible for all of our guests who attend a service. We can host services inside our funeral home using precautions, outside, or at the graveside. We will work with you to find the solution that best meets your needs.

At the Visitation and Funeral

It is natural to show you care by shaking hands, hugging, and gathering close together. We are reminding everyone to limit personal contact and give appropriate distance to others around them. We will also honor local church and cemetery guidelines and will share necessary information with your family.

At the Burial

Attending a burial is an important step in the grieving process, and the outdoors provides a lovely and safe place to gather. Our funeral home staff will handle all arrangements with the cemetery and those in attendance will be arranged to support current social distancing guidelines.



CAN I PAY TRIBUTE WITHOUT ATTENDING THE SERVICE?

We are working creatively to allow friends and family members to experience the service without entering our facilities and even from the comfort of home. Whether you're down the street, across the country, or around the world, it's important to have a chance to say goodbye after losing a loved one. Contact us to learn about your options.



SHOWING YOU CARE FROM A DISTANCE

Expressing support to someone who has lost a loved one usually looks like a handshake, a hug, a pat on the back. Just because social distancing guidelines are in place doesn't mean we cannot show empathy for those mourning a loss. During this time, how can you encourage a friend or family member?

- Don't let fears about saying or doing the wrong thing stop you from reaching out.
- Let your grieving loved one know that you're there to listen.
- Offer to help in practical ways.
- Mail a card with a personal message.
- Send a thoughtful gift or donate to a beloved charity in their name.



HOW TO COPE WITH LOSS

When someone you love dies, part of the healing process includes receiving support from those around you. While this may be more challenging right now due to physical restrictions, there are many ways you can draw near to your loved ones as you grieve.

- Invite friends and family to call you or join you for a video call to stay connected.
- Ask those who knew your loved one to share stories and photos with you via phone, video chat, email, text message, social media, or mailed letters.
- Create a virtual memory book using an online obituary to remember your loved one, and ask family and friends to contribute their condolences and memories.



TURN TO US DURING YOUR TIME OF NEED

Health and safety have been hallmarks of our funeral home since the beginning – and continue to be a priority today. Though we can't control the world outside, we can (and do) control the environment within our funeral home.

Your trust means everything to us and we are embracing every change necessary to give your family the professional and compassionate service you can't get anywhere else.

