**COVID-19:** BEST PRACTICES FOR FUNERAL HOMES, CEMETERIES & CREMATORIES

As of March 19, 2020, the recommendation of the Center for Disease Control (CDC) and the Trump Administration is to keep gatherings to less than 10 persons. Many of the state of Arizona guidelines are written to follow the CDC guidelines. While Funeral Services are not specifically being called out in these guidelines, your AFCCA highly recommends taking these guidelines into consideration when making arrangements for your families.

At this time, it is up to each establishment to create their own protocol for meeting with families and holding services, however, AFCCA would like to offer these best practices for you to use in your business practices.

* When possible, at-need and preneed arrangement conferences should be made via telephone calls, FaceTime, video conference and/or other electronic means including emailed documents
* Funeral homes should continue to meet in person with families that do not have means of telecommunications or electronic communications, limiting the conference to two people
* Social distancing of six-feet separation from funeral home staff and family should be observed
* Conduct private funeral services with 10 or less persons, including chaplain
* Staff should remain 30 feet back the entire time the family is present.
* Host larger memorial gatherings at a later date
* When possible, offer to record and/or live stream events (music and web casting license available to all funeral homes regardless of membership status through NFDA)
* Post tribute videos to funeral home website to virtually share memories
* Post signs at entrances listing virus symptoms and request those feeling the effects to pay their respects in an alternate manner (i.e. email, written note, phone call to family)
* Encourage online condolences via the funeral home web site
* Pre-set caskets prior to the families arrival in order to keep a safe distance between the staff and families.
* Consider not providing chairs or canopies in order to limit the amount of time the family is present at graveside. This also prevents the need for disinfecting the chairs, covers and canopy.
* Suggest that your family witness the burial from inside their vehicle.
* Post signs near entrance encouraging social distancing and viral control etiquette (i.e. no hugging, kissing or shaking of hands; creating personal space of 6’; cough into crook of elbow)
* Separate chapel chairs for the safety of each attendee
* In lieu of a register book, provide attendees individual memorial note cards with a funeral home pen they can retain; or have funeral home staff attend the register book and sign for each guest
* Temporarily cease catering, food, drinks and receptions. If applicable, remove candy or novelty gift to keep hands from gravitating to a central dish
* Keep a register of all visitors to your funeral home in case of a positive testing of Covid-19 happens in your location so that you can inform visitors.
* Create sanitizing and cleaning protocols for at the end of each day, and after each visitor.