



Updated 25th March 2020

To Our Valued Dignity Clients,

Following the most recent government announcement regarding the Coronavirus (COVID-19) we want to update everyone on what we are doing to help prevent the spread, whilst also maintaining our service and proactively reducing the risk of infection to our staff & clients. The only way we can continue to operate is if we all follow the below protocols.

We ask that if you or anyone you have come into contact with is showing symptoms that you do not visit Dignity at this time.

Making Arrangements

- We will be taking as many details as possible during the initial call to reduce physical contact with clients, this includes urn and keepsake options as well as payment details.
- No more than two people should be in attendance when coming to Dignity.
- We will take payment over the phone via credit or debit card; we are no longer able to accept cash payments. Payment must be made in advance; we will not be taking any payments in person at Dignity.
- We will ask for your vehicle registration over the phone to help the team see you as quickly as possible once you arrive.
- Same Day cremation services are available on a first come first served basis and are subject to availability.
- Attended cremation services are not available at this time. However, we will be able to provide a video of your pet's cremation service upon request – please contact us for further details.

Bringing Your Pet to Dignity

- If you have any symptoms or have been in contact with someone that does, we ask that you do not visit Dignity – we can collect your pet from your vets instead (at an additional cost).
- Upon arrival at Dignity we ask that you ring the bell and return to your car to await a member of our team, or call 01252 844572. Do not enter the building. A staff member will guide you to our car port to collect your pet from your vehicle via the side entrance.
- Sadly, we are not able to offer you time in our Farewell Rooms at the moment to say goodbye, please say your final farewell at home before you travel to us.
- We may ask you to wash your hands and use the hand sanitiser provided, and keep a 2-metre distance.
- We are no longer able to accept any bedding or personal effects here at Dignity as the virus can live on some surfaces for up to 3 days. This includes beds, baskets, carriers, towels, blankets and toys. We will carefully place your pet into a Dignity bed that has been cleaned and disinfected.

Collecting Ashes from Dignity

We are no longer allowing clients to visit Dignity to collect their ashes. To avoid burdening the vets at this time we would prefer to return your ashes to your home, either by one of our drivers or via courier.



- If you choose to have your pet's ashes delivered to your home by one of our drivers, we will be waiving the normal fee of £20, you will only need to pay the mileage charge (£1.25 per mile).
- If you live further than an hour from Dignity, we can arrange to have your pet's ashes returned via courier, the charge for this is £20.

Home Collections

- We are no longer arranging home collections unless absolutely necessary; this means only for those at high risk who are unable to leave their house to visit their vets.
- Drivers will be wearing PPE such as gloves and face masks where necessary and have hand sanitiser available in their vehicles.
- We will not be lifting with clients in order to maintain the 2-metre distance, two people may be required subject to the weight of the pet (at an additional cost). Alternatively, clients can carry their pet to our hearse as long as the 2-metre distance is observed.
- If we require you to lift or carry, we will provide you with disposable gloves.

Visiting Dignity

- If you are planning to visit the Natural Woodlands or Gardens of Remembrance, we kindly ask that you delay this until further notice.
- If your pet's ashes are at Dignity, we will keep them safely with us until we can receive you in to inter them.

You can help us by ensuring that you frequently cleaning your hands using hand sanitiser and soap & water. Follow the below NHS advice regarding hygiene:

- Wash your hands with soap and water often – do this for at least 20 seconds
- Always wash your hands when you get home or into work
- Use hand sanitiser gel if soap and water are not available
- Cover mouth & nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards

You can find more information online here <https://www.nhs.uk/conditions/coronavirus-covid-19/>

We are grateful for your continued support and co-operation at this time. We will continue to update our procedures as the advice changes as we may need to bring in further restrictions as the situation develops. If you have any questions or concerns please call us on 01252 844572.

A handwritten signature in black ink, appearing to be "Kevin", written in a cursive style.

Kevin & the Dignity Team