



19<sup>th</sup> 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 key message is that we are still open but we are putting in place some precautionary measures. During this time of uncertainty, we can't predict to what extent our service will be affected, but be assured that we will do our utmost to continue to deliver a responsive service to you all.

**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. In line with government guidance we are also observing social distancing advice and regretfully won't be able to have any physical contact with you and will be keeping a 2-metre distance wherever possible.**

#### **Making Arrangements**

- We will be taking as many details as possible during the initial call to reduce physical contact with clients.
- No more than two people should be in attendance to say goodbye to your pet.
- We would prefer payment via credit or debit card rather than cash at this time.
- 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.
- Same Day cremation services are still available on a first come first served basis and are subject to availability.

#### **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.
- When entering Dignity, we will ask that you please wash your hands and use the hand sanitiser provided, and keep a 2-metre distance.

#### **Collecting Ashes from Dignity**

- To reduce the number of people visiting Dignity at this time, we would prefer to return your pet's ashes to your vet (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 who will bring the ashes out to you.
- If you are self-isolating and unable to leave your home, we can arrange to have your ashes returned to you via courier (at an additional cost).



### Home Collections

- We will be unable to collect your pet from your home if you or anyone in your house currently have any symptoms, or have been in contact with someone who has symptoms.
- Entering your home is at the driver's discretion, but we will work with you to find the best solution for example leaving your pet in an outbuilding or carrying them to the car yourself.
- Drivers will be wearing gloves and face masks where necessary and have hand sanitiser available in their vehicles.
- The driver will come to your door but please note that they will keep a 2-metre distance and avoid direct contact.

### 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