



COVID-19

20th March 2020

An update from Alison Crake, Senior Partner



We appreciate that these are very challenging times for not only our community, but for communities throughout the UK. Here at Crake and Mallon we have been caring for the people of Teesside for almost 50 years. We remain steadfast in our commitment to ensuring that we support those bereaved families who entrust the care of their loved one to us and I wish to reassure you that the level of care we offer is unchanged, despite the challenging times we all find ourselves in.

We are working in accordance with the published government guidelines and these pages will be updated as a matter of priority as circumstances change.

The current message from the Government is that funerals should continue but we should take into account all of the current guidelines issued for minimising transmission. This includes the need to protect at-risk groups, to avoid large gatherings of people, to observe good hand hygiene and the avoidance of unnecessary physical contact. This is not only for the benefit of those attending funerals, it also supports the need to protect our team and colleagues and all those who are working at this critical time, including those at churches, cemeteries and crematoriums. Many have now issued guidelines regarding the maximum number of people who can attend a service.

We do understand that at a time when you will wish for the close contact of others to support you, that the current guidelines can be distressing. I wish to reassure you that we are here to help and support you and to give you all the information you need so that you can make decisions regarding funeral arrangements that are right for you and your family.

We are in the process of preparing a comprehensive document which will outline the choices that are available to you when considering funeral arrangements. **We hope to have this available to download from our website week commencing 23rd March.** There have been recent announcements by the Church of England and the Roman Catholic Church regarding services in church, together with updated advice from our local crematoriums and cemeteries, it is important that we note this accurately so that we are able to advise you appropriately. Prior to this publication, please do speak with a member of our team who will be able to help with any enquires you may have.

Visiting our Premises

All areas of our building are cleaned and sanitised twice a day. To help us do our part to limit the possibility of transmission, we are asking all visitors to our premises to use the hand sanitiser provided within the entrance lobby. We ask that those who have been exposed to coronavirus or who may have visited a country or area affected within the last 14 days, to advise us at the earliest opportunity so that we can advise you accordingly. In line with the current government guidance we are requesting that those who believe they may have been exposed to the virus, do not visit until their period of self-isolation has passed. This also applies to those families who have requested a funeral director to visit them at home.

Please be assured we are here to support you and all in our community during these difficult times.