

Sendell's Funeral Services remains committed and prepared to safely care for the families it serves during the coronavirus (COVID-19) pandemic. We will always continue to enable families to plan and prepare funerals.

We do recognise our responsibility to protect the health of those we are privileged to serve and we will continue to guide families as we always have, in ways they can meaningfully commemorate the life of their loved one, while adhering to the guidance issued by Saif, the government and our local authorities.

Here are some of the guidelines we have had from the Crematoriums.

Whilst it is fully appreciated the loss of a loved one is very difficult and stressful the Crematorium would request that Sendell's Funeral Services remind bereaved families of the government advice and that of Public Health Wales, which strongly advises to significantly limit your face-to-face interaction with friends and family if possible, particularly if you:

- are over 70
- have an underlying health condition
- are pregnant

With immediate effect it would be appreciated if Sendell's Funeral Services could advise bereaved families of the government advice to limit the numbers attending social gatherings and that in order to achieve this we would advise that those attending a cremation is restricted to family members. Additionally, that they space themselves around the chapel seating.

This is likely to be reduced further and will be subject to continual review, based upon government directives and localised risk and you will be updated accordingly.

1. Choirs will not be permitted to take part in a cremation service.
2. All service books will be removed from the chapel. (We are requested to provide service sheets for hymn words).
3. From today 24th March 2020 attendance will be limited to ten (10) individuals bereaved family members and if any additional mourners try to attend the service they will be politely requested to return to their cars.
4. Water glasses have been removed from the lectern and officiants should please use the water dispenser in the waiting room or bring their own.
5. From 6th April onwards funerals will take place in the larger Crallo chapel only, to assist with sanitisation and the spacing of individuals.
6. The front pew of Crallo chapel will not be used in order to increase the distance between the congregation, officiant and organist.
7. Please advise your congregation to return to their cars straight after leaving the chapel without greeting or shaking hands on the flower court dispersal area.
8. The organist will play taped music for the exit of the congregation and will leave the chapel via the exit doors in advance of the congregation in order to reduce close contact.
9. Please remind your bereaved families that they currently have the option to webcast or record the funeral service.
10. It may also be reassuring to remind your bereaved families that they could consider holding a memorial service at a later date.
11. Bridgend County Borough Cemeteries: These are currently running as normal, with the possibility of intermittent limitations subject to staffing. It may also be reassuring to remind your bereaved families that they could consider holding a memorial service at a later date.

Our staff remain vigilant about cleaning our facilities and ensuring we're all following health recommendation.

Please stay safe throughout all this!

Kind Regards

Owen Sendell