

## **Reopening of public areas of the crematorium**

In the early stages of the Covid-19 pandemic the 'Coronavirus 2020 Act' closed Crematoria buildings to the public other than for funeral services. This included the Putney Vale Recordia room (housing memorial plaques), niche area and book of remembrance displays. On 3 July 2020 the act was changed to, amongst other things allow for the public areas to reopen. The building opened on Monday 20 July.

### **Information to assist you on your visit**

**The public areas of the building are open daily (including weekends) from 10am to 4pm. Last admittance at 3:45pm.**

Family groups must be limited to 4 adults (plus children) per zoned area of the building. In the Recordia room please keep a minimum of 2 meters from other visitors.

We are restricting the total number of visitors in the building at any one time to 20. We reserve the right to temporarily close the building to control capacity.

### **We advise you to wear a face covering inside the building.**

Within the building we have implemented a one-way system for your visit. The entry (for able bodied people) is via the vase room on the side of the building. Disabled visitors can enter the building via the main entrance on the front of the building. If you require disabled access and a funeral is taking place, please stay a safe distance away from the building until mourners and staff have either gone into the chapel or have left the area at the front of the building.

On approaching the building please do not enter the vase room until the previous visitor/s have moved further inside the building and away from the sink area. Please use the sanitiser provided to sanitise your hands.

Inside the building we have created 'zones' by dividing the rooms with tape on the floor. Please wait until the previous visitors have vacated the next zone before moving through the building.

Arrows on the floor will direct you through the one-way system to the Recordia room. Once in the Recordia room please maintain social distancing of at least 2 meters from other family groups. At busy times please assist other visitors by making your visit as short as possible.

On exiting the Recordia room please follow the arrow to the book of remembrance. If you are visiting the books please note that, at this time we are only able to display the current days entry and we are not able to turn the pages for you. If using the digital touchscreen version of the book, please sanitise your hands before and after use.

To exit the building please follow the arrows into west chapel. Exit is down the two steps and out of the main chapel door. Please do not wait or congregate in the chapel. Please do not touch the furnishings and please sanitise your hands on exiting the chapel. Disabled visitors can exit the building via the main entrance.

**Disabled access inside the building.** To assist disabled people please be wary that they will need to move through the building against the one-way system. If you are accompanying a disabled person and it is practical to do so, please assist them by using the vase room entrance and preparing their flowers whilst they enter the building via the main entrance.

## **Please note the following**

**Personal items around plaques.** We have removed these items to limit touch points and to assist us with cleaning. These items have been packaged up and can be collected by plaque owners from the office. Please contact the office on 020 3959 0090 to arrange collection. We ask that these items are not returned to the Recordia room as they are not permitted by memorial terms and conditions.

**Candle display.** To further limit touch points, we have removed the candle display from the Recordia room. We understand that many visitors find comfort in lighting a candle for their loved ones but at this time we hope you understand that we have done this for the safety of all our visitors.

**Parking.** Car parking is limited at present and if you visit during the week, when funerals are likely to be taking place, please park in a sensible place in the cemetery avoiding parking along the drive where we have reserved parking for mourners attending funerals. The car park is currently out of use.

**Cleaning.** We clean the building at the beginning and end of each day. To carry this out safely we will temporarily close the building throughout the day and may ask that you wait outside until the cleaning is completed. You may choose to visit the gardens whilst cleaning is in progress.

**Toilets.** Public toilets are available from 10am to 4pm but will close throughout the day for cleaning. The disabled toilet (for use by disabled visitors only) is located within the building. A radar key is required to access this toilet. Please ensure you bring your radar key as staff are unable to provide one.

**Flowers.** You may place freshly cut flowers in the Recordia room in the vases provided. We recommend that you prepare your flowers prior to your visit. A sink is provided at the entrance (vase room) for fresh water. With the exception of greeting cards (which are removed after one week) Please do not place any other items in the Recordia room. This includes potted plants, photographs glass vases etc. Such items will be removed and disposed of without notice.

**Further closures.** Any further changes to the Coronavirus 2020 Act or any local Act put in place (such as The Health Protection (Coronavirus, Restrictions) (Leicester) Regulations 2020) that affect the decisions and implementations of this reopening may re-close the public areas and/or change parts of the implementation. Such changes will be posted on our website.

For enquiries please contact the office on 020 3959 0090 or at [bereavement@enablelc.org](mailto:bereavement@enablelc.org)