

New Safety Measures in Response to Coronavirus (Covid-19)

The health and safety of the public and our employees is our top priority. At this time, Country Hills Crematorium will continue to operate and welcome the public for gatherings and services.

Updated March 27th, 2020

Recent developments related to the public health crisis with Coronavirus (Covid-19) requires that we take the necessary steps as directed by the Chief Medical Officer of Health of Alberta, and monitor and update any changes as may be required.

At Country Hills Crematorium and Funeral Services, we know that when dealing with a loss of a loved one and making preparations for a service, there are going to be times where there are many emotions. We are committed to providing you with the care and compassion that is needed during these times.

We remain open to the public at this time, and in response to Covid-19 have implemented important restrictions and measures to comply with keeping our families and communities safe. Some important changes & restrictions include:

- Services and Receptions are now limited to 15 people
- Services will be made available through live streaming, by discretion of the family
- No family bathing rituals until further notice
- No provision of food and beverages for fellowship as part of funeral services
- We are also asking people to consider, wherever possible, having private family funerals.

We are currently taking additional measures to help prevent the spread of any potential illness. We have implemented the following guidelines according to Alberta Health Services and other relevant sources, including WHO World Health Organization, CDC – Centre for Disease Control, AFSA – Alberta Funeral Service Association, FSAC – Funeral Service Association of Canada).

The following guidelines continue:

- Practicing social distancing, avoiding physical contact and maintaining physical distance of 1-2 meters from others. At our facilities, our chairs have been set up according to this guideline.

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- Cleaning our facility before and after each service, with particular attention paid to high-touch areas like door handles, faucets, chairs, and other communal areas.
- Ensuring hand-sanitizer is available to all attendees.
- If employees are feeling unwell, they are being asked to stay home and self-isolate.
- Strict “universal precautions” as outlined by health authorities, a practice that has been in place since our inception, in handling our deceased loved ones. We remain vigilant in this practice.
- Implementing the use of live-streaming for services.
- All funeral services are to remain private family invitational events up to a maximum of 50 people in places that accommodate appropriate social distancing. Country Hills Crematorium will work with you to arrange viewings that are limited to this number
- Postponing large funerals until the Chief Medical Officer’s restrictions are lifted.
- Use live streaming broadcast systems for public access of private funerals.
- We will not be meeting directly with individuals who are experiencing flu like symptoms to make funeral arrangements. Alternative options include conference calls, Skype or other means of communication to complete funeral arrangements.
- No provision of food and beverages for fellowship as part of funeral services.

The above recommendations are subject to change according to any information that may be released by the Chief Medical Officer of Health.

We know that these are difficult steps to take but for the safety and well-being of everyone, the following additional measures are also being put into place at Country Hills Crematorium and Funeral Services:

- Anyone who has returned from outside Canada since March 12, 2020, is asked to self-isolate for 14 days, and therefore should not be entering the premises.
- No family bathing rituals will take place until further notice from the Chief Medical Officer of Health. These acts will be carried out by Country Hills Crematorium staff.
- We are asking for people to bring their own personal head coverings to funeral services.

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- To comply with social distancing guidelines, we will be enforcing one-person at a time to come and pay final respects before cremation.
- Wash your hands frequently with soap and warm water for at least 20 seconds.
- Avoid touching your eyes, nose, and face.
- Cover your coughs and sneezes.
- Place tissues in appropriate garbage receptacles.
- For those who choose not to attend the service, please consider leaving a message of condolence to the family on our website (www.countryhillscrematorium.ca)

We know that these are unsettling times, and we will endeavour to work with you to ensure that your family is provided with the necessary services and supports to manage your needs.

We must also make it clear that we are required to follow and enforce these safety measures as outlined the Chief Medical Officer of Health, so that we may continue to serve the community.

If you have any questions about Country Hills Crematorium operations, please feel free to contact us at info@countryhillscrematorium.ca