

Accessing the Isle of Wight Crematorium during coronavirus (Covid-19) pandemic

The Isle of Wight Crematorium fully understands the additional emotional strain that is being placed upon grieving families who have just lost a loved one during these unprecedented times. In order to protect our staff, grieving families and friends, and the NHS during the past few weeks we have introduced restrictions on the number of people who are able to attend a funeral at the crematorium to maintain social distancing measures.

We are very sorry that we have had to put these restrictions in place and aim to keep the crematorium chapel open for as long as possible

to allow close family to celebrate the life of their loved one.

We have also had to change the way in which a chapel funeral service is conducted as a direct result of national restrictions.

This leaflet contains guidance of what you can currently expect when making funeral arrangements and attending a cremation service.

Please rest assured that throughout the coronavirus (Covid-19) pandemic, as always, we will treat every person that uses our service with the utmost dignity and respect.

When making arrangements with your funeral director

Service times

Service times remain the same as normal and for a maximum service time of 25 minutes:

- 9.45am
- 10.30am
- 11.15am
- 12 noon
- 12.45pm
- 1.30pm
- 2.15pm
- 3pm
- 3.45pm.

Service attendance is currently restricted to a maximum of 10 close family members

There is also an option for direct cremation (nobody attending) if this is your or your loved one's wish. Booking time is 8.30am only (reduced cost).

Other service arrangements

We are unable to provide an organist or organ at this time.

You can ask your funeral director to provide recorded music. They can either bring along their own audio system or use our in-house system; there will be no charges involved if the funeral director chooses the latter option.

You can still appoint a minister or celebrant to deliver the service.

Your funeral director will gather all the required paperwork and send this to the crematorium, this can now be (in most cases) sent electronically although a non-digital signature is still required on the application for cremation form that you sign (your funeral director will advise).

Arrival at the crematorium for a cremation service

Currently funeral directors are not supplying limousines to follow the hearse to the crematorium so you will need to make your own way to the crematorium.

There are two ways in which you can do this:

- 1 Arrange with your funeral director to meet you at a location whereby you can then follow the hearse to the crematorium (from home for example)
- 2 Drive directly to the crematorium and meet the funeral director there.

If you decide on the second option above we are advising that you stay in your vehicle until the hearse arrives helping us maintain safe isolation guidance within the crematorium grounds.

Changes within the chapel and crematorium grounds

The chapel entrance doors will be locked, however, will be opened as soon as our chapel attendant sees your loved one arrive.

Chapel seating has been reorganised to allow two-metre social distancing to be maintained.

Once the hearse has pulled up outside the chapel doors and the funeral can start, your loved one will either be carried or placed on a wheeled trolley (dependent on funeral director) and taken into the chapel and placed on the catafalque in the usual way.

The service then commences as normal for a maximum 25 minutes in total.

Once the service has been completed your funeral director will escort you from the chapel to see any flowers that have been given in memory. The time for this process will be limited. Your funeral director or our chapel attendant will indicate the point at which your party should vacate.

Throughout the duration of your time at the crematorium and within its grounds, everyone must maintain the required two-metre social distancing.

This information is correct at time of drafting (15 April 2020). We may have to further reduce our chapel service during the pandemic.