



## **Coronavirus Update (Covid 19) 17-05-2021**

Following the recent government announcements on Covid 19 we thought we'd give you an update on the measures we have put in place, to try to help prevent the spread of the virus and to protect both our customers and our staff.

In these uncertain times we can't be sure exactly how the virus will affect our services but please rest assured that we are open, and here to help you, and will do our utmost to continue to provide the caring, respectful, responsive service for you and your pets that we always have done.

We must ask that if you or anyone that you have come into contact with is showing any of the signs or symptoms of Covid 19 that you do not come to Prestwood at this time. As per government guidance on social distancing our staff will be also observing the 2m separation distance from people. We apologise that we can't offer the usual reassuring hand shake or hug that you are used to at Prestwood but again this is for your safety and that of our staff.

### **Bringing your pet to us for cremation.**

You are able to bring your pets to us yourselves for cremation. We are now able to re-open our building and Kennels of rest, but have had to put guidelines in place to make this possible, please follow these to enable us to keep everyone safe. We ask that you give us a call from the carpark when you arrive to let us know you are here. We will either ask you to come into the building or bear with us while we finish with our previous appointment. We can only allow a maximum of 4 people into the building and kennels of rest. We don't want to rush people but we are asking that you limit your time in the kennel of rest with your pet to 10 minutes with a 20 minute overall appointment time. This is so that we have time for a thorough clean of the room before our next appointment. We are still taking as much information as possible about your pets cremation over the phone before hand to reduce the amount of time you need to spend with our staff, and increase the amount of time you can spend with your pet in the kennel of rest. You are now also able to come in and see the casket choices in person if you want to. We would prefer that payments are made by card rather than cash at this time to further limit contact. We are able to offer same day cremation services and can now offer our attended cremation service again where your pet can be viewed in the cremator.

### **Collecting your pet from your home or vets.**

We are still able to collect your pet from your vets as normal. We are now able to offer some home collections, but the extra procedures we have had to put in place have put a strain on staff resources so we cannot guarantee to be able to offer this. Home collections are also doorstep collections at this time, we cannot come into your house.

### **Viewing the memorial books at the crematorium.**

We can now offer memorial book viewings again, please call to book a time to do this.

### **Collecting your pets ashes from the crematorium.**

We are still able to return your pets ashes to your vets if you want us to. If you are collecting your pets ashes from us you can still do this. We ask that you give us a call from the carpark when you arrive at the crematorium. We will either ask you to come in or we can still come out to you with your pets ashes if you would prefer.

You can find more information and advice about the Coronavirus on the NHS website here <https://www.nhs.uk/conditions/coronavirus-covid-19/> . This includes information about symptoms and also advice on hygiene. Washing your hands regularly and thoroughly with soap and water for at least 20 seconds is one of the best ways to kill the virus and stay safe. Please feel free to use the hand wash facilities and hand sanitizer (available in every room at the crematorium).

We would ask you to please bear with us in these difficult times, we have implemented these measures to try and keep everyone as safe as possible. If you have any questions, concerns or problems please give us call on 01384 873738 and we will do our best to help, advise and arrive at a solution to help you.

Thank you for your support and co-operation, Rob, Susie and all the team at Prestwood.