



COVID-19 Update - Level 3

As at 12 August 2020

Auckland has now returned to level three on the Covid-19 alert scale. This means that, in line with Ministry of Health requirements, families can have controlled viewing opportunities and funeral services can be held with a maximum of ten family or friends present.

funeral services

At Dil's we believe in the value to the community of holding a funeral and deeply understand that not being able to have one in the way we are expecting may be very distressing. Ideally, a funeral takes place shortly following a death with the bereaved community gathering to mourn as one, and for generations this has been the case. Sadly, for now, this cannot be done in the "usual" manner, but we do have several options.

- A small family funeral service followed by burial or cremation can now be held with a maximum of ten people present, (plus the celebrant and funeral director). While those attending can be from separate isolation bubbles, physical distancing principles will need to be observed between bubbles. Others who are not able to be present can view the service via our livestreaming facility. The service can include almost all the elements of a regular funeral such as music, photo tributes, service sheets, speakers etc, but unfortunately no receptions are permitted at alert level 3. A small funeral now can also be followed by a larger memorial service, if appropriate, once the alert level has reduced.
- Burials and cremations can be delayed until the alert level has reduced. We can embalm your loved one now and keep them in our care until a larger funeral can be held. We will work with you during the interim period to plan the funeral for a later date.
- Alternatively, we can help you arrange a delayed memorial service. This means a burial or cremation can take place in the days following death and we will work with you to plan the memorial service for a later date. We will do everything we usually do in guiding you through your options and, when we are able to set a date, will ensure you still remember and mourn appropriately with your community.
- We can assist you with direct cremation now and you can make decisions later about what sort of service, if any, you want to hold at a later date.

our process

We take the health and wellbeing of our client families and our staff very seriously. With the current unprecedented measures taking place to prevent the spread of Covid-19, below are the processes we are implementing to support our community and staff.

first call

When someone dies and you make that first call to us, we will explain the next steps, including any changes because of the current alert level. We are likely to ask you about whether anyone associated with the death has any Covid-19 connection. We will also help you with information about how we will transfer your loved one into our care, viewing possibilities, the funeral arrangement and funeral options.

transfer

We will carefully explain to you what is going to happen. When we arrive, our staff may don personal protective equipment (PPE) such as gloves, gown and facemask in order to protect themselves and others. In line with the Ministry of Health guidelines we will maintain physical distance from you and request that you are not present in the room when we move your loved one.

funeral arrangement

At alert level three, in order to protect the families we assist and our staff we will conduct all arrangements remotely using technology (phone, email, facetime, Skype, Zoom etc). Again, we will take our time to explain things and work with you to address the challenges this new environment presents.

viewing

There are currently strict guidelines from the Ministry of Health around physical viewing of the deceased. Viewing is permitted, by appointment, for people in the same isolation bubble. We are not permitted to allow different isolation bubbles to mix at the viewing, but we can arrange for separate viewings for multiple bubbles. Viewing is only available at our funeral home and we will discuss with you how this can happen.

burial

Burials can still take place, however under the Ministry of Health guidelines only the 10 people attending the service (plus celebrant and funeral director) are able to attend. Safe physical distancing principles will need to be followed in order to keep families and cemetery staff safe.

questions

There is little doubt that these are unprecedented times for our community. We are committed to providing families with great service in the weeks and months ahead and we hope this will bring some comfort to you in these strange times. Giving families permission to farewell their loved ones, although potentially in a different way, is an important service we will provide.

Please understand that there may be some changes to our usual practices as the situation changes. If you have any questions or would like to discuss how the situation might affect your specific funeral, please contact our office so we can assist further.

Please take care and look out for each other so we can minimise the risks to you and your family. If you or your family have immediate concerns relating to Covid-19, please visit the Ministry of Health website [here](#) or call the dedicated Covid-19 Healthline on 0800 358 5453.

Thank you

Dil's Funeral Services