

OACFP RESPONSE TO COVID-19*

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OACFP

ONTARIO ASSOCIATION OF CEMETERY
AND FUNERAL PROFESSIONALS

*Please note that this is a rapidly evolving situation. Information may change or become inaccurate in future updates.



OACFP Meetings & Events

Social Distancing

- March 16 – May 11, 2020 (8 Weeks)
- Adjustments to our events and meetings
- Re-evaluation after May 11, 2020 – members to be advised
- The Board & staff are closely monitoring the unfolding Covid-19 situation; health and safety of attendees top priority.



Crematorium Operators Program March 23 & 24 - **POSTPONED**

- A proposed new date will be announced when it is available
- Registered attendees will be able to transfer to the new date
- Those who cannot attend the rescheduled date - full refund



Spring Seminar & Front Line Cemetery Training May 25 & 26 – TO BE DETERMINED

- Decision to postpone or cancel on May 11th
- Registrations will continue for the time being
- Please feel free to select the “Invoice Me” option and delay payment until the date can be confirmed to proceed.



OACFP MEETINGS AND EVENTS

Committee and Board Meetings

- video conferencing where appropriate or cancelled if necessary

Online Education Sessions

- attempt to present additional webinars during this 8-week period to fulfil our mandate to provide our members with educational opportunities

All other OACFP Events

- We will evaluate as necessary and advise members accordingly



Guidance for Bereavement Professionals

- It is our hope to bring you current and relevant information as it becomes available.
- Please consult the information and links for guidance that might apply to your operation.
- Please note that this is a rapidly evolving situation; information may change or become inaccurate in future updates.



Guidance for Bereavement Professionals

Personal Protection

- Hand hygiene, Cough hygiene and Social distancing
- Please consult public health sites at either the local, provincial or federal level for more information.

- [Health Canada Updates](#)
- [Public Health Ontario](#)
- [CDC Updates](#)
- [Social Distancing Article \(Flattening the Curve\)](#)



Guidance for Operators

Funeral Visitations, Cremation and Burial/ Mausoleum Services

- recommendations based upon consolidation of resources from the Government of Canada, CDC, NFDA, BAO, and Industry Best Practices.
- Each member should adapt these suggestions to their own specific circumstances.



Guidance for Operators

Funeral Visitations, Cremation and Burial/ Mausoleum Services

- 50 person limit as per Government of Ontario and the CDC [recommendation for mass gatherings](#).
- Suggest private family gatherings ONLY or postpone services
- limit the number of high-risk guests (i.e. seniors or those with immunocompromised) per event.



Guidance to Operators

Funeral Visitations, Cremation and Burial/ Mausoleum Services

- **Encourage families to discontinue physical contact**
hand-shake, hugging, and kissing; touching of the deceased and/or the casket should also be discouraged
- **Establish an “every other” seating policy**
block out every other chair or seating area
- **Request all attendees to sign a register**
and provide contact information should tracing of infection become necessary.



Guidance to Operators

Funeral Visitations, Cremation and Burial/ Mausoleum Services

- **Recommend that closing of grave/sealing of crypt take place with immediate family only;**
attendees maintain at least a 6-foot distance from employees at all times
- **Discourage families from bathing and/or dressing the deceased.**
If this is unavoidable, use PPE and follow the same routine practices as would a member of your staff.
- **Stagger scheduling of events**
such that fewer people are in the facility at the same time.



Guidance to Operators

Receptions

- Suspend receptions and cease allowing food at funeral events



Guidance to Operators

Mausoleums and other Buildings

- Consider reducing or closing access to mausoleum buildings and other buildings except for interment and funeral services.



Guidance to Operators

Arrangement Conferences with Families

- **Safe Distance Protocol Signage**
Place at office entrances to advise that protocols are in effect
- **Screen families prior to meeting**
Advise that anyone exhibiting COVID-19 symptoms will not be permitted in the facility
- **Limit the number of people in the arrangement room**
Ensure a 6-foot distance between individuals



Guidance to Operators

Arrangement Conferences with Families

- Do not share pens & hand-sanitize after handling shared items
- Defer any non-essential appointments
- Keep door open if possible and if weather permits open window
- Encourage telephone or computer aided arrangements



Guidance to Operators

Additional Precautions

- Institute a 6 ft social distancing protocol for staff
Staff to remain at a distance from guests – no hand-shaking
- Ensure that hand sanitizers are available at entrances and throughout your facilities.
- Designate or sequester a space for staff/guests to wait if they show symptoms – provide mask – ask them to leave asap



Guidance to Operators

Additional Precautions

- Take extra measures cleaning and disinfecting common surfaces, equipment, workstations, furniture, etc.
- Remove unnecessary items in common spaces that could carry virus – magazines, catalogues, brochures, etc.
- Remove self-serve coffee stations



Guidance to Operators

Handling of Remains

- Consult the document prepared by the sector that is available on the BAO website, [“Routine Practices in a Bereavement Care Setting”](#)
 - Airborne transmission protocols are to be used.
- For transfers: use PPE, disinfect body bags inside and out – see CDC guidelines <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-postmortem-specimens.html>
- Disinfectants approved by CDC guidelines <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>



Guidance to Operators

Employees

- Anyone with COVID-19 related symptoms must remain at home for a 14-day self-isolation period - direct unwell employees to remain at home
- Anyone who has travelled outside of Canada should remain in self-isolation for 14 days
- Reinforce proper hand-washing, coughing, and sneezing protocols in the workplace



Guidance to Operators

Employees

- Maintain regular and open communications with your teams
- Minimize the movement of employees within and among the operations
- Postpone internal meetings or facilitate by teleconference



Guidance to Operators

Further Updates and Information

- Bereavement Authority of Ontario
 - [Update as of March 17](#)
 - [COVID-19 Update Links](#)
- OACFP Website
 - COVID-19 page on our website at: [COVID-19 Updates and Guidance](#)



Guidance to Operators

Further Updates and Information

- NFDA provides a comprehensive and up-to-date resource for the industry
 - <https://www.nfda.org/covid-19>
 - [Printable NFDA Resources](#)
- Ontario Ministry of Health
 - [Self Assessment Tool](#)
 - [Telehealth Resource](#)



Registrar's Guidance ... COVID-19

18 March 2020



COVID-19:

How are funeral operations affected?

1. Having Funerals & Visitations
2. Making the Arrangements
3. Preparation of Deceased

What about staff safety in the funeral home?

- There is no known evidence of postmortem spread of the virus.
- Use routine precautions – PPE - see BAO website for “Routine Practices in the Bereavement Setting” and “Additional Precautions...”
- N95 masks are needed for embalming, restrict their use. If critically short – consider using beyond expiry date.

PREPARE NOW!

- **Seek out storage options**
- **Don't delay dispositions**, don't cause a backlog
- **Crematorium Operators** – make sure you have spare workers trained and ready, be prepared to maximize you crematorium
- **Make sure you are staffed:** Call people out of retirement or inactive status, have occasional workers trained and on stand-by. Share staff with other FEs when they are available.
- **Talk to your local Divisional Registrar** about access to Burial Permits during their limited hours.

Transfers

- Review your procedures for identification and ensure all staff are trained to follow them.
- Its important that accuracy and integrity of the ID process be assured.
- This is where the mistakes happen!

Create your E-Commerce ability

- All contracts and forms can be electronic or email
- Create a “Declaration of Authority” for your customer to sign, and have them email ID and proof of authority to you.
- Consider commercial apps like DocuSign for contracts
- Consumer Guide is available on BAO site versus hardcopy.

Extension of Time to File Reports

- All prepaid funds reports that were due by March 30th can now be filed by **May 30th**.
- This applies to cemeteries and funeral establishments.

Thank You



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