

PUBLIC HEALTH GUIDANCE FUNERAL SERVICES

Recent Updates (Changes highlighted in yellow)

8/4/2020

- Updated to prohibit all indoor services. Services may only be provided in outdoor areas.
- Additional information provided regarding employee and visitor face coverings, and update to employee illness protocol based on new CDC criteria.

PROTECTING VISITORS AND STAFF FROM COVID-19

In the midst of the COVID-19 pandemic, death care service providers (including funeral homes, mortuaries, and embalmers) must take steps to reduce the risk of an outbreak occurring among visitors, clients and staff. Depending on the situation, public notification of an exposure to COVID-19 may be required. Ensure staff are enrolled in health insurance and have an established relationship with a primary care doctor prior to reopening. Staff can call 211 for information on health insurance and primary care physicians.

- **Establishments are required to make an immediate report to the Pasadena Public Health Department any time a visitor, client or staff member with COVID-19 (confirmed by a lab test or physician diagnosis) was at the establishment while sick or up to 48 hours before showing symptoms.** Establishment operators must call (626) 744-6089 or email nursing@cityofpasadena.net and provide all information requested by the Health Department. The operator is expected to provide or ensure testing for all staff that have had a possible exposure and must follow the US Centers for Disease Control and Prevention (CDC) [guidance](#) for cleaning and disinfecting the facility. Testing resources can be found through the staff member's physician, and also at <https://www.cityofpasadena.net/covid-19/> and <https://covid19.lacounty.gov/>.
- **Educate staff to contact their supervisor if a staff member, visitor or client is feeling sick.** The supervisor should send the ill staff member home immediately, taking care to maintain that person's privacy and observing physical distancing. If the person cannot leave the premises right away, utilize a safe, designated space for isolation (6 feet or more away from others). If the illness is work-related, the employer should facilitate appropriate care for the staff member, the workers' compensation process, leave time, and California Occupational Safety and Health Administration (OSHA) record keeping.
- **Work with the Pasadena Public Health Department to investigate any COVID-19 illness.** Prepare visitor and personnel records, facility floor plans, and shift/attendance logs to provide information as quickly as possible to the Health Department, including accurate contact information (phone, address, email) of all visitors and staff who were in contact within 6 feet of

the infectious person for 15 minutes or more. Implement measures recommended by the Health Department.

Key Practices



COVER YOUR COUGH WITH YOUR ELBOW OR TISSUE (THEN DISPOSE AND WASH YOUR HANDS)



STAY HOME IF YOU ARE SICK



PRACTICE PHYSICAL DISTANCING OF 6 FEET OR MORE



WASH YOUR HANDS WITH SOAP AND WATER FOR 20 SECONDS, FREQUENTLY



COVER NOSE AND MOUTH WITH CLEAN FACE COVERING



PERFORM DAILY HEALTH SCREENINGS

ADDITIONAL PROTOCOLS (if applicable)

Additional protocols relevant to operations must also be followed:

<https://www.cityofpasadena.net/covid-19/#guidance-faq-protocols>

- Office Workspace – Public Health Reopening Protocol
- Places of Worship – Public Health Reopening Protocol

Additional Information and Resources

- Birth and Death Record information and forms available at <https://www.cityofpasadena.net/public-health/birth-and-death-records/#funeral-homes-and-mortuaries>.
- Additional resources, including a printable COVID-19 Business Toolkit Signage, is available at <https://www.cityofpasadena.net/covid-19/#info-for-businesses>.
- If you have questions, or if you observe a violation, you can request information or submit a complaint through the Citizen Service Center. Call 626-744-7311 or visit <https://www.cityofpasadena.net/CSC>.

REDUCING RISK OF COVID-19 TRANSMISSION

Death care service facilities must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the facility. All policies described in this checklist, other than those related to terms of employment, are applicable to delivery staff and other third party companies on the premises.

Designate one individual to be in charge of planning and implementation of all items. Submission of Protocol to a City Department is not required unless explicitly requested.

PERSON RESPONSIBLE FOR IMPLEMENTING PROTOCOLS	
Facility Name: <input type="text"/>	
Person in Charge: <input type="text"/>	
Title: <input type="text"/>	
Phone Number: <input type="text"/>	Date: <input type="text"/>

MEASURES THAT ENSURE EQUITABLE ACCESS TO SERVICES

- Where possible, accommodations have been made for vulnerable populations to be able to access services.
- Measures are instituted to assure for clients and visitors who have mobility limitations and/or are at high risk in public spaces.

EXTERNAL COMMUNICATION

- Post signage reminding visitors to maintain a distance of at least six feet at all times. If helpful, post diagrams or maps of how people should flow through the site.
- Post signage instructing staff/visitors/the public to wear a face covering at all times, and to remain at home if experiencing any symptoms including fever of 100°F or above, cough, shortness of breath or difficulty breathing, sore throat, chills, headache, muscle ache, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea. Consult the CDC website for the most current list of COVID-19 symptoms.
- Communicate the facility's new protocols by posting information on your website and social media pages regarding new protocols, including physical distancing measures, use of smaller, consistent groups of visitors, and the use of face coverings.

- Post a copy of this Protocol in a conspicuous location that is easily visible to staff, visitors, and the public.
- Provide copies of the Protocol to all staff.

INTERNAL COMMUNICATION, TRAINING AND RECORDS

- Provide training to staff on all sections of the public health protocols including:
 - Information on [COVID-19](#).
 - How to identify [symptoms](#) of COVID-19 and how to self-screen and conduct symptom checks.
 - The importance of not coming to work if staff are experiencing symptoms of COVID-19, or if someone they live with has been diagnosed with COVID-19.
 - Proper use and care of face coverings ([Face Covering FAQs](#)).
 - Physical distancing measures, sanitization, and handwashing.
 - Proper safety protocols for use of disinfecting solutions.
 - Information on employer or government sponsored leave benefits the staff member may be entitled to receive that would provide financial support to stay at home while ill. Provide additional information on government programs supporting sick leave and workers' compensation for COVID-19, including staff member's sick leave rights under the Families First Coronavirus Response Act, the staff member's rights to workers' compensation benefits, and presumption of the work relatedness of COVID-19 pursuant to the Governor's Executive Order N-62-20.
- Maintain records of each staff member's schedule and work area or assignment.
- Maintain records of all visitors' activities and group assignments.
- Consider posting signs for the national distress hotline: 1-800-985-5990, or text TalkWithUs to 66746.

PROTECTION OF STAFF, CLIENT AND VISITOR HEALTH

Funeral Services

- Services **currently may only be held outdoors**, based on family preference and religious custom.
 - There is no limit on attendance as long as physical distancing of 6 feet between parties can be maintained.
- Physical distancing rules must be followed.
 - Note that physical distancing requirements DO NOT apply to members of a single household. Individuals who live together may be seated or stand next to each other with a 6 foot space between the household group and any other attendees.
 - Funeral staff may guide attendees to spots that are 6 feet apart, use markings to define appropriate spacing or use other means to assure an adequate distance between mourners.
 - Parents or other household members must assure the safe participation of children in attendance. Depending on the child's age and family preference:
 - Children may be carried or placed in a stroller or other carrier during the service;
 - Children may be seated or stand at the side of a responsible adult; or

- Children may be permitted to stand or sit apart from the group of mourners but close enough for careful oversight by an adult.
- It is the responsibility of the invited family to instruct their children not to touch anyone who is not part of their household or any item that does not belong to them.
- Staff are deployed as needed to assure appropriate physical distancing and to direct traffic flow at different stages of the service.

Additional Measures to Reduce the Risk of COVID-19 Transmission

- Conduct symptom checks (fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea) before or upon arrival. Consult the CDC website for the most current list of COVID-19 [symptoms](#). The screening must include asking if the employee has had contact with a person known to be infected COVID-19 in the last 14 days.
- Require any sick staff to stay home for at least 10 days or until 24 hours after fever and symptoms resolve (without use of fever-reducing medications), whichever is longer.
- Invitees should be instructed to abstain from in-person attendance at the event if they have been identified as having COVID-19, have symptoms consistent with COVID-19 or have been exposed to anyone who has tested positive for COVID-19 or has not been tested but has symptoms consistent with COVID-19.
- Individuals should be verbally screened for respiratory symptoms or fever as they arrive.
- Individuals who have respiratory symptoms or fever must be asked to return home to self-isolate.
- Individuals at high risk for serious illness from COVID-19 infection (persons 65 years of age or older, people with chronic respiratory or immune conditions) are encouraged to abstain from attendance for their own protection.
 - The service may be live streamed to permit virtual participation of anyone who cannot safely attend (see webcasting resources from the National Funeral Directors Association). It may also be taped for later viewing.
- All participants other than children under the age of 2 or individuals with conditions that would entail risk are instructed to wear cloth face coverings at all times during the funeral service.
- Tissues and alcohol-based hand sanitizer should be provided for use by families and staff, and restrooms should be stocked with an adequate supply of soap and paper towels. Waste bins should be readily available for the disposal of tissues and paper towels.
- People should not touch or kiss the body of someone who has died of COVID-19. If touching occurs, the person should wash their hands or use hand sanitizer prior to touching their face and anything or anyone else.
- Use of shared objects should be limited when possible. Use of objects, equipment, and/or supplies that may be difficult to disinfect or make it hard to ensure physical distancing (e.g. tent walls) should be avoided.
 - If a program is provided for the event, it should be in disposable form.
 - Items that must be shared as part of a particular service are disinfected between users.
- The California Department of Public Health directs that “activities such as singing and chanting negate the risk-reduction achieved through six feet of physical distancing” due to an increased likelihood for transmission from contaminated exhaled droplets.

- These activities may be included in outdoor events with much greater physical distance or through alternative methods (such as internet streaming) that ensure individual congregation members perform these activities separately in their own homes.
- Please review the updated State Industry Guidance for [Places of Worship and Providers of Religious Services and Cultural Ceremonies](#).
- ❑ Food and beverage service is not permitted at any time during and after the funeral service.
- ❑ Arrangements are in place to make restrooms safely available to attendees at outdoor events. The site may choose to provide portable outdoor toilet and handwashing facilities and/or to make indoor restrooms available. If indoor restroom facilities are made available, the following precautions are in place:
 - A defined route is marked from the outdoor area used for the event to the indoor location of restrooms.
 - Tape or other markings are used to assure physical distancing if attendees must line up to use restrooms.
 - Attendees are encouraged to use restrooms as needed during the service or event to avoid crowding at the end.
 - Restrooms facilities are in good working order and are equipped with adequate soap and one-time use towels to permit required handwashing.
 - A staff person (or staff people if there is more than one interior restroom option) wearing a cloth face covering is posted at the entrance to the restroom but at least 6 feet from the nearest arriving or departing person to monitor use of face coverings and track occupancy.

Face Coverings*

- ❑ Provide, at no cost, a cloth face covering for all employees who have contact with the public or other employees, and instruct employees to wear a clean (washed daily), cloth face covering at all times during the work day. Face coverings are optional when alone in a room without public access or private office. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves may not be used.
- ❑ Require visitors to wear face coverings at all times while on the premises.
- ❑ Prohibit employees from eating or drinking anywhere inside the workplace other than designated break areas (staying at least 6 feet apart) to ensure face coverings are worn consistently and correctly.

** Individuals with chronic respiratory conditions, or other medical conditions that make use of a face covering hazardous are exempted from this requirement. Children under age 2 years should not wear a face covering. Refer to the [Face Covering FAQs](#) document for additional information on use and care of the face covering.*

Hand Hygiene

- Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles.
- Instruct employees to wash hands upon arrival and at departure, before and after eating, and as otherwise necessary.
- Designate a staff person to check handwashing stations frequently and restock as needed.
- Allow employees time during their shift to wash their hands frequently.
- Provide hand sanitizer effective against COVID-19 (at least 60% alcohol) in visitor's areas, and also in employee areas where a hand sink is not available. Hand sanitizer, tissues, and trash cans must be made available to the public at or near the entrance.

Gloves and Protective Equipment

- Provide disposable gloves to staff handling items used by clients, to workers using cleaners and disinfectants, for staff who handle commonly touched items, and for staff who provide temperature screenings.
- Provide other personal protective equipment (PPE), such as eye and face protection, as necessary.

Restrooms

- Place trash can near the door if the door cannot be opened without touching the handle, so restroom users may use a paper towel to cover the doorknob. Maintain compliance with accessibility standards and fire code.
- Increase frequency of cleaning and disinfection of restrooms.
- Ensure that restrooms stay operational and stocked at all times.

PHYSICAL DISTANCING

Physical distancing must be observed and enforced by the establishment.

Increased Physical Distancing and Reduced Contact

- Implement measures to physically separate staff, visitors and clients by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers should stand).
- Display signage to remind people of physical distancing and use of face coverings.
- Dedicate staff to direct guests at high traffic areas to prevent congregating.
- Limit the maximum occupancy to support physical distancing.
- Rearrange or remove seats to allow for physical distancing between visitors.

SANITIZATION AND CLEANING

- Develop a sanitization plan that identifies the surfaces to be disinfected, the frequency, and the person assigned to the task.
- Perform thorough cleaning of high traffic areas and shared workspaces.

- Frequently disinfect commonly touched surfaces.
- Clean and sanitize shared equipment between each use.
- Equip workplace terminals with proper sanitation products, including hand sanitizer and sanitizing wipes and ensure availability.
- Provide hand sanitizer for visitors at high traffic areas, such as entrances.
- Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions and Cal/OSHA requirements.
- Provide time for workers to implement cleaning practices during shifts and consider third-party cleaning companies.
- Install hands-free devices if possible, such as trash cans, soap and paper towel dispensers, door openers, and light switches.

BUILDING SAFETY

- Stagnant water in pipes increases the risk for growth and spread of legionella bacteria. When reopening a building, it is important to flush both hot and cold water lines through all pipes and points of use including faucets and showers. Appropriate PPE including an N95 respirator must be worn. Information regarding this process can be found at the [CDC website](#).
- Consider HVAC upgrades to improve air filtration and increase fresh air ventilation. Clean HVAC intakes and returns daily and maintain systems to increase ventilation.
- If fans such as pedestal fans or hard mounted fans are used in the facility, take steps to minimize air from fans blowing from one person directly at another individual.