



# Safer at Home

FUNERAL HOMES

## COVID-19 REOPENING GUIDANCE

GOVERNOR'S ECONOMIC REOPENING TASKFORCE



## Safeguarding Guidance:

The intent of this guidance is to reduce transmission of COVID-19 among employees and customers; support healthy business operations; and maintain a healthy work environment.

In addition to complying with the [U.S. Centers for Disease Control and Prevention \(CDC\)](#), [Equal Employment Opportunity Commission \(EEOC\)](#), [Occupational Safety and Health Administration \(OSHA\) guidance](#), and [US Food and Drug Administration \(FDA\) guidance](#), the State of New Hampshire issues additional guidance and procedures to protect consumers and employees.

1. Review and follow the [Universal Guidelines](#) for All New Hampshire Employers and Employees.
2. Review and follow [CDC guidance for businesses and employers](#).
3. Review and follow [CDC guidance for cleaning and disinfection](#).
4. Staff and must be provided with education and training about safe practices as it relates to hand hygiene, sanitation (cleaning and disinfection policies), and illness policies outlined in the [Universal Guidelines](#) and in this document.
5. Build social distancing into operations to maintain a safe distance of at least 6 feet between employees and attendees whenever possible.
6. Alcohol-based hand sanitizer with at least 60% alcohol must be made readily available to employees and customers/attendees at entrances and exits to the facility, throughout employee work areas and break rooms, and other areas frequently visited by both employees and customers/clients.
  - a. If possible, employers should make available individual bottles of hand sanitizer to each employee.
  - b. Employers should monitor and encourage frequent employee and customer/attendee hand hygiene.
  - c. Frequent hand hygiene should be performed including, but not limited to, upon arrival at the facility, before and after going to the bathroom, before and after touching a person's face or face covering, and prior to leaving the facility.

## Employee Protection:

1. All staff must wear cloth face coverings when in the funeral establishment and in public locations or shared staff areas (e.g. break rooms) when social distancing is difficult to maintain.
  - a. Employers must provide training on cloth face coverings based on CDC guidance for Use of Cloth Face Coverings.
  - b. Review the NH DHHS information about [using cloth face coverings](#).
  - c. Employees wearing face coverings must not touch their eyes, noses, mouths, or faces, or adjust their cloth face coverings/masks without first sanitizing



hands. After touching face or adjusting cloth face coverings/masks, hands must be sanitized.

2. Train all employees on the importance of frequent hand washing and the use of hand sanitizers with at least 60% alcohol content.
3. Stagger shifts, breaks, and meals, in compliance with wage and hour laws and regulations to maintain social distancing.
4. Provide regular updates and training for employees about personal COVID-19 mitigation and funeral establishment safeguards based on CDC guidelines.
5. Require all employees to report any symptoms of COVID-19 or close contact to a person with COVID-19 in the past 14 days to a supervisor. Employees who are sick or not feeling well must stay home or, if at work, must leave work immediately, isolate at home, and contact their healthcare providers for COVID-19 testing. Persons who do not have a primary care provider should seek out COVID-19 testing through one of the many local [COVID-19 testing options](#).
6. Staff must be screened (questioned about) for symptoms of, or risk factors for, COVID-19 before each shift according to [NH DHHS employee screening guidance](#) and the Universal Guidelines. Staff with any symptoms must not be allowed to work.
7. Staff should be instructed to maintain a distance of at least 6 feet from others (staff and funeral service attendees) at all times. Congregating in break rooms or common areas must be prohibited and the capacity of such areas must be limited to allow for a safe social distancing of at least 6 feet whenever possible.

### **Business Process Adaptations:**

1. Attendees should be informed that if they have symptoms of COVID-19, they should not attend the funeral services for the protection of other attendees and staff.
2. Post signage and messaging about COVID-19, the need for social distancing, and frequent hand hygiene.
3. Funeral service attendees should wear cloth face coverings at all times when inside the funeral establishment. Signage and staff should request this before funeral service attendees enter the funeral establishment.
4. Develop a process for limiting the number of funeral service attendees inside a funeral establishment at a given time to 50 percent or less of funeral establishment's permitted occupancy based on New Hampshire's Building and Fire Code.
5. Ensure any waiting lines or receiving lines inside or outside the funeral establishment have demarcations spacing funeral service attendees at least 6 feet apart. Seating must be arranged at least 6 feet apart with space to allow people to move through the facility without coming into close contact with others.
6. Consider dedicated calling hours or appointment times for everybody, especially for the elderly and medically vulnerable persons.
7. If feasible, establish one-way traffic patterns to promote social distancing.
8. Assign dedicated staff to monitor social distancing and compliance with protective actions, and to prompt funeral service attendees and other staff about the importance of social distancing, hand hygiene, and use of cloth face coverings.



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9. Add social distancing reminder signage and floor stickers in key areas in the establishment.
10. Tissues and no-touch trash cans should be made readily available for drying eyes and blowing noses with hand sanitizer readily available. People should be reminded and instructed to practice hand hygiene immediately after drying eyes, blowing noses, or touching their faces.
11. Close contact with others (e.g. hugging or shaking hands) is discouraged. Funeral homes should develop ways for attendees to be able to show condolences that do not require close contact within 6 feet of a person.
12. Clean and disinfect according to CDC guidelines frequently touched surfaces at a minimum of every two hours, as well as before and after services.

