



OHIO'S RESPONSIBLE RESTART OHIO PLAN BUSCH'S COMMUNITY RESPONSE

UPDATED May 1, 2020 (Cleveland, Ohio)— Busch Funeral and Crematory Services' priority is the safety, well-being and health of our families, communities and caring professional staff. We are actively monitoring the COVID-19 situation to ensure a safe place for the families we serve and our caring professional staff. We are taking proactive measures to prevent the spread of any illnesses.

The information provided here represents our current response based on information available to us by the Center for Disease Control and Prevention (CDC), World Health Organization (WHO), Ohio Funeral Directors Association (OFDA), National Funeral Directors Association (NFDA) and the State of Ohio.

"Show me the manner in which a nation or a community cares for its dead. I will measure exactly the sympathies of its people, their respect for the laws of the land and their loyalty to high ideals."-William E. Gladstone

OUR SAFETY IS YOUR SAFETY and YOUR SAFETY IS OUR PRIORITY.

On April 27 & 28, 2020, Governor DeWine outlined the Ohio's Responsible Restart Ohio Plan.

"The guiding principles of the Responsible Restart Ohio plan are protecting the health of employees, customers, and their families, supporting community efforts to control the spread of COVID 19, and responsibly getting Ohio back to work."

"At Busch, we are meeting and exceeding the mandatory safety requirements for customers and employees," states James H. Busch, president. Busch Funeral and Crematory Services has implemented the general safe business practices and the following extra measures, effective May 1, 2020.

- 1. Requiring face coverings for all employees, and recommending them for families and their guests, always.**
- 2. Conducting daily health assessments or self-evaluation of employees if they should work.**
- 3. Maintaining good hygiene always, such as hand washing and social distancing.**
- 4. Cleaning and sanitizing our workplaces and facilities throughout day.**
- 5. Limiting capacity to meet social distancing guidelines.**

6. Providing access to hand sanitizers in all high-contact locations.
7. Ensuring six feet between people.
8. Staggering the entry of guests.

Additional guidelines:

- **Place of death response, residential or institution.** Upon notification of a death occurring, we will maintain our one-hour response, unless otherwise instructed by us or the facility where the death occurred. We have all necessary PPE to conduct the transfer of your loved into our care from any place of death, regardless of the cause of death.
- **Arrangement consultations.** Our funeral directors and pre-planning advisors have technology options to initiate and complete arrangements. The Busch Collaboration Center reduces in-person consultation time. Face-to-face consultations are encouraged to be two persons and one professional staff.
- **Visitations and funerals.** Our funeral home locations are available for private and public uses. With any use, singular events will occur, and social distancing will be required. Accessibility and monitoring attendance will be discussed with each family.
- **Off-site guidelines.** We have contacted area churches and facilities to understand their guidelines and restrictions for events. Please contact us.
- **Cemetery guidelines.** We have contacted area cemeteries to understand their guidelines and restrictions for events. Please contact us.
- **Attendance guidelines.** We are following current CDC, ODH and guidelines provided to us regarding number of attendees at any event. We use the 10-person gathering limit as our guiding principle. We will publish attendance guidelines for every event, unique to your event.
- **Technology capabilities.** We have technology tools for online arrangement collaboration, service selection options, merchandise selections, obituary writing, death certificate completion, confirmation identification viewing and DocuSign. We have on-site and off-site livestreaming and webcasting equipment for events. Links to events are only shared privately.
- **Death announcements.** Our website is fully operational to announce current deaths and future events. When placing the death notice through Busch and a paid death notice in the Plain Dealer and or the Lorain Morning Journal, the papers and us will announce the future event on our website and in the paper at that time for no charge.
- **On-site crematories.** We have two crematories onsite. To provide assurance to your family, your loved one never leaves our care, backed by our 10-step Cremation with Confidence Guarantee.

In addition, we are operating with the following health and safety measures in place:

- **Our locations will follow increased infection prevention and control precautions, per CDC/OSHA guidelines.** While cleanliness is always a top priority for our seven locations, we have increased our public and workspace sanitation schedules and frequency. Courtesy sanitizing stations are available at all location entrances.
- **All employees are instructed to stay home in the event of illness.** We've encouraged employees to refrain from coming to work should they feel any symptoms of COVID-19, influenza or any other illness.
- **We ask all families and individuals to assess their own health before visiting one of our facilities or attending a funeral.**
- **Our staff is to follow the public health authorities' guidance regarding hygiene and personal care.** This applies to the care of the deceased, the care of your family, and guest and personal hygiene at the workplace. Ohio's Responsible RestartOhio Plan recommends everyone wear a mask when out in public.
- **We are staggering on-site gatherings.** We will not have back-to-back or multiple services happening in one location at a time to avoid large gatherings.
- **We ask that guests refrain from bringing any food products to our facilities.** This includes any self-service items like cookie trays, or sandwich or deli trays brought in from outside sources.

We understand that the recommendations listed above greatly affect the ability to hold or attend funeral services. We understand how difficult the COVID-19 situation is for all, especially those who are grieving during this time. **We recognize that any delays in a funeral, memorial or final gathering also delays your natural grieving and healing process.** While we can't ask you to "pause" your grief, we will take every possible step to support you during this difficult time—even if that means a limited size final gathering for now.

- **Share online condolences.** Even if you can't attend services in-person, you can still show your support by leaving a message on your loved one's online guestbook. To do so, navigate to www.buschcares.com/obituaries, find or search your loved one's name, click their obituary, and then select "Guestbook."
- **Send flowers.** Consider [sending flowers to either the funeral home holding services](#) or directly to a family member's home.
- **SENDHUGS.** Busch offers SENDHUGS at no charge for friends and families to video-record stories and memories to share.

We will continue to keep you informed and these guidelines are subject to updates or changes. We're here to assist families 24 hours a day, seven days a week by calling any of our locations. Busch offers you the assurance that we can respond to your unique requests.

"A meaningful funeral celebration is about saying hello on the pathway to goodbye."

-Dr. Alan D. Wolfelt