

# Losing a loved one during the coronavirus outbreak

In these very difficult times, the arrangements that need to be made when you lose a loved one have changed. This is so we can keep you and others safe.

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We understand that losing someone in these circumstances will be deeply upsetting and that you will want to celebrate your loved one's life and mark their death in the way that is right for you and your family.

There are lots of people who are here to help and together we will make sure that your loved one receives the dignity and respect they deserve.

## Registering a death

The process for registering a death has changed. This means that you can now register a death over the phone. This means that social distancing and self-isolation can be adhered to.

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The registration needs to be done within five days and we ask that you nominate a funeral director before the appointment.

To book an appointment please call Norfolk County Council on **0344 800 8020**.



# Funeral services

We understand that you will want to celebrate your loved one's life. The government rules around social distancing mean that the number of people who can attend funerals at the moment is restricted. We are advising families to hold a small funeral now, with a fuller memorial when the restrictions have been lifted.

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To help reduce the risk of spreading the infection, funeral directors and faith leaders have been advised to restrict the number of mourners who attend funerals, so a safe distance of at **least 2 metres (3 steps)** can be maintained between individuals. Only members of the deceased person's household or close family members should attend and anyone displaying symptoms

of COVID-19 will be unable to attend. It may be possible to stream the funeral via video, so please check arrangements with your funeral director.

If you can, we ask that you hold a funeral as soon as possible. This is so that we can ensure that all of those who lose their lives during this outbreak receive the dignity and respect they deserve.

## Support available

### Bereavement Advice Centre

Lines are open from 9am to 5pm,  
Monday to Friday.  
Tel: 0800 634 9494  
[www.bereavementadvice.org](http://www.bereavementadvice.org)

### Marie Curie

Tel: 0800 090 2309  
[www.mariecurie.org.uk](http://www.mariecurie.org.uk)

### SSAFA Forces Help

Tel: 0800 731 4880  
[www.ssafa.org.uk](http://www.ssafa.org.uk)

### The Samaritans

Lines are open 24 hours a day.  
Tel: 116 123  
[www.samaritans.org](http://www.samaritans.org)

### Age UK Norfolk

Tel: 0300 500 1217  
[www.ageuk.org.uk/norfolk](http://www.ageuk.org.uk/norfolk)

### Norfolk Citizens Advice

Tel: 03444 111444  
[www.norfolkcab.org.uk](http://www.norfolkcab.org.uk)