



“CELEBRATING LIFE, SAFELY”

UPDATED July 9, 2020 (Cleveland, Ohio)— Busch Funeral and Crematory Services’ priority is the safety, well-being and health of our caring professional staff, our families, and communities. The information provided here is 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.

Ohio Governor Mike DeWine announced that effective Wednesday, July 8, 2020 at 6 p.m., a new face covering order takes effect for any Ohio county in a Red or Purple Alert Level by the Ohio Department of Health. In Ohio counties that are at a Yellow or Orange Alert Level, face coverings are not required by the State. However, if city or local governments have enacted face covering requirements, they must be complied with.

This order impacts Busch Funeral Homes located in Cuyahoga County and Lorain County. Every Thursday, the Ohio Department of Health will announce the Alert Levels for Ohio’s 88 counties.

We have adapted, changed and created “Celebrating Life, SAFELY” to ensure the health of employees, customers, and their families, support the community efforts to control the spread of COVID-19, and responsibly allow families to have **public** funerals, visitations, memorial services and gatherings.

“At Busch, we are meeting and exceeding the mandatory safety requirements for employees, families and guests” - James H. Busch, President

“Celebrating Life, SAFELY” Busch’s Seven Standards of Care:

- **Initial contact:** Please call us by phone 24 hours a day, seven days a week to initiate service when a death has occurred. We do not use an answering service; a Busch caring professional will assist you.
- **Transfer of your loved one into our care:** 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 personal protective equipment (PPE) to conduct the transfer of your loved into our care from any place of death, regardless of the cause of death. Red, Purple, Yellow, Orange Alert Levels will be followed.
- **Arrangement conference:** Our funeral directors utilize technology options to initiate and, in many instances, complete all detailed arrangements. The Busch Collaboration

Center reduces in-person consultation time. We encourage face-to-face consultations be limited to four persons and one funeral director. Red, Purple, Yellow, Orange Alert Levels will be followed.

- **Visitations, gatherings and ceremony:** Our funeral home locations are available for public uses with social distancing. We will discuss accessibility and monitor attendance with each family. Red, Purple, Yellow, Orange Alert Levels will be followed.
- **Off-site guidelines:** We have contacted area churches and facilities to understand their public guidelines and restrictions for events. Please contact us. Red, Purple, Yellow, Orange Alert Levels will be followed.
- **Final resting place and cemetery guidelines:** We have contacted area cemeteries to understand their guidelines and restrictions for events. Please contact us. Red, Purple, Yellow, Orange Alert Levels will be followed.
- **Continuing care:** We will stay in contact with you following the loss of a loved one and completed services. We assist with Social Security, veterans' benefits, utility transfer, insurance claims and cemetery memorials. We will continue to coordinate with families that wish to delay or hold a future event.

GENERAL INFORMATION:

- **Preplanning:** Our preplanning advisors are available to discuss final wishes at any of our funeral homes or at your residence—even on your outdoor porch. All advisors have travel PPE kits for protective measures. We also offer phone and virtual consultations.
- **On-site crematories:** We are the only funeral home to have two crematories on-site. We provide your family with the assurance that your loved one never leaves our care. We honor our [10-step Cremation with Confidence](#) guarantee.
- **Death announcements:** Our website (<http://www.buschcares.com>) is fully operational to announce current deaths and update future events. We can place the death notice or obituary, with photo, in the Cleveland Plain Dealer, The Lorain Morning Journal and The Elyria Chronicle and out-of-town publications.
- **Share online condolences:** Even if you cannot 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."
- **SENDHUGS:** Busch offers at no charge SENDHUGS for friends and families to video record and share stories and memories.
- **Send flowers:** Consider [sending flowers](#) to either our funeral home holding services, the church or the family residence.

- **Attendance guidelines:** We are following current CDC, ODH and guidelines provided to us regarding number of attendees at any event. We use the 50-person limit for public on-site services at all of our funeral home location as our guiding principal. We will develop attendance guidelines and staffing requirements, unique to your event. For public gatherings at our locations, we will discuss our standard of 50% fire code occupancy number with your family. Red, Purple, Yellow, Orange Alert Levels will be followed. Signage for all Alert Level requirements will be posted, as necessary.
- **Docu-Sign:** We can remotely obtain signatures from all parties electronically.
- **Technology capabilities:** We have technology tools for online arrangement collaboration, service selection options, merchandise selections, obituary writing and death certificate completion and secure required cremation identification.
- **Virtual services:** We have on- and off-site livestreaming and webcasting capabilities. Links to events are shared privately only.
- **Car funerals:** Using FM transmission, we can broadcast a service on-site or off for guests who wish to be in attendance, listen and remain at a safe distance in their car.

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 eight 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 have encouraged employees to refrain from coming to work should they feel any symptoms or any other illness. Workplace Temperature Check-Ins are followed daily.
- **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. Our caring professionals will always be wearing a facial covering. The State of Ohio encourages and recommends everyone should be wearing a facial covering and follow Red, Purple, Yellow, Orange Alert Level requirements.
- **We are staggering on-site public gatherings.** We will not have back-to-back or multiple services happening in one location at a time.
- **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 are not currently hosting catered events in our facilities.**

At Busch, you can be assured while creating compassionate moments, we are celebrating life and protecting people. Busch offers you the guarantees we can respond to your unique requests.

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

-Dr. Alan D. Wolfelt

To plan a meaningful tribute at one of our facilities, click below.

[AVON](#) | [AVON LAKE](#) | [CLEVELAND](#) | [ELYRIA](#) | [FAIRVIEW PARK](#) | [NORTH ROYALTON](#) | [PARMA](#)