



DeJohn Funeral Homes and Crematory Response to Coronavirus (COVID-19)

DeJohn Funeral Homes and Crematory priority is the safety, well-being and health of our families, communities and caring professional staff. We are actively monitoring the fluid changes with 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.

As of March 17, 2020, the State of Ohio has exempted funerals from the public gathering ban referenced item #5 of the [Department of Health Director's Order](#).

Just as the State of Ohio has become a leader in aggressive measures to slow the spread of the illness, DeJohn will remain a leader in funeral home proactiveness and cleanliness. While we are keeping up with legal directives and allowable activities, we also remain aware of the intent and purpose of these unprecedented action steps. We also are listening to you, our families we serve and the genuine concerns you have. **Please contact us at 440-516-5555 to discuss the variety of options and see the suggestions listed at the bottom of this document.**

We will continue to be available 24 hours per day and 7 days per week and continue to hold services, 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 locations, we have increased our public and workspace sanitation schedules and frequency.
- **All employees are instructed to stay home in the event of 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 guests and personal hygiene at the workplace.
- **All staff will follow social distancing recommendations.**
- **We are staggering any 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.

- **Catering and Luncheons after services will be indefinitely suspended.**
- **Based on the intent of directives and listening to community feedback, we are strongly recommending that families choose PRIVATE visitation and PRIVATE services.**
Livestreaming the service for those who cannot attend is available at NO cost; services could also be recorded, and the video shared with whomever the family deems appropriate.
- **A Celebration of Life can be scheduled later at any of our locations with NO additional costs. We will discuss the options with your family.**

In addition to the above, we are monitoring the [CDC's recommendation made on March 15, 2020](#) recommending that **for the next eight weeks (until May 10), organizers cancel or postpone in-person events that consist of 50 people or more** throughout the United States.

The CDC suggested on March 16 that funerals can still take place under the 50-person limit. For funerals taking place, they suggested limiting attendance to select family. They further advised that those who are ill and are at-risk (e.g., elderly, immune-compromised) should be encouraged to stay home.

Also on March 16, the White House released "[The President's Coronavirus Guidelines for America - 15 Days to Slow the Spread.](#)" Among these guidelines are that people "Avoid social gatherings in groups of more than 10 people" for the next 15 days (until March 31).

At this time, we have chosen to adopt and abide by the CDC recommendations and limit participation at any service to no more than 50 people at a time.

If you are unable to attend a funeral due to health, feel unsafe leaving your home currently or are planning services for a loved one, we encourage you to:

- **Consider online communication options.** We have state-of-the-art technology to complete confirmation identification viewings, complete death certificates and execution of the cremation authorization—alleviating face-to-face consultations.
- **Consider webcasting options.** For those who can't attend a funeral for health restrictions, or who live far away and are facing travel restrictions, webcasting allows them to experience the service and honor their loved one. DeJohn offers onsite webcasting from our Willoughby Hills and Chesterland funeral homes. We also have mobile webcasting equipment capabilities upon request.
- **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.DeJohnCares.com/obituaries find or search your loved one's name, click their obituary, and then select "Guestbook."
- **Send flowers.** Consider [sending flowers to the funeral home holding services or directly to a family member's home.](#)

As the situation quickly evolves, we will continue to keep you informed with any updates or changes. We're here to assist families 24 hours a day, seven days a week by calling any of locations.