

# Covid-19

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Information for  
families and carers  
in the community

**LONDON RESILIENCE**



preparing for emergencies

**MAYOR OF LONDON**

**We are extremely sorry for your loss and appreciate this is an incredibly difficult time for you.**

**However, due to the exceptional circumstances we are experiencing in all our communities, we need to share some important information with you and your household.**

We know that this may be distressing for those who are grieving but it is vitally important for the safety of everyone. We ask that you take the time to read this leaflet and follow carefully the instructions that will explain who we are and what is going to happen next.

This information below is designed to explain the next steps, answer some of your questions and signpost you to the extra help and support that is available.

Please know that we are working with leaders from all the major faith groups and community leaders who are supporting the processes set out here.

## Who we are

We are the Pandemic Multi-Agency Response Team (PMART) and we are here to support you whilst ensuring practical arrangements are put in place to see your loved one is treated with dignity and respect. We can help you deal with the legal aspects that need to take place too.

### Working in response to the Coronavirus outbreak we will:

- | Confirm the identity of your loved one.
- | Help you register the death electronically.
- | Work with you to contact a funeral director within the next **48 hours** and arrange for them to take your loved one to a mortuary or funeral parlour before a cremation or burial.

## Contact with the loved one who has died

We know how distressing this must be for you, but once the PMART team has left you cannot have any further contact with your loved one. This measure is designed to keep you and those around you safe and well. This includes no washing, preparing or dressing your loved one at home, even though we recognise how difficult this may be. You will, of course, be able to discuss washing, dressing and any religious observances with your funeral director.

## What happens next?

For your protection and out of respect for your loved one, we will prepare them so they can be taken by the funeral director to either the mortuary or the funeral parlour.

You will have been asked if you have a funeral director that you wish to use. If you do, please contact them to arrange for your loved one to be collected. If not, you can find an industry-inspected local funeral director via the following websites:

**The National Association of Funeral Directors:**  
[funeral-directory.co.uk](https://funeral-directory.co.uk)

**The National Society of Allied and Independent Funeral Directors:**  
[saif.org.uk/members-search](https://saif.org.uk/members-search)

We are here to help you with the process and we've included our contact details within this leaflet in case you need to talk to us again about selecting or contacting a funeral director.

Once you've chosen a funeral director your loved one will be collected and taken to a funeral parlour or a mortuary. This may be near your home or a different location in London.

**If your loved one is taken to a mortuary** it will not be possible for you to visit or spend time with them. This is to keep you and those around you safe and well.

**If your loved one is taken to a funeral parlour** you can speak to your funeral director about arranging for visiting, dressing and any religious observance

Your funeral director will work with you to make the final arrangements for your loved one.

## Registering the death

To obtain a death certificate the death of your loved one needs to be registered. You do not need to visit the register office in person as we will deal with this process for you.

To help you, a doctor – working remotely – will receive the information to confirm your loved one's death. The doctor will either sign a Medical Certificate of Cause of Death (MCCD) or, where the circumstances are not clear, refer to the Coroner. The doctor will send the MCCD to the registrar along with your contact details.

The register office will then contact you by telephone to arrange the registration of the death and arrange for any death certificates to be sent to you by post.

**Further details about how to purchase the certificate can be found from your local council by visiting:**

[gov.uk/find-bereavement-services-from-council](https://www.gov.uk/find-bereavement-services-from-council)

The register office will issue the burial or cremation form and forward this electronically to the funeral director so that everything is in place for you to arrange the funeral.

We recognise that this is a difficult time and we've included our contact details within this leaflet to help you through this process.

## Preparing for the funeral

If you have a nominated funeral director who is collecting your loved one, they will contact you to arrange the funeral. Please keep this leaflet in a safe place to be able to answer any questions the funeral director will have.

If you do not have a preferred funeral director we will help you find one to best suit your needs. The funeral director will then help you arrange a funeral.

## Important information

The following information will help when you speak to the funeral director or if you need additional support from us. Please keep these details safe and have them to hand when the funeral director calls you or if you need to talk to us again.

**CAD Reference Number** .....

**Unique Identification Number** .....

**PMART telephone number** .....

**PMART email address** .....

## Bereavement support

We understand that losing a loved one can feel overwhelming, especially if the death was sudden, untimely and unexpected.

There are a number of organisations who can support you and your family during this distressing time.

These include:

**Find bereavement services from your council at:**

[gov.uk/find-bereavement-services-from-council](https://www.gov.uk/find-bereavement-services-from-council)

**For a step-by-step guide after a bereavement visit:**

[gov.uk/after-a-death](https://www.gov.uk/after-a-death)

**Cruse Bereavement Care has online resources on how bereavement and grief may be affected by this pandemic:**

[cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief](https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief)

Alternatively, call their free helpline: 0808 808 1677

**For facts about the coronavirus and supporting children:**

[cruse.org.uk/coronavirus/children-and-young-people](https://www.cruse.org.uk/coronavirus/children-and-young-people)

**The Compassionate Friends offer support to families after the death of a child of any age and from any cause:**

[tcf.org.uk](https://www.tcf.org.uk)

Alternatively, call: 0345 123 2304

Once again, please accept our sincere condolences for your loss.