

March 26, 2020 - POLICY UPDATE

## IMPORTANT INFORMATION FOR OUR COMMUNITY REGARDING COVID-19

We continue to live through unprecedented and extraordinary times. The loss of a loved one is always difficult and stressful, and the COVID-19 virus situation only adds to that stress. The Romito Family and the staff at Johnson Romito Funeral Home are striving to provide the families we serve with the care, compassion, and professionalism that we are known for.

Based on current guidelines from the local, state, and federal government as well as changes to many church and religious services we are temporarily updating our policies and practices. We are making these changes, so we can continue to serve our community while maintaining the health and well-being of the families we serve, guests and co-workers.

We are dedicated to serving our communities and families in their time of need and know that the following changes, while difficult, are necessary for the safety of the community.

### EFFECTIVE IMMEDIATELY

- We will remain on call 24 hours a day 7 days a week as always to assist you and your family when a death has occurred. (Bedford: 440-232-1441; Hudson: 330-650-4181; Northfield 330-468-1443; Twinsburg 330-425-2244)
- Our office at 521 Broadway Ave. in Bedford will be open 8:30-5:00 PM Monday – Friday, and 8:30 – 4:00 on Saturday. Again, we will be available by phone 24 hours a day, 7 days a week. We will meet families directly for arrangements but ask that the number of family members be limited as much as possible. **We will meet families for arrangement conferences by appointment at the funeral home location that is most convenient to the family.** If anyone in your family decides not to attend the funeral arrangement conference but wishes to participate, we can include them in the conference through conference calls or other ways.
- If your family chooses to have visitation at the funeral home, we will work with you to schedule a single visitation session that best suits the needs of your family. ***Due to recent mandates by the State of Ohio all visitations will be private. The private visitation sessions will be limited to 2 hours or less and will conclude by 7:00 PM on weekdays and by 5:00PM on Saturday and Sunday.***
- If you are attending a private family visitation please do so with an abundance of caution and an awareness of the health risks associated with attending and engaging other people. Those who choose not to attend are encouraged to leave a message for the family on the Tribute Wall available with each obituary found at [www.johnsonromito.com](http://www.johnsonromito.com)
- We will have bottled water available for families, but we will be suspending all coffee, tea and lounge services normally provided. Due to the state mandate, we will not allow any food such as pastries, snacks or meals at our funeral homes.

As always, we will continue to support our community, local businesses and those in need. The Romito Family and our staff pray for your well-being. May we all find peace during these changing times.