Alexanders

Alexander House, 70 Carr Lane, Grimsby, N.E. Lincs, DN32 8JP Telephone: 01472 355255 (24 hour service)

Visitors Policy

Introduction

This policy sets out the procedures to be followed when visitors arrive to the funeral home and during their time at Alexanders Funeral Care.

A visitor is any person who is not employed by Alexanders Funeral Care but is required to be in the funeral home or wishes to gain access to the funeral home. This policy covers all visitors including: agency staff, health professionals, contractors, volunteers, local authority personnel, clients and family and friends of the deceased.

Front Door Procedures

All visitors are requested to contact a member of the admin staff on arrival. If there is no one in the office a buzzer will have gone off as you entered the reception and a member of staff will be with you shortly.
Most enquiries are dealt with in the first instance at the entrance to the funeral home by a member of the admin team. The nature of the visit is ascertained and entrance beyond the reception area is restricted to specific activities, or for those staying on the premises for some time.
Specific activities are: delivery of goods and short visits to the office by clients for confidential matters. In these instances, the visitor will be restricted to the main office and then escorted to the appropriate area of the funeral home by a member of the office staff.

Visitors staying on the premises may be volunteers or family and friends attending chapel appointments. Visitors wanting to use the chapel to pay their respects to the deceased will need to book an appointment prior to the time. Chapel slots are 30 minutes unless its been agreed with a member of staff.

Chapel Visits

Clients wishing to view the deceased will need to make an appointment through the admin team. Passwords can be arranged by the clients requests and only people with the password will be able to view the deceased/coffin.
Chapel visits are organised in 30minutes slots. Visitors are directed to the chapel waiting room and can enter the chapel in their own time.
The coffin lid is usually removed but can be in place by request. The coffin lid will be sealed by Alexanders Funeral Care if the client has requested this. Any deceased who Alexanders Funeral Care deem ‘not viewable’, visitors will be requested to sign ‘viewing against advice’ form.

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Final time for viewing at the chapel of rest will be 7:00pm unless extenuating circumstances and by the discretion of Alexanders Funeral Care.

By entering in to the building, the visitor agrees to abide by our Health and Safety Procedures and Code of Conduct. Notices to this effect are displayed in Reception.

Contractors

Whenever possible, work carried out by contractors is undertaken with minimal disruption as possible. If this is not possible, health and safety checks must be made, risk assessments drawn up if necessary and safety control measures put into place before work commences.

If risk assessment of any work suggests the risk is not acceptable, the work will not be allowed to commence and the contractor will be requested to return outside of funeral home's main working hours.

Exit procedures

All visitors are requested to let the admin staff aware of when they leave for fire safety purposes.

Policy reviewed: September 2026

Next review date: September 2028