

How we are caring for and protecting you from the spread of Covid-19.

At Sullivan's Highland Funeral Service & Crematory, the safety of our families, guests, and employees are paramount. We are working diligently to reduce the spread of Covid-19 (Coronavirus). We are closely monitoring the ever changing situation and are committed to providing a safe and comfortable place to mourn by listening to the Centers for Disease Control (CDC), North Carolina Department of Public Health, National Association of Funeral Directors, North Carolina Board of Funeral Service, and other reputable sources regarding Covid-19.

- Currently, Governor Roy Cooper's Executive Order states that public gatherings are limited to 50 people or less. We are prepared to discuss options with our families in order to provide an appropriate and honorable service for their loved one.
- We are requesting that only essential family members be present at the arrangement meeting. If a family would prefer to make funeral arrangements remotely, we can accommodate this via online or teleconference.
- We encourage the use of our website to express condolences to the family.
- To minimize direct contact, we will refrain from shaking hands or physical contact with the family. Our staff has been advised to remain home if they experience cold or flu-like symptoms.
- We are disinfecting the common areas, including but not limited to door handles, bathrooms, chairs, light switches, furniture, and even pens.
- We encourage everyone to wash their hands for 20 seconds. Our staff is practicing frequent hand washings each day, and/or use the hand sanitizers that we have strategically placed in the funeral home.

This is a very dynamic and unprecedented time we are experiencing, so please be patient as we adjust our procedures to meet and/or exceed the recommendations from the experts.

You may see extra safeguards, but rest assured that they are for your protection. If you have any questions regarding how we are addressing our response to Covid-19, please feel free to contact the owner, Edward Mercer, at edwardmercer@sullivanshighland.com or 910-484-8108. Thank you for your cooperation to help protect our patrons and staff during this uncertain time.

Sincerely,

Sullivan's Highland Funeral Service & Crematory staff