



Dear Families in our Community,

Avista Cremation & Burial has served this community for years and we stand ready to help you now. Even prior to the coronavirus pandemic, the safety and well-being of you, your family and your friends has always been of utmost importance to us. We will remain open and our experienced, caring staff will continue assisting families during this critical time.

Our heart goes out to those affected by the recent changes due to coronavirus (COVID-19) and we extend our appreciation to the health care community for all they are doing now to protect us. We want you to know everything we are doing to keep your safety top of mind while still helping you support friends and family during a time of loss. Please see below for important community updates and more information regarding our locations and help planning funeral arrangements.

Avista Cremation & Burial has adapted our services to follow the guidelines and mandates issued by New Mexico's Governor, the Centers for Disease Control and health professionals that, effective immediately for the next 8 weeks, all Avista Cremation & Burial services will now be limited to immediate family and close friends of 100 people or fewer.

In this climate, we know there is a lot of uncertainty. We want you to know what we are doing to keep your safety top of mind and how you can still support friends and family during a time of loss by knowing the facts. We want to thank you in advance for putting your trust in us.

#### **Visiting Avista Cremation & Burial**

While the COVID-19 virus has required all of us to be more mindful as we go through our regular activities, rest assured that our locations are clean and safe. Our protocols cover everything from handwashing hygiene, cleaning product specifications and common area cleaning procedures.

#### **How Avista Cremation & Burial Helps You Support Friends and Family**

We have always implemented the latest technologies for the convenience of families we serve. You may support families via guest books and online memorial tributes on our website.

Funerals are important. Recognizing loss is a human instinct and it is important to recognize that we must facilitate beginning the healing process. Please make an extra effort to support those that have lost a loved one during this unusual time. Your support is more important than ever with the added stress of these extraordinary circumstances.

#### **Making Funeral Arrangements**

If a death has occurred, or will soon, we are very sorry for your loss. If you are unable to make it to one of our locations due to travel restrictions, health concerns or any other reason, our caring staff can help you accomplish everything virtually. Every situation can and will be accommodated to ensure the arrangements for the care of your loved one and ensure your wishes are followed.

#### **Thank You**

Losing a friend or family member is never easy—and we are very aware that these unsettling times can amplify feelings of grief and anxiety. Please know that we are here for anything else you may need to honor life, support loved ones and begin the healing process. The safety and well-being of you, your family, and your friends is of the utmost importance to us.

Sincerely,

The Management & Staff of Avista Cremation & Burial

