

09 October 2020

Welcome to our latest news round-up from across the Dignity Group.  
Can't wait for the next issue? Then go to [www.dignitygoodtogreat.co.uk](http://www.dignitygoodtogreat.co.uk)  
to see the news, comment and get involved.

(P.S. Don't forget to print out a copy for any colleagues who don't have email!)

## WHICH ROUTE WILL YOU TAKE?



Let us help you get started on your personal  
Learning Journey during Learning at Work Week.

**Every journey starts with a first step - and when it comes to personal development, it's exciting to think where that journey could take you in your career.**

It's Learning at Work Week (5-11 October) and this year's theme is 'Learning Journeys.'

Learning and development is about much more than just attending training courses.

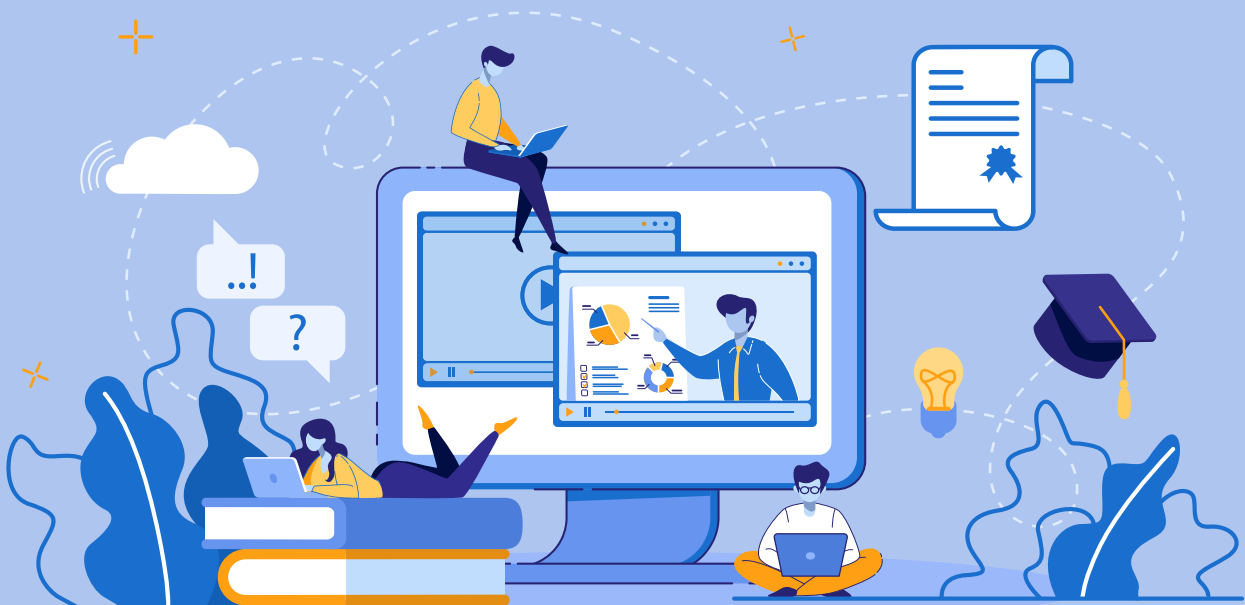


There are techniques such as self-study, online learning, coaching and shadowing to name but a few, all of which enable us to learn at our own pace and get closer to our personal goals.

Dignity is here to support you throughout your individual learning journey, from drawing up a plan to accessing the tools and resources you need along the way.

During Learning at Work Week, we want to give everyone a flavour of what that support could look like. With this in mind, here are five suggestions for activities to try over the coming days.

**continued on next page »**



## #1 VISIT THE LEARNING ZONE

It's our dedicated online platform for all your learning needs. And this week we've added three brand new modules:



- **Learning Journeys** – reasons for starting your next development adventure.
- **Personal Development Activities** – an overview of the different methods that can help you progress.
- **Practical Ways to Improve your Learning** – find the most effective approaches to taking on new information.

Check them out [here](#) in the Learning Zone.

## #2 EXPLORE THE OPEN UNIVERSITY

We're excited to promote free learning opportunities through The Open University, a recognised and trusted name in education for more than 50 years.

Open University is a market leader when it comes to distance learning and they have around 1,000 courses to choose from. Some are academic, others are designed to help you acquire new skills.

Study online at a time to suit you and take as long as you need – there are no deadlines for completing a course.

We've added a direct link to The Open University from our **Learning Zone** (scroll down to the bottom of the homepage) so it's easy to browse and see what courses might be of interest.

## #3 DISCOVER NEW SKILLS

The coronavirus pandemic has forced us all to adapt and in some cases required us to learn new skills – in super-fast time! Watch this collection of **short video clips** to hear from colleagues who had to face

this challenge and make some significant changes to the way they work, with really positive results.

## #4 FOLLOW SOMEONE ELSE'S JOURNEY

If you're looking for some inspiration, then we've captured Learning Journeys from three colleagues across varying roles with different levels of industry experience. You can find one of our case studies on page 8.

## #5 TAKE OUR QUIZ

Don't worry, it isn't an exam. But a quick quiz should reveal how much of the learning during Learning at Work Week has properly sunk in. Click [here](#) to have a go.

## WIN!

You'll find the answers to our quiz questions in amongst the content on the **Learning Zone** and if you get them all right, we'll enter you into a prize draw to win a £100 Amazon voucher. See, we told you learning can be rewarding!

Send your answers to [Learning&Development@dignityuk.co.uk](mailto:Learning&Development@dignityuk.co.uk) by Friday, 24 October.



## REUSABLE FACE COVERINGS FOR YOU

We've rolled out reusable face coverings for all colleagues – make sure you follow our new instructions on when and where to wear them.

**We've all got used to social distancing and wearing face coverings whenever we pop to the shops, and in turn, we've been asking our clients to wear them too.**

However, while we know social distancing is effective, given the layout of some of our properties (especially our rabbit warren at King Edward's Court!) it isn't always practical. So, in line with the latest government and health authority guidance and to keep you as safe as possible, we've introduced some new rules that colleagues in all parts of the business should follow.

Therefore, you **must** wear a face covering:

### Remember:

Reusable face coverings do not replace the face masks provided as essential PPE, which should be worn in all operational circumstances. You can view the PPE guidance [here](#).

- 1 When not at your desk or workstation – for example, going to the toilet or kitchen.
- 2 When you are in a shared vehicle, such as a limousine or hearse.
- 3 When visiting any Dignity or Crematoria & Memorial Group location, including Head Office.

- 4 When having indoor conversations with clients and visitors (this means you no longer need to wear a medical grade FRSM mask in this situation).
- 5 When you need to do manual handling work with help from a colleague, such as bearing a coffin (this means you no longer need to wear a medical grade FRSM mask when with other colleagues, except when handling un-coffined deceased).

**You don't need to wear a face covering if you are working in a building alone, or if you are exempt for any reason.**

## HOW TO WEAR AND CARE FOR THEM:

- 1 Wash or sanitise your hands first.
- 2 Don't wear it on your neck, chin, forehead or below your nose.
- 3 Avoid touching the face covering when you're wearing it.
- 4 Change it if it you've touched it, or it becomes damp.
- 5 Avoid taking it on and off a lot.
- 6 Wash or sanitise your hands before and after you take it off.
- 7 Only handle the straps, ties or clips.
- 8 Do not share your face covering with anyone else.
- 9 Wash in line with manufacturer's instructions, at the highest temperature appropriate (see below).

Machine wash



Do not tumble dry



Iron at medium setting



Fibre composition:  
100% cotton

# Operational Guidelines Update

## FUNERAL OPERATIONS GUIDANCE UPDATED

Embalming and face coverings are among the latest changes to the Funeral Operations guidelines.

We've updated our **Funeral Operational Guidance** today in line with the latest advice.

### What's new?

- We've updated the guidance for services we can offer for preparation and viewing of the deceased, including embalming where COVID-19 is not suspected and the evidence needed (section 5, page 6)
- We've given more detailed guidance for ritual washing and taking the deceased home (section 5, page 8)
- We've confirmed that Test & Trace needs to be used where people have contact for five or more minutes (section 8, page 9)
- We've added a new section to cover the use of face coverings (section 9, page 11).

There are no other changes. Please note **this guidance is mandatory** and we need you to follow it for the safety of you, our colleagues, clients and communities.

If you are unsure about anything in the guidance, or have any concerns, please ask your line manager or Regional Manager for help.



## IT'S A ROLLOVER!

Most of us will be happy to file 2020 under 'things we'd rather forget,' but one thing we want you to remember is to take your annual leave.

We know that many holidays have been postponed or cancelled this year, so it could be tempting not to take it all, but there's a few reasons why you should:

- **You need a proper break.** A few days off, even if spent on the sofa watching Netflix, is good for the soul, can reduce anxiety and depression and will help recharge those batteries.
- **You'll be better at your job.** If you're properly rested, you'll be



more productive and less likely to make mistakes – being tired isn't any good for anyone at home or at work.

- **You'll be healthier.** Studies have shown that taking annual leave can boost your immune system and make you less likely to catch nasty bugs – and what could be more important this year?

### Carrying over 2020 annual leave

If you really can't take all your annual leave this year, then fear not – we're allowing you to roll over unused annual leave from this year into 2021 and 2022.

We'd suggest that 50% of this should be taken in 2021 and 50% in 2022, in agreement with your line manager. Please arrange this with them as soon as you can to help us plan operationally.

If you have any questions, please ask your line manager, comment below or send an email to [internal.communications@dignityuk.co.uk](mailto:internal.communications@dignityuk.co.uk)

## NHS COVID-19 APP LIVE

**The NHS COVID-19 app for mobile phones launched last week. Here's what to do if you want to download it.**

The app is available to download on the **Google Play store** for android users, or **App Store** if you have an Apple device. If you wish, you can download it on your business or personal mobile phone.

It's available to people in England and Wales (over 16) and helps to identify contacts of those who have tested positive for COVID-19. This works by using low-energy Bluetooth to log the amount of time you spend near other app users, and the distance between you, so it

can alert you if someone you have been close to later tests positive for COVID-19 – even if you don't know each other.

As well as contact tracing, the app has a range of additional features such as:

- **Alert:** letting users know the level of coronavirus risk in their postcode district
- **QR check-in:** enabling users to check-in at a venue and alerting them if they have recently visited somewhere

they may have come into contact with someone who later tests positive for COVID-19

- **Symptoms:** allowing users to check if they have coronavirus symptoms and see if they need to order a free test
- **Test:** helping users book a free test through the app and get results to know whether they have COVID-19
- **Isolate:** if a user is told to self-isolate, a timer feature will help count down that period and access will be provided to relevant advice.

You can find more information [here](#), or you may find the video above helpful.



## NEED NEW WHITE GOODS?

If your site needs a new kitchen fridge, kettle or iron, then head on over to Lyreco.

We've ironed out a few creases and made it easier for you to order the white goods you need for your site.

Whether you need a new kettle to keep those cuppas coming, a fridge to keep your sarnies cool, or a new iron to keep uniforms looking sharp, you can now order all these and more through your Lyreco account.

Making the most of our size and buying power,



the Procurement team have negotiated a standard list of items so we have suitable and consistent products across the business. You can find this list

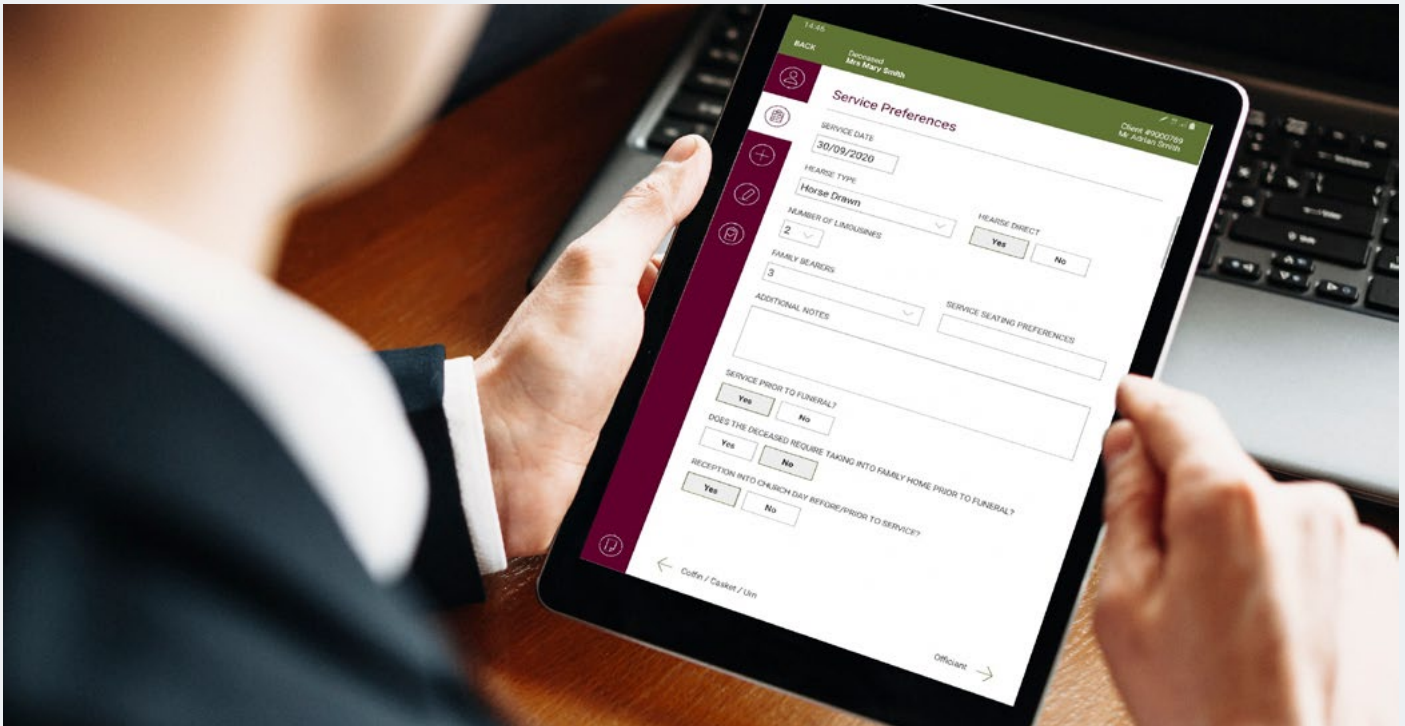
in your Lyreco account as well as on the **procurement intranet pages**.

What's more, Lyreco will also collect your old stuff and install your new things if needed, so it couldn't be easier.

### **Don't forget...**

If you need any electrical, plumbing or structural work to accommodate your new white goods, then ask the Property team at [property@dignityuk.co.uk](mailto:property@dignityuk.co.uk).





## BACK FOR GOOD: ARRANGER TABLETS

Our work on using digital tablets to support arrangements hasn't stopped – in fact, we're about to rollout our first release in the North East, Midlands and Anglia.

**We last updated you in February with the results of the first tablet pilot – which, in short, was very successful and proved that our arrangers and clients were comfortable with using the technology during arrangements.**

Release one of the new app will see the tablet used in 21 branches across the North East, Midlands and Anglia during arrangement meetings to capture the information discussed and client requirements. But given the sensitivity of the discussion, we need to make sure that the tablet

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compliments the discussions and enhances the client's experience with us. In the original pilot, the tablet wasn't used to 'key-in' (or type!) to capture information, so this is an important next step.

For speed, supplier information that is held on Compass will be easily accessible on the tablet, and the information captured during the meeting will be saved as a PDF and printed in branch so the client can sign it.

The next phase of the project will look at capturing electronic signatures on the tablet so we can conduct arrangements in clients homes, and how we can make the arrangement information available to colleagues in the CSC almost instantly.

Watch this space!

Learning at  
Work Week  
2020



## WATCH AND LEARN

We've spoken to colleagues around the business to explore their experiences of workplace learning and the positive impact on their careers. Here is Funeral Manager **Debbie Leah**'s story...



**Many people will claim that no two days are the same in their job; when it comes to arranging and carrying out funerals, we know they aren't!**

It's why Debbie Leah is such a big believer in shadowing, particularly when a new starter is learning their craft.

"We're dealing with different families all the time and everyone has their own way of conducting themselves, along with their own preferences for what a funeral should include," she said.

"When I first became a Funeral Director I definitely found that you learn the most by spending time with a colleague and watching what they do over the course of a typical day.

"You experience some of the unexpected things that can happen during a funeral and, more to the point, how best to deal with them."

Debbie is also someone who can bring an alternative perspective to the funerals industry.

She spent the first 20 years of her career in the legal profession, before setting up her own cleaning business which she successfully grew and later sold.

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*You learn the most by watching what other people do.*

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Debbie said: "As the business expanded, it became more stressful to run and I reached a point where I needed a change.

"It so happened that I had to attend a couple of funerals at the time and the role of the Funeral Director interested me. I booked myself onto a training course for Funeral Arrangers and absolutely loved it, quickly realising how rewarding working in the sector could be."

Her first job as an FSA was with Ginns & Gutteridge in Leicester, starting in November 2011.

"I took on as much responsibility as I could, including getting out and helping to promote the business in the local community," Debbie explained.

"Since I was enjoying the job, I wanted to learn more and was delighted when they asked me if I'd like to train to be a Funeral Director.

"I do think that's something Dignity is really good at - picking out people who have potential and helping them to develop.

"Having been given that opportunity myself, I try to do the same with my team and encourage anyone who wants to progress."



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Now a Funeral Manager, Debbie looks after eight branches, mainly in Coventry and Warwickshire, and around 30 colleagues.


She said: "Everyone pulls together and supports each other, especially when new people join us. We use the 'buddy' system of training, pairing up new starters with an experienced colleague and find this works really well.

"You do have to be mindful within the team that people have different strengths. Some pick things up best by studying and reading about them, while others want to be practical and hands on.


"Whether it's through formal training, or just day to day experiences in the job, we are all constantly learning and adapting. That's what makes it such an interesting industry to work in."

**WANT TO READ MORE?**

Check out your colleagues' learning journey's too!



**Chris Sykes,**  
Area Manager



**Andrew Manning,**  
Administrator at Earlham crematorium



## WHO'S WHO? MEET STEVE GANT CREMATORIA DIRECTOR

If you've ever wondered what it must be like to look after our Crematoria and Memorials business, then read on...



### How long have you worked for Dignity?

Thirty-two years, after working for five years in a local authority crematorium.

### How would you describe your job in one sentence?

To lead my team in providing the best possible service to all our clients, both public and professionals.

### What does a typical day look like for you?

No typical day! Too much time in meetings! Analysing performance across the business, preparing and motivating our teams to deliver great service to our clients.

### Where have you previously worked?

Five Years at a local authority crematorium in Somerset, followed by 10 years the London area as a Director of a crematorium and funeral home, and in a UK wide crematoria management job since then.

### What makes you feel you've done a good day's work?

When we, the whole team, have made a difference.

### What is your biggest challenge at work?

Managing the variety of people I have the privilege of working with.

### Tell us something people wouldn't guess about you...

I wanted to be a violinist as a career.

### How and why did you get into the funeral industry?

By mistake, following a summer job!

### About you: are you married, have children, any pets?

Married with four children, all of whom are adults now and one small pet, a Great Dane!

### What hobbies do you have?

Classic cars, skiing, sports DIY and the great outdoors, just need more time to do them!

### What's the first thing you'll do once COVID-19 restrictions are lifted?

Go out to eat and drink!

