

To the families we serve:

First and foremost, our thoughts go out to all those affected by the unprecedented outbreak of Coronavirus (COVID-19). At Thomas L. Neilan & Sons, we are focused on protecting the health of our staff as well as our community - continuing to guide families through difficult times of grief and loss.

We wanted to take the time to assure you that there will be no disruption in our ability to serve our Southeastern Connecticut community. Operating 24-hours-a-day, 7 days-a-week, we are prepared to help plan meaningful visitations, funerals and memorials, regardless of the individual's cause of death.

At this time, we are taking preventive measures to keep our facilities clean by diligently disinfecting all surfaces before and after services. We are also limiting the number of attendees allowed inside at one time to a total of 10 individuals (including staff). Our staff, which has been provided with personal protective equipment and reminded to employ best practices including frequently washing hands and keeping a 6 foot distance, will be closely monitoring entrance ways to ensure we are abiding by these regulations. It is our priority for you, and your family to feel safe so you have the opportunity to properly grieve, comfort and support each other.

We understand these extraordinary times can be difficult to navigate, especially when dealing with the loss of a loved one. Our caring professionals are here to alleviate some of that hardship by helping to create lasting memories for you and your family.

Families, our first priority since 1923.

Stay safe,
Chris, Pasquale, and Mark

To the families we serve, please advise - COVID-19:

With the unprecedented outbreak of Coronavirus (COVID-19), we at Thomas L. Neilan & Sons are focused on protecting the health of our staff as well as our community - continuing to guide families through difficult times of grief and loss.

For individuals who are attending a service, we request you abide by the following:

- **Keep a social distance** (6 feet) between you, the family, and others in the facilities
- **Cover your mouth** with your elbow when you cough or sneeze
- **Wash your hands** when you blow your nose, cough, or sneeze
- **Pick up after yourself**, using the trash bins dispersed throughout the facilities

Important: If you or someone you have been around is experiencing symptoms including a fever, coughing, or shortness of breath, we strongly request you stay home - for you and the rest of the community. To share your condolences, visit

<http://www.neilanfuneralhome.com/obituary>.

For individuals who are looking to connect with our professionals to make arrangements:

- **Call 860-443-1871**

****At this time, all arrangements will be made over the phone or through video conferencing****

Also note the following has been implemented internally to help maintain a safe environment:

- **Removed pens used to sign guestbooks**
We offer an electronic guestbook, <http://www.neilanfuneralhome.com/obituary>
- **Placed additional hand sanitizer dispensers throughout rooms within the facilities**
- **Eliminated chairs (unless requested) to minimize the opportunity to host germs on hard**
- **Equipped staff with personal protective equipment including gloves and face masks**
- **Thoroughly sanitize facilities before and after services**
- **Request staff frequently wash their hands and keep a 6 foot distance**
- **Are limiting the number of individuals allowed in the facilities at one time to no more than 10 (including staff)**
- **Ask staff who are experiencing symptoms including a fever, coughing, and shortness of breath to remain home**

Let's work to keep the people of our community safe. We're all in this together and appreciate your efforts in advance.

**Best,
Chris, Pasquale, and Mark**