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March 23, 2020

To Whom It May Concern:

When a loved one dies, I believe the best way you can honor their life is by taking good care of yours in every aspect, mentally, physically and spiritually.

I think we can all agree we are in the midst of trying times. All across the world, people are grappling with the uncertainty of what is to come in the wake of this highly contagious virus, compounded with the usual adversities of life. It has become extremely evident that we cannot continue to address this global pandemic as a mere threat. It is a reality and our local community is not immune. No one is. We are all in this together and if we have any chance at stopping the rapid spread of COVID-19 (Coronavirus), we must take seriously the warnings set before us by health authorities and government leaders and act accordingly.

At Diehl-Whittaker Funeral Service, we understand that experiencing the death of a loved one hurts immensely -- no matter when or how it happens. Grieving is difficult to say the least. We especially empathize with mourners who are faced with the additional challenge of saying goodbye amid this untimely calamity.

We, as a people, are being cautioned that the recent Director's Stay At Home Order (effective at 11:59 p.m. on March 23, 2020) has been issued as a matter of life or death for residents and visitors in the state of Ohio. We are being called upon to take drastic measures by implementing changes that not only disrupt our daily routines, but also go against the longtime customs and traditions to which so many of us are accustomed. Over the past week, the staff of Diehl-Whittaker Funeral Service has attempted to honor family wishes by continuing to allow "private" visitations and ceremonies; however, the gatherings continue to be large and the level of exposure is just too risky for everyone involved. Do we appeal solely to the human heart condition or do we act boldly, responsibly and with wisdom? As a funeral director and business leader trying to navigate this uncharted territory, arriving at this decision is not easy; however, it is simple. Today, and always, I choose life. Life for the surviving family members and beloved friends of deceased loved ones who have been entrusted to the care of our mortuary. Life for our valued employees, industry partners, clergy and their respective families.

Diehl-Whittaker Funeral Service is committed to doing everything within our control to help minimize contamination. Therefore, we are compelled to take precautionary measures by limiting the number of people with whom we come in contact during this outbreak. With that said, effective immediately, I am putting into place several new operational restrictions as outlined in the attached notice.

I have no doubt that, for some, this policy will be met with disappointment and dissatisfaction. Please know and understand that it is only a temporary situation. I have faith that this public health emergency will soon end and become but a distant memory. Until then, I must do what I know is best at any given time and that is to advocate for those whom I care about. Whether you know it or not, you are in that number. I am praying the peace of God be with each of you now and always...

Respectfully,

A handwritten signature in blue ink, appearing to read "Ingrid M. Diehl", written over a light blue circular stamp.

Ingrid M. Diehl
Licensed Funeral Director & Vice President



IMPORTANT NOTICE

REGARDING CORONAVIRUS (COVID-19)

Updated Monday, March 23, 2020

In the spirit of promoting and maintaining health and wellness within the community we serve and, in an effort to safeguard and minimize the spread and possible contamination of Coronavirus (COVID-19), Diehl-Whittaker Funeral Service finds it necessary to implement the following measures:

- Meetings of all types are to be conducted by **appointment only**. Loved ones coming to our offices regarding matters pertaining to new and/or ongoing arrangements are asked to please call ahead to schedule an appointment as well as limit attendance to no more than three (3) family members.
- We will continue in-office operations during our regular administrative office hours, 9:30 a.m. – 5:00 p.m., Monday through Friday. Should you find our lobby doors locked when arriving for your scheduled appointment, please knock or simply call (614) 258-9549 for immediate assistance; this line is monitored 24/7.
- **All gatherings (viewings and ceremonies) held at Diehl-Whittaker Funeral Service will be limited to only ten (10) family members, at a time.** Please speak with your funeral director about possible options for webcasting via Facebook or Zoom. Those families who elect a minimal service such as immediate burial or direct cremation will be offered a reduced price and we will work with you to schedule a memorial service at a later date, if you so desire.
- **Until further notice, we will not staff any gatherings or ceremonies held offsite (excluding graveside services), nor will we provide limousine transportation.** If planning to utilize a local church facility for a memorial service or repast, please check with your pastor and/or bereavement coordinator to gain clarification on their current policy regarding COVID-19.
- All staff and visitors to the funeral home shall comply with state issued directives to maintain appropriate "Social Distancing" (6 feet) at all times, including, but not limited to, while standing in line. Please forgo handshaking, hugs and any unnecessary person-to-person contact. Additionally, please remember to cover your cough/sneeze with a tissue (or your inner elbow/sleeve, if necessary) and wash your hands thoroughly and frequently.

We continue to closely monitor reports and directives from government and industry-related agencies. As such, this policy will remain in effect until at least April 7th, 2020 (subject to change). We appreciate your patience and understanding as we strive to continue providing dignified, professional care amid these very difficult and unprecedented times. If you have any questions about the measures presented in this document please feel free to call us. We are happy to address any question or concern.

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