



With the Coronavirus (COVID-19) a dominant topic in the news I want to provide our community with an update on how The Behm Family Funeral Home is ensuring our ability to meet your needs at this challenging time.

As you know, Behm Family Funeral Homes have been serving Northeast Ohio since 1906 and in that time, we have navigated national issues that have impacted our families and our operations. Since COVID-19 became a public health emergency, we activated a rapid response team to ensure we have contingencies in place to continue to provide our services.

Daily we are monitoring guidance from the Centers for Disease Control and the World Health Organization. We are communicating with our employees each day to share the latest information as we have it and we are in direct contact with the families we are serving and continue to communicate with them personally each day.

Specifically, here is how we are managing this situation:

- We are providing creative service options so that families are able memorialize loved ones safely.
- We are offering online arrangement conferences for those wishing to plan services in the safety and comfort of their own home.
- We offer online secure document signing for legal documents and authorizations.
- In the event that families wish to hold off on the public services they desire we are offering to hold deceased loved ones at no charge.
- We have implemented intense cleaning procedures of all facilities each day to ensure the safety of our families and their guests.

As necessary, we will continue to provide up-to-date and transparent communication regarding our efforts. The safety and security of our employees and the families we are fortunate to serve is paramount. Thank you for your commitment to The Behm Family Funeral Homes and I look forward to serving you. I appreciate the trust you place in our company.

Sincerely

Trevor N. Behm