



BETHANY

PRESBYTERIAN CHURCH

Protocol for Memorial Services

Updated 3-1-17

Every funeral or memorial service is unique and given the limited preparation time, some protocols may require some adjustment. However, here is a basic outline of the process and responsibilities.

The Officiant: The Officiant will usually be the Senior Pastor or Director of Congregational Care, and at times the Associate Pastor.

- A family that inquires at Bethany for a memorial service will be pointed to either the Senior Pastor, or the Director of Congregational Care. In their initial conversation, an Officiant should be determined.
- The Officiant schedules the date and time of the service on the CCB calendar (allowing 4 hours for set up). The Officiant will generally be Pastor Doug, Pastor Lynne or Linda Cutshall.
- The Officiant meets with the family of the person who has died as soon as possible and does the following:
 - Outlines and shapes the service with the family
 - Fills out the Memorial Fee worksheet in consultation with the family
 - Receives from family one designated person they would like to communicate with the reception host, with their phone and email.
 - Determines with family the estimated number of guests at reception
 - Communicates with the family they can arrive up to 2 hours before the event, and the reception can last up to 90 mins, at which point the host will begin cleaning up.
- E-mail all staff and reception host with these details: date and time of memorial, estimated number of attendees, Officiant and reception host. This protocol sheet should be communicated as well.

Following the meeting with the family, the Officiant contacts the following people when necessary:

- **Director of Worship: Music and Sound**
 - **Music needs:** Director of Worship procures organist/pianist for the service and communicates this with the Officiant and Office Administrative Assistant in the

office. Organist gets first refusal if organist/pianist is needed. If a soloist is asked for, Director of Worship or Organist *may* be able to supply this. If the family has someone they have selected to perform, this is coordinated with Director of Worship or Organist.

- **Remove** music and mic stands from chancel and otherwise prepare the Sanctuary for the service.
- **Sound Person** needs: Director of Worship procures/ schedules sound person and communicates this to the Officiant and Office Administrative Assistant

- **Custodian: Fellowship Hall Set Up**
 - **Fellowship Hall Set up:** The custodian will set up tables and chairs according to the standard set up (attached). If more than 60 people are expected, then a specific set up design will be provided by the host at least three days in advance.
 - **If this doesn't work, we find an alternative...** not the host.

- **Office Administrative Assistant: Bulletin // Acquiring Host**
 - If there will be a reception at Bethany, the Office Admin. Assistant schedules a reception Host
 - This will be from a list that is kept in CCB, the list will be kept up to date by the Director of Congregational Care
 - **Bulletin notice:** When notified of the date and time, the Office Admin. Assistant will post a notice in the bulletin communicating the service to the congregation.
 - **Order of Worship and Bulletin Content** is given to Office Administrative Assistant at least two working days before the service unless otherwise arranged.

- **Reception Host: Reception**

(If the fellowship hall is being used for a reception, the Officiant finds a reception host.)

 - The host communicates with the family's designated person on the following:
 - How the tables will be set up, that there will be a space for picture/ memory boards.
 - Basic Set up procedure including stock table clothes and paper goods. The family is welcome to supply their own table clothes/ paper goods if they do not want to use ours.
 - Communicates that the host will prepare Coffee and Tea
 - If there will be Audio/ Video needs at the reception, the host will connect them with the Communications Manager
 - Communicates with the family they can arrive up to 2 hours before the event, and the reception can last up to 1.5 hours, at which point the host will begin cleaning up.
 - The host is Bethany's representative on the day of the reception. One of their main responsibilities is hospitality. Help load and unload stuff from the family's car as needed, welcome people, help orient them to the building and the kitchen (as needed).

- This may include setting up flowers that have been delivered to the church.
 - Set out Cones in passenger load/unload zone; set up white stand in narthex for guest book
 - The host will do a walk through of the narthex and sanctuary, cleaning up any extra bulletins, tissue boxes, and vacuuming any major messes.
 - The host will clean up the Fellowship Hall after the reception has ended.
 - Trash Cans
 - Basic Vacuum
 - Take down tables and chairs
 - If the host is unable to take down the tables, they can ask a someone from the family/ attending the reception, or if necessary, can leave the tables set up and contact the Senior Pastor notifying them the tables didn't get struck.
 - Receive Check - The host is available to receive the check from the family, though the officiant could collect it earlier, and it can be mailed after the service.
 - Lock Doors - The host will lock all doors, sanctuary, fellowship hall
- **Reception Note: Food will not be provided by Bethany, and the kitchen dishwasher/ stove/ oven is not available unless staffed by the Deacons**
- **Director of Congregational Care: Reception Support**
 - If the family is unable to provide basic reception goods (snacks, cold drinks) the Dir. Congregational Care will coordinate with the Deacons for these to be provided and handled on the day of the reception.
 - Bethany will provide paper good (cups, plates, table clothes) for families to use in a reception. The Director of Congregational Care keeps these stocked and communicates with reception hosts their location.

Payment

- The family will write a single check to Bethany for everything outlined above- as determined by the fee worksheet.
 - The family is welcome to give their payment to the Pastor upon initial communication or to the reception host on the day of the service
 - If the family has not paid by the day of the service, the Office Administrative Assistant will mail/email an invoice to the family, due 14 days after the service.

Protocol When the Officiant is *not* a Bethany Staff Member

- **Pastor Doug or Linda** will do the following:
 - Communicate with the family directly (not through an intermediary) and give the following direction:
 - A family member must meet or communicate with the Officiant as soon as possible. After the initial conversation/meeting, designate one person to communicate with the Officiant.
 - A family member must communicate with the Bethany Reception host. After the initial conversation designate one person to communicate with the reception host. The reception host will be your primary contact person for Bethany.
 - Send the Memorial Fee Worksheet to the Officiant
 - Send an e-mail to all staff identifying both the Officiant and the reception host.
 - Using the process outlined above, procure music and sound needs, custodial support, and reception coordination, send contact for these people to the Officiant.

- **The non-staff Officiant** responsibilities
 - Communicate with Doug or Linda as soon as possible
 - Complete the Memorial Fee Worksheet with the family and discuss payment with them. Give copies of the completed worksheet to the family and to Office Administrative Assistant.
 - Communicate any special needs directly with the appropriate person for music and sound, custodial support and reception.
 - If no reception host, secure a check from the family for all fees. Turn this in to Office Administrative Assistant.

- **The family** of the loved who has died needs to communicate directly with Pastor Doug or Linda Cutshall to schedule the service and agree on communication paths.
 - The Officiant: after an initial meeting to plan the service, the family designates one person to communicate with the Officiant.
 - The reception host: after an initial conversation, the family designates one person to communicate with the reception host.