



## Memorial Service SOP

**BAYSIDE PURPOSE:** Bayside Community Church exists to help people Know God, Find Family, Live in Freedom, and Discover Purpose. We do this by: Loving God, Loving Others, Enjoying Life and Pursuing Excellence.

**MINISTRY PURPOSE:** Care exists at Bayside to offer help, hope, and support to people as they walk through various life experiences. Memorial services exist at Bayside to convey comfort and assurance to the family of the deceased.

### ***JOB DESCRIPTION***

**Pastor/Officiator** - Reports to the Campus Care Director or Campus Pastor

- The Pastor on Call is often the first point of contact. The POC needs to provide support and immediate Care for the family.
- The POC needs to coordinate with the Care Director next steps.
- Responsible for ensuring that all service details have been completed and coordinated with the Care Ministry.

### **Outline of Memorial Service Request**

#### 1) Who Processes the Request?

- The Pastor-on-call is to handle the initial request. If the family member asks for a specific Pastor the POC will assist with coordinating the request as able.
- If a Staff member receives the request, he/she should contact the Pastor-on-call or officiating Pastor, for him/her to process the request. Care Ministry must also be notified of the request.
- The Pastor-on-call or officiating Pastor must be prompt in his/her response and remember that the family member has just died. This means within the same business day or 24 hours.

#### 2) Initial Contact by Phone

- Set up to visit the family as soon as possible (usually the day of the call).
- Ask details about the deceased (i.e. when was the death, where, etc.)
- Express care for the family, especially spouses or children.
- Ask the family member questions about the memorial service they are requesting and meet with the family to go over the Memorial Packet.

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- Type of service (i.e. “Celebration of Life”, etc.)
- Desired location for the service (i.e. for graveside, the family member should talk to the Pastor if this optional service is requested)
  - And if they would like to announce an after-service gathering, including the location and details.
- Ask who the point of contact would be and their contact information.
- Discuss reception following service.
- Ask if there will be a limousine, trolley, or bus on Bayside property
  - Let the family member know that Bayside does not provide parking attendants for memorial services.
- Floral arrangements must be removed immediately after the service.
- Set-up a day and time to meet and discuss details for providing a memorial service for the deceased and ask the family member to pick a presentation, song, poem, and/or Scripture(s), to play or recite during the service. All of this information is in the Memorial Packet.
  - Ask who would be presenting each.
  - Notify the family Bayside does allow non-Christian music to be performed during memorial services; however, a list of songs will need to be submitted and approved by the BayPro Coordinator and music with offensive or inappropriate language is not permitted.
    - The BayPro Coordinator is responsible for informing the family of the required format (i.e. Videos - MP4; Pictures (slides) - .jpeg).
    - All video, music, and/or slides should be emailed or on a USB flash drive to the BayPro technician 48 hours in advance.
- Pray for the family member before ending the meeting/call.

### 3) Post-Initial Contact

- The Pastor-on-call or officiating Pastor must contact the Campus Care Director, or applicable Staff member, to notify him/her of the request.
- The Pastor-on-call or officiating Pastor should contact the Campus Facilities Coordinator and let him/her know of the time and date for the memorial service.
- The Pastor-on-call or officiating Pastor will assist with contacting the Campus BayPro Coordinator to schedule a BayPro tech to assist during the service. PCO services will alert all necessary team members for the Memorial service.
- The Pastor-on-call or officiating Pastor should email their campus to notify them of the deceased, including the deceased’s name and the day, time, & location of the service.

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### 4) Meeting With the Family (for the officiating Pastor)

- Complete the [Memorial Service Preparation Document](#) (located in the Memorial Packet) with the family. Take time to ask the loved ones questions about the deceased and engage them in sharing memories of the departed.
- Understand their desire or openness to sharing Christ. Be prepared to meet the family where they are at spiritually.
- Review the [Information for Memorial Services](#) document with the family.
- Utilize the Memorial Planning Service Cards.
- Discuss the [fees](#), if applicable; there is no charge for members of Bayside, unless this is an outside community event.
- Discuss the [Details of Service](#) (information from the family members), including the [Order of the Service](#) (for the officiator).
- Pray for the family at the end of the meeting.

### 5) Memorial Service Preparation (for the officiating Pastor)

- Write a mini-sermon.
  - Personal quality of the deceased is to be magnified and incorporated into the message; try to use words provided by the family.
  - Focus the sermon entirely upon the promises of God, especially if you don't have enough personal information.
    - Use answers from the preparation document to piece together the deceased's life, which points to the promises found in the Bible.
    - Select Scriptures to use in the message.

### 6) Memorial Service Outline (for the officiating Pastor)

- Review the checklist.
- The Pastor should be mindful that God is the focus of the funeral service, not the deceased.
- The Pastor should begin by welcoming the guests and opening in prayer.
- The Pastor should introduce family and friends and offer his/her condolences.
- The Pastor should introduce the friend/family member who is giving the biography of the deceased.
- The Pastor should introduce the presentation or song (if applicable) and the BayPro tech should play it/them, and/or the Pastor should introduce the reader(s) for the poem and/or Scripture(s).
- The Pastor should give a mini-sermon.
- The Pastor should end the service with a closing prayer, and make any requested announcements.



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### 7) After the Service (for the officiating Pastor)

- Ensure that the [Memorial Fee Form](#) has been completed and submitted.
- Provide copies of all forms to the Campus Care Director or Campus Pastor.
- Console the family of the deceased 3 weeks after service and for ongoing Memorial follow up through Care Ministry.
- Recommend GriefShare and Tidewell Hospice services or other local services.
- Offer for them to come in and talk to a Pastor.
- Refer them for encouragement through Care Ministry or professional counseling, if needed.
- Ask if we can assist in any other manner.

### 8) The Campus Care Director

- Sign off on the Memorial Fee Form.
- Submit to accounting/payroll for processing.