



Pastoral Care Funeral Policies & Procedures



Funerals

Introduction

The death of a loved one can be challenging for anyone. During these difficult times, we offer assistance to families by providing support, comfort and help to design a meaningful memorial service.

I. Policies

A. General

1. Funeral Requests

- a) All funeral requests submitted for **active members** will be honored with an *Officiating Pastor*.
- b) Funeral requests submitted for non-active members or non-members will be honored at the discretion of the Lead Team of Milestone Church.

2. Officiating and Coordinating Pastors

- a) The *Pastoral Care Department* will determine the *Officiating Pastor* and the *Coordinating Pastor* unless otherwise requested.

3. Attire for Milestone *Officiating Pastor*

- a) Preferably a dark blue or black suit with collared shirt.

4. Financial Arrangements for the *Officiating Pastor* and *Worship Musicians*

- a) No building fees are required to conduct a funeral service at Milestone Church. However, if a financial gift is offered the amount given will go towards the ministry of Milestone Church.

B. Offsite

1. The Milestone *Officiating Pastor* must get approval from his department head for time away from the office for out of town funerals.
2. Pre-approved travel expenses will be reimbursed by Milestone Church.

C. Onsite

1. Funerals can be held at Milestone for active members and in some cases non-members at the discretion of the Lead Team
2. All requests must include an approved Facility Request Form (See Appendix B).
3. The location of the service will be determined by the expected attendance as well as the availability of facilities.
4. When funerals take place at Milestone, the *Coordinating Pastor* will assign responsibilities to the staff.

II. Procedures

A. General

1. The *Pastoral Care Office* will:
 - a) Receive the funeral request from the family.
 - b) Assist the family in completing the *Funeral Request Form*. (See Appendix A)
 - c) If onsite service is requested; complete and forward *Facility Request Form* (See Appendix B) to the *Pastoral Care Pastor*, and the Executive Pastor for approval.
 - d) Will notify the *Funeral Coordinator* of request.
 - e) The *Pastoral Care Administrative Assistant* will send flowers on behalf of Pastor Jeff and Brandy (\$75-\$100) for Milestone *Serve Team* members and their immediate family and notify Pastor Jeff's Executive Assistant.
 - f) Two weeks following the service, the *Pastoral Care Administrative Assistant* will update information on the deceased by documenting in F1.
 - g) *Pastoral Care Administrative Assistant* will make sure the *Officiating Pastor* follows up with the immediate family via phone call two weeks after the funeral.
 - h) *Pastoral Care Administrative Assistant* will send grief booklet to family and log in grief calendar.
2. The *Officiating Pastor* will:
 - a) Visit the family and provide pastoral care.
 - b) Work with the family to coordinate the funeral service. (See Appendix D)
 - c) Conduct the funeral service. (See Appendix C)

B. Offsite

1. The *Pastoral Care Office* will send the completed *Funeral Request Form* (See Appendix A) to the *Pastoral Care Pastor*.
2. The *Pastoral Care Office* will contact *Funeral Coordinator* with the specifics of upcoming service.
3. The *Pastoral Care Pastor* will determine which pastor will conduct the funeral service based upon the family's request. The selected pastor will become the *Officiating Pastor*.
4. The *Officiating Pastor* will:
 - a) Contact the funeral home to communicate the details of the funeral service in addition to his responsibilities outlined above.

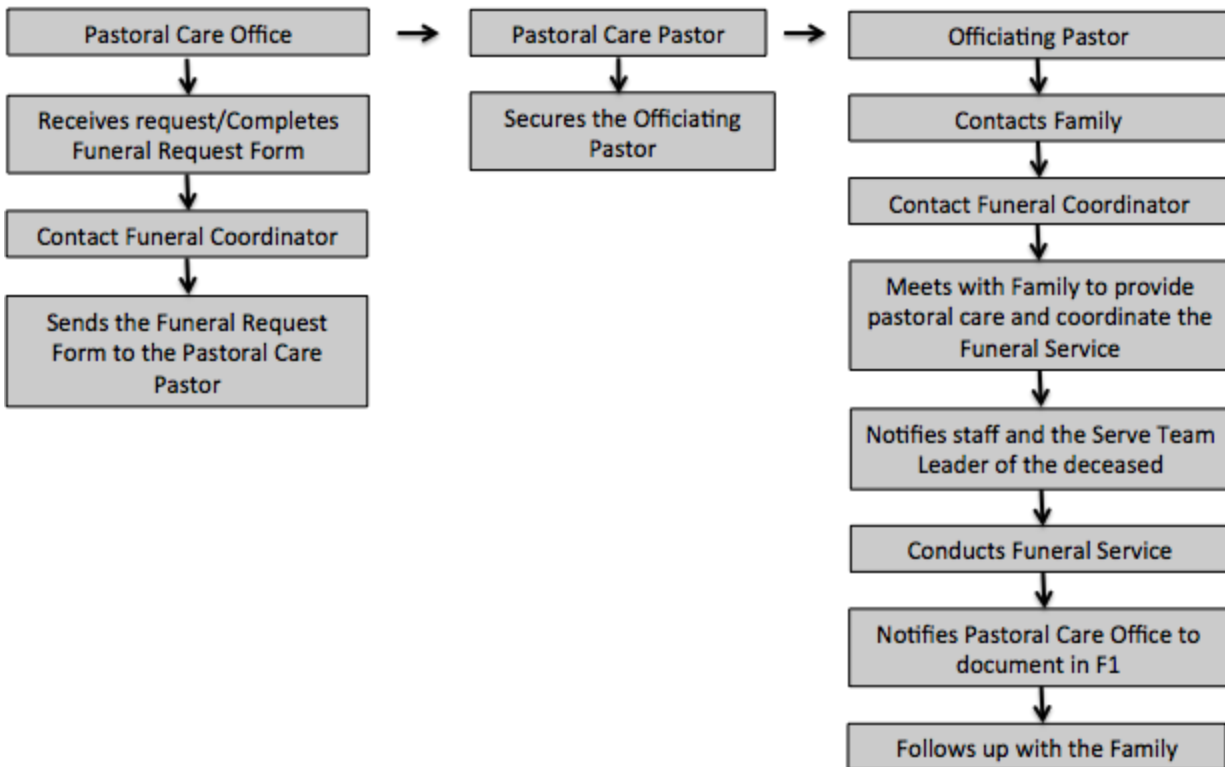
C. Onsite

1. The *Pastoral Care Pastor* will check with the *Executive Pastor* for approval of the Facility Request (See Appendix B).
2. Once approval is received, the *Pastoral Care Office* will contact *Funeral Coordinator* with the specifics of upcoming service.
3. The *Pastoral Care Pastor* will determine which pastor will conduct the funeral service based upon the family's request. The selected pastor will become the *Officiating Pastor*.
4. *Officiating Pastor* will contact the family to notify them of the approved facility request and schedule visit with family.

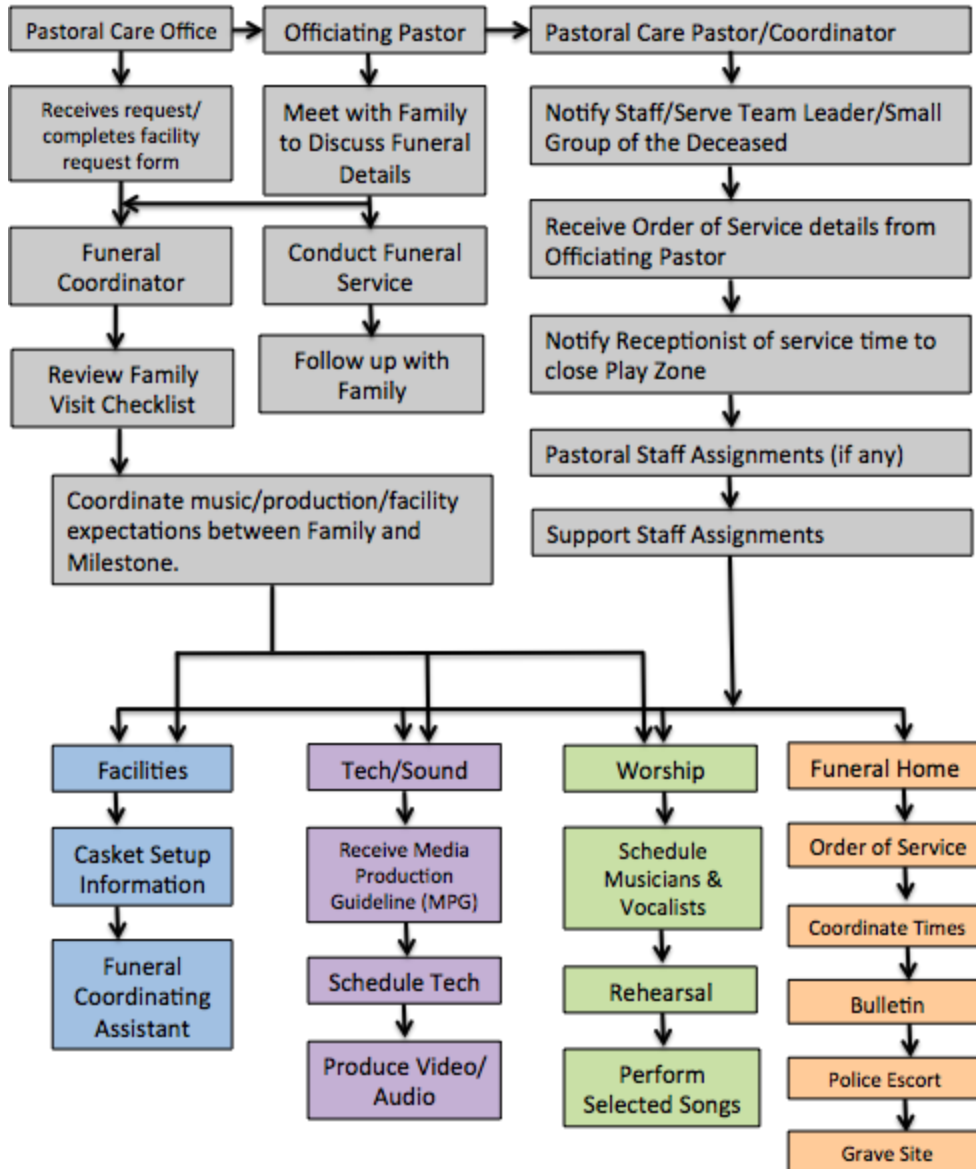
5. *Officiating Pastor* and *Funeral Coordinator* will visit with family, review *Family Visit Checklist* (Appendix D) and put together the Order of Service.
6. The *Officiating Pastor* will:
 - a) Meet with the family of the deceased to
 - (1) Provide pastoral care.
 - (2) Discuss details of the funeral service.
 - (a) Present the *Media Production Guidelines* (document to be created) to family and /or Funeral Home in order to insure video and audio presentations can be accommodated.
 - b) Communicate the details of the funeral service to the *Coordinating Pastor*.
 - c) Conduct the funeral service.
7. The *Coordinating Pastor* will:
 - a) Assign responsibilities to the Milestone pastoral staff.
 - b) Receive details of the Order of Service from the *Officiating Pastor*.
 - c) Communicate funeral service details to
 - (1) *Receptionist* to close the Play Zone.
 - (2) *Facilities* regarding
 - (a) Casket setup information
 - (i) Time the building would need to be opened.
 - (ii) Be in the building in case maintenance is needed.
 - (iii) Arrange for a clean up crew to clean and reset the building.
 - (b) *Funeral Coordinator*
 - (i) Coordinate all deadlines for Tech/Sound, Facilities, Funeral Home and Worship.
 - (ii) Place reserved signs on the backs of the chairs for each immediate family member.
 - (iii) Provide bottled water and Kleenex for immediate family members.
 - (iv) Work with *First Impressions Coordinator* to set up rooms and Commons.
 - (v) Place signage in Commons.
 - (vi) Place guest sign-in book in proper place.
 - (vii) Coordinate with family to meet their expectations of seating.
 - (3) Tech/Sound Director
 - (a) Receive the *Media Production Guidelines* (document to be created) via email.
 - (b) Schedule technicians to create and execute audio and video presentations for the funeral service.

- (4) Worship Pastor
 - (a) Schedule musicians and vocalists as needed.
 - (b) Schedule and conduct a rehearsal.
 - (c) Perform musical selections during the funeral service.
- (5) Funeral Home Director
 - (a) Discuss the order of service.
 - (b) Coordinate times and specific details.
 - (c) Create Bulletin.
 - (d) Create Video.
 - (e) Line up police escort.
 - (f) Coordinate graveside with *Officiating Pastor*.

Funerals - Offsite



Funerals – Onsite



Appendix A Funeral Request Form

(Pastoral Care Internal Intake Form)
Funeral or Memorial Service Request

Who is Requesting Service: _____ Date: _____

Phone: _____ Cell Phone: _____ Email: _____

Deceased Name: _____

Requesting person’s relation to deceased: _____

Deceased a member of Milestone Church? Yes No | Requesting person a member of Milestone Church? Yes No

Was deceased a Serve Team Member? Yes No | Which team did they serve? _____

Name and Address of deceased / Family of deceased: _____

Address: _____

City: _____ State: _____ Zip: _____

Requested Date and Time of Event: _____

Requested Pastor: _____

Selected Funeral Home: _____

Is service request to be held at Milestone Church (if a member)? Yes No

For Requested Service at Milestone

NOTE: Complete and submit Milestone Facility Request Form for Approval (Appendix B)

If expected attendance is less than 250 attendees Meeting Room 1 or Meeting Room 2 is suggested. If attendance is expected to be greater than 250 suggested location of the Worship Center.

Requested Date and Time of Event: _____
(Available Only Monday - Thursday 9:00AM - 3:00PM)

Suggested Room Location: _____ Room Available in Service U Yes No

Appendix B Facility Request Form

Facility Use Request For Funeral or Memorial Service

Contact Person: _____

Phone: _____ Cell Phone: _____

Email: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Deceased Name: _____

Is deceased a member of Milestone Church? Yes No

No fees are required for a member to hold a funeral service at Milestone Church. If a financial gift is offered by the family, the amount given will go towards the continued ministry of Milestone Church.

Days and times church maybe available: Monday – Thursday 9:00AM – 3:00PM

Requested Date and Time of Event: _____

Requested Pastor: _____

Selected Funeral Home: _____

Due to limited facilities, scheduling conflicts may occur and may require you to relocate your event. Any set-up of furniture, flowers, decorations, or equipment must be pre-approved by our Facilities Department representative. Childcare is the responsibility of the requesting group. No childcare facilities will be made available. No children may be left unattended in the building.

Contact E-Sign Signature: _____

Office Use Only

Executive Pastor: _____ Approved Unapproved

Facilities Department: _____ Approved Unapproved

Appendix C

Funeral Service Samples

Memorial Order of Service / Funeral:

Sample 1:

Welcome (Officiating Pastor)
Reading of Obituary (Pastor or Close Family Friend)
Prayer (Pastor)
Song: i.e. Amazing Grace (guest Musician)
Sentiments from (daughter or close friend)
Sentiments from (son or close friend)
Scripture Reading i.e. John 14
Gospel Message (Pastor)
Song: i.e. It is Well with my Soul
Sentiments from (brother or friend)
Closing Prayer and Benediction (Pastor)

Gravesite Order of Service

Sample 1:

Pastoral Comments
Scripture Verses
Prayer and Benediction

Sample 2:

Scripture Verses
Prayer
Pastoral Comments
Prayer of Committal

APPENDIX D

Family Visit Checklist

Family Contact Name: _____

Name of the deceased: _____

Requested Date of service: _____ **Time:** _____

Requested location of service: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Will there be a wake? _____

Expectations at gravesite: _____

Order of Service Notes: _____

Music Requests: _____

Video Requested Notes: _____
