

# RIVER POINTE|WEST END CHURCH

## MEMORIAL SERVICE INFORMATION AND GUIDELINES:

*We are so sorry for the loss you have experienced that has led you to this resource. The Pastoral Care Team's desire is to serve you as you think about next steps in honoring your loved one's life.*

### WHO CAN HAVE A MEMORIAL SERVICE AT RPC|WE?

Members and attendees of the church as well as the immediate family of members and attendees of the church (parents, children, siblings, spouse) may schedule a memorial or funeral service at RPC|WE. There is no charge for the use of the facilities.

### WHEN ARE SERVICES HELD?

Memorial services are held between the hours of 9:00am – 3:00pm Monday through Friday, excluding holidays. Seasonal ministry events may prevent services at certain times or venues during the week. The Pastoral Care Team can help you schedule an available time that works for your family.

### WHAT IS INCLUDED?

- Initial planning session and ongoing service coordination by members of the Pastoral Care Team to arrange and complete all details of the service.
- Memorial service held in a space on one of RPC|WE's campuses lasting approximately 60 minutes (or less).
- Optional standing reception immediately following the memorial service in a space on one of RPC|WE's campus lasting approximately 90 minutes (or less).
- Water and coffee service for anticipated number of guests at standing reception.
- Pastoral Care Team and Funeral Volunteer Team will be present to provide service coordination and hospitality.
- RPC|WE A/V staff member to run all technology components of the service.
- Design and printing of standard 8.5x5.5-inch folded programs.
- Any tables, black tablecloths, or chairs needed in the service or reception space.
- A pastor or pastors to lead the service and provide a funeral message.

### WHAT SPACES ARE AVAILABLE?

**RICHMOND CAMPUS:** For 20-150 guests, services are typically held in the Lakeside or Middle School Worship Area with a standing reception in the lobby of the Student Building. These areas are perfect for views of our beautiful landscape and have standard A/V capabilities to accommodate a standard service. For larger services, we recommend our Worship Center (150-1400 guests) with a reception in the Lakeside, Student Building or our Children's Building. However, RPC|WE has a variety of spaces to accommodate nearly any size or "feel" of service. We will do everything we can to ensure your guests have the best parking possible and that the space where the service and reception are held is kept private.

**WEST END CAMPUS:** For 50-500 guests, services can be held in our Worship Center. This venue has all of the standard A/V capabilities to accommodate a complete service. Receptions can be held in the Children's Building or in the adjacent Courtyard.

**MISSOURI CITY CAMPUS:** For 50-750 guests, services can be held in our Worship Center. This venue has all of the standard A/V capabilities to accommodate a complete service. Receptions can be held in the Lobby or Café areas.

### **DOES RPC|WE PROVIDE A PASTOR FOR THE SERVICE?**

A RPC|WE pastor who has a relationship with the deceased and/or family will usually officiate the service if available. If you do not have a relationship with a RPC|WE pastor, the Pastoral Care Team can help identify an available pastor. The officiating pastor may need to meet separately with the family in order to plan the service and prepare appropriate comments. A non-RPC|WE pastor must be approved by an RPC pastor. Have the guest pastor contact a Care Team Pastor prior to the day of the service. All guest pastors will be assisted by a RPC|WE pastor in some capacity (welcome, closing, etc.). RPC|WE does not charge any fees for pastors who officiate memorial services. Any monetary gift or honorarium for the pastor is completely at the discretion of the family.

### **DOES RPC|WE PROVIDE A MUSICIAN FOR THE SERVICE?**

We have many talented musicians at RPC|WE who can provide music for memorial services. Depending on the size of the service, one or two musicians may be a good fit, or an entire band may be more appropriate. If you'd like music included in the service, the Pastoral Care Team can help identify and schedule musicians for you. Musician fees do apply and will be outlined clearly when planning the service. RPC|WE musicians will do their best to meet family wishes and song requests while providing high-quality music for each service. However, be advised that musicians are rarely able to learn new songs outside of their existing repertoire in time for a memorial service. A list of suggested songs is included below.

You Never Let Go	10,000 Reasons	Be Thou My Vision
I Will Rise	When My Heart Is Torn Asunder	I Can Only Imagine
It Is Well With My Soul	Blessed Be Your Name	Oceans
In Christ Alone	How Deep the Father's Love for Us	Worn
Rock of Ages	Oh Love That Will Not Let Me Go	Lord, I Need You
Amazing Grace (Original)	How Great Thou Art	This We Know
Amazing Grace (My Chains Are Gone)	I Need Thee Every Hour	Anchor
Never Once	Great Are You Lord	

Many families choose to use recorded music for the memorial service. The Pastoral Care Team can help you select and locate appropriate music for your service.

### **CAN THE CASKET BE PRESENT AT THE SERVICE?**

Often the burial and/or viewing is hosted separately from the memorial service, which means the casket is not typically present at RPC|WE during the service. However, if you would like the casket to be present during the service, the Pastoral Care Team can work directly with the funeral home to make those accommodations. RPC|WE is not able to offer space to host a viewing/wake on a day separate from the memorial service.

### **WHAT ABOUT REFRESHMENTS AT THE RECEPTION?**

If you like, RPC|WE will provide coffee and water service (large self-serve dispensers with plain white styrofoam cups and variety of creamers/sweeteners) for your guests free of charge at a reception immediately following the service. If you would like to bring in additional food or non-alcoholic beverages, you're welcome to do so. RPC|WE will provide tables and table clothes to accommodate any additional refreshments brought in as well as staff and members of the Funeral Volunteer Team to do light food setup (uncover and replenish cookie trays, set out plates and napkins, etc.) for the reception. Note that RPC|WE does not have any serveware, utensils, plates, napkins, etc. available for use, so please plan to bring in all necessary items along with any food. Please note that we do not have any options for on-site food prep (i.e. no refrigerator, oven, or stove). RPC|WE can provide ice if a container is provided.

## WHAT IS A TYPICAL ORDER OF SERVICE?

A typical order of service is outlined below. We are able to customize the service to fit your needs and wishes, but this general order usually provides for a lovely service that fits a 60-minute timeframe.

- Song
- Welcome: Pastor
- Scripture Reading
- 1-2 Song(s): Musician
- Remembrances: 1-3 Loved Ones (2-3 minutes each)
- Video/Slide Show Tribute
- Message: Pastor
- Closing Prayer: Pastor
- 1-2 Song(s): Musician

## CAN LOVED ONES SPEAK AT THE SERVICE?

Yes, many families choose to ask several friends or family members to share brief comments. We highly recommend each individual write out exactly what they'd like to say, keeping their sentiments to one or two pages. This way, their sharing remains clear and impactful, and if their emotions prevent them from making it through to the end of their remembrance, the pastor or another loved one can step in and finish sharing on their behalf. Remembrance speakers must be selected ahead of time and their names printed in the program. We don't recommend "open mic"/open invitation sharing. If you are concerned about narrowing down the number of loved ones who will share, the Pastoral Care Team can provide some creative ideas on how to make everyone feel included and heard.

## SLIDE SHOW INSTRUCTIONS

If you desire to do a video presentation of family photos, please give the slide show presentation to the Pastoral Care Team two days before the service for approval. It should be on a USB drive.

## HONORARIUMS

Separate envelopes addressed to each recipient that you would like to receive an honorarium can be given to the Pastoral Care Team on the day of the service. We will distribute to the appropriate people for you. These are only Suggested Honorariums. You may choose to pay more or less:

Musician - \$150      Vocalist - \$150      Sound technician - \$150      Minister - \$200

## WHAT IS MY NEXT STEP?

Reach out to the Pastoral Care Coordinator to discuss your family's needs and to schedule a planning session with the Pastoral Care Team.