



Family
Funeral and Memorial Service
Policy & Procedures
Booklet

For the Carrollton campus
November 2019

Family Folder

Our desire is to serve a family who is grieving the death of a loved one with compassion and excellence. Our Pastoral Staff will work alongside you to assist in this time of grief. This document outlines the process for preparing services held at Bent Tree.

When there is a death, please contact a community pastor or pastor with the relationship to your family so we can determine your immediate needs. Bent Tree phone number is 972-306-4477.

When a request is made for Bent Tree to host a service, the following needs to be considered:

Working with a funeral home

Bent Tree welcomes working with funeral homes as they provide many additional services beyond our capability. These services may include order of service programs, memorial videos, guest books, ushers and greeters. Sometimes the service has been preplanned by the deceased. We will need to know who your contact is at the funeral home.

Church Calendar

Date/time needs to be cleared before confirming any dates. Please provide options for two or three dates/times. All services occur Monday–Thursday, 10 a.m. – 4 p.m. as staff is already on campus. Special arrangements (and limited availability) will need to be made for Friday and Saturday services. It is Bent Tree’s policy to not host memorial services on Sundays.

The Chapel

The Chapel will be the primary space for hosting a memorial service. This location holds up to 300 guests. Some families may want to have a small, intimate gathering (up to 100) for the service in a small room at the Bent Tree building. These non-Chapel areas have limited availability. The church calendar must be reviewed by the church, before confirming dates. There is a fee for services held here at Bent Tree.

Receptions

Due to ministry activity in the building, there is a limited selection of rooms available to host the reception. There is an additional fee to cover the cost of room usage and facility crew to set up and clean up. Please no colored punch as it stains the carpet. Family will need to provide tablecloths for tables. There is limited availability to rent from Bent Tree. Fee is \$8 per tablecloth.

Options are the following:

- The corner & hallway area in front of the Chapel along the windows.
- One of the J-Hall classrooms
- Family Theater

Graveside Service

Will you be having a graveside service either before or following the memorial? Please let the pastor know if you wish to do this. A map will need to be provided in the program or as an insert for guest or a statement if it is private for immediate family.

Order of Service

Below is a guideline to help you and your pastor to plan the service. Friends and family can share in the roles. Elements can be added, deleted or moved as your family desires. Bent Tree does not print these. We recommend that if you choose not to use the funeral home for this service, that Kinko's and AlphaGraphics both have excellent templates online that you can choose from. Possible elements could include:

- Slide Show/Video
- Prelude
- Welcome
- Scripture Reading
- Obituary/Eulogy (background/significant contributions)
- Transition Song of Reflection (30 sec)
- Pastoral Message
- Instructions for reception/graveside, etc.
- Closing Prayer/Benediction
- Postlude

Here are some details to keep in mind while planning:

Speakers

- Select 1-4 speakers, they have 3-5-minute time slots. Please have them prewrite their speech.

For Music/Songs

- Select 1 or 2 songs for the service. If you wish for more choices, you can use them in the Pre/Postlude times.
- If you wish for congregational singing, please be sure printed lyrics are inserted in the program.
- Will this be a recording, or a live vocalist? Bent Tree does not provide a list of vocalist or accompanist. Any live vocalists/musicians need to arrive at least an hour before the service for a sound check. Arrangements will need to be made with the AV Tech.
- Recordings need to be in mp3 or AAC format on a USB drive.

- USB needs to be delivered to Bent Tree 24 hours prior (48hrs for Saturdays) to test in our systems. If there is more than one song, a written list of the songs and when you want them played need to accompany the USB.

For Slide Show/ Video

- Bent Tree does not provide video creation.
- Video will need to be in iMovie or QuickTime or similar, aspect ratio 1920 x 1080, on saved to a USB drive. USB needs to be delivered to Bent Tree 24 hours prior (48hrs for Saturdays) to test in our systems.
- If using a J-Hall room, video will need to be a PowerPoint with embedded music, on a USB drive, delivered to Bent Tree 24 hours prior (48hrs for Saturdays) to test in our systems.
- A still shot photo for when video isn't playing.

Audio/Visual Tech

Bent Tree uses professional systems throughout the building for a quality experience. Due to this, trained professionals are needed to run the equipment. If a live vocalist or musician is being planned, a higher-level tech person will be needed. Depending on the extent of the vocalist/musicians, or if the Family Theater is being used, a second tech person may be required for an additional \$200.

Donations/Floral Remembrances

- Flowers need to be delivered day of service as there is no refrigeration available. Flowers need to be removed following service. In lieu of flowers, do you wish to designate a charity people can donate to? Be aware of Social Media Charities.
- Designate a family member or friend to oversee making sure flowers and any personal family belongings/memorabilia have been gathered to go back home.
- For Bent Tree donations, please get a link from the Database Manager.

Guest Book

- The guest book is provided by the funeral home or purchased separately.
- Memorial Table/Sign in table for book and or pictures Table cloth can be provided through us (no fee).

Honorariums

It is suggested that families communicate with the officiating pastor regarding fees/honorariums. Most officiates do not charge a set fee but prefer a family to provide compensation according to a scaled amount. Suggested amount is \$200 or more. Make check out to the officiating pastor not Bent Tree, this is separate from building fees.

Chapel Fees (includes reception)

As of January 1, 2020

- Monday-Thursday (10 a.m. – 4 p.m.) - \$450 members, \$550 non-members; \$100 for weekend.
- Larger receptions (meal or sit down) will need to be in the “J-Hall” rooms or Family Theater and will be an additional charge.
- Remittance expected day of service.

Guest Pastor Request

We welcome pastors from other churches and denominations of the Christian faith to participate in memorials at Bent Tree. To make this possible, we request that the information below be read and affirmed by the guest pastor. Your Bent Tree pastor will have a copy of this document to be completed and returned for approval along with the guest pastor’s statement of faith.

Bent Tree Building Use Statement

No Activity on church property may contradict the purpose or doctrine of Bent Tree – whether the activity has an overt religious purpose (preaching, worship services, Bible instruction, communion, baptism, weddings, funerals) or an implied religious purpose (social service, community service, mentorship, benevolence, charity, schools). In addition, church property is exclusively reserved for persons and organizations whom acknowledge and adhere to Bent Tree’s Statement of Faith and position on Marriage. Bent Tree’s position on marriage affirms the biblical understanding of marriage as a sacred covenant between one man (created by God and born as man) and one woman (created by God and born as a woman). This conviction shapes all Bent Tree practices including weddings and funerals hosted at the church.

Bent Tree Statement of Faith

We believe that the Scriptures are inspired by God, inerrant and authoritative, without error in the original writing, and the divine and final authority for all Christian faith and life.

We believe in one God, creator of all things, infinitely perfect and eternally existing in three persons: Father, Son, and Holy Spirit.

We believe that Jesus Christ is the Son of God, born of the virgin Mary; we believe that Christ shed his blood on the cross, dying for our sins as a substitutionary sacrifice, and that he arose bodily from the grave and ascended into heaven; we believe that individuals find salvation only through faith in Jesus Christ as their personal Savior.

We believe that the Holy Spirit is the Third Person of the Trinity, equal with God the Father and God the Son; he indwells every believer from the moment of salvation and empowers the Christian for a life that is honoring to God.

We believe that all true believers are members of the universal church regardless of organizational affiliation.