

# Memorial Service Information

We are so sorry for the loss you have experienced that has led you to this resource. The Care Ministry 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 WATERMARK?**

Memorial services are held for members of the church as well as immediate family of members of the church (parents, children, siblings, spouse). An individual is considered a member of Watermark if they have completed all portions of the membership classes (including signing the covenant and sharing their testimony) and are currently in a community group.

Watermark does not provide facilities on a rental basis for those who are not members.

## **WHEN ARE SERVICES HELD?**

Memorial services are held on weekdays between the hours of 9:00AM – 3:00PM, excluding holidays and Tuesday mornings. Seasonal ministry events may prevent services at certain time during the week and the Care Ministry Team can help you schedule around those events.

## **WHAT IS INCLUDED?**

- Initial planning session and ongoing service coordination by members of the Care Ministry Team to arrange and complete all service details.
- Memorial service held in Watermark's chapel lasting approximately 60 minutes (or less).
- Optional standing reception immediately following the memorial service lasting approximately 90 minutes (or less).
- Water and coffee service for anticipated number of guests at standing reception.
- Care Ministry Team staff and Memorial Service Volunteer Team present to handle all service coordination and aspects of hospitality.
- Watermark AV Staff member to run all technology components of the service.
- Composition of a cloud-based photo slideshow. (You upload the photos and select the music; we will do the rest).
- Design and printing of standard 8.5x5.5-inch programs on cardstock.
- Any tables, white tablecloths, or chairs needed in the service or reception space.
- Audio recording of the service available to you two weeks post-service to use however you like.



## **WHAT SPACES ARE AVAILIABLE?**

For 20 – 350 guests, services typically held in the Chapel with a standing reception on the 2<sup>nd</sup> floor mezzanine just outside the Chapel. The Chapel is a lovely space and has standard A/V capabilities to accommodate a standard service. For larger services we recommend either the Loft (350 – 500 guests) or the Auditorium (800 – 3,700 guests) with a reception in the first-floor coffee shop/Town Center area. However, Watermark has a variety of spaces to accommodate nearly any size or “feel” of service.

Please be advised that Watermark has a public coffee shop as well as ministry events happening throughout the week. 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.

## **DOES WATERMARK PROVIDE A PASTOR FOR THE SERVICE?**

Most typically, a Watermark pastor who has a relationship with the deceased and/or family through ministry or serving, will officiate the service. If you do not have a relationship with a Watermark pastor or involvement with a ministry team that might supply a pastor, the Care Ministry Team can help identify an available pastor. The officiating pastor may need to meet separately with the family to plan content for the message. If a non-Watermark pastor is involved in the service, you will need to have him complete and return a “Guest Pastor Information Form” prior to the day of the service. All guest pastors will be assisted by a Watermark pastor in some capacity (welcome, closing, etc.). Watermark 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 WATERMARK PROVIDE A MUSICIAN FOR THE SERVICE?**

We have many talented musicians here at Watermark who can provide music for memorial services. Depending on the size of the service, one of 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 Care Ministry Team can help identify and schedule musicians for you. Musician fees do apply and will be outlined clearly when planning the service. Watermark musicians will always do their best to balance family wishes and song requests along with 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 a time for a memorial service. See the last page of this document for a list of suggested songs.

## **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 Watermark during the service. However, if you would like the casket to be present during the service, the Care Ministry Team can work directly with the funeral home to make those



accommodations. Watermark is not able to offer space to host a viewing/wake separate from the memorial service.

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

If you'd like, Watermark will provide coffee and water service (large self-serve dispensers with plain white Styrofoam cups and a 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. Watermark will provide clothed tables to accommodate any additional refreshments brought in as well as staff and members of the Memorial Service Volunteer Team to do light food setup (uncover and replenish cookie trays, set out plates and napkins, etc.) for the reception. Note that Watermark does not have serve ware, 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). Watermark can provide ice if a container is provided.

### **WHAT IS A TYPICAL ORDER OF SERVICE?**

What we see most often at Watermark is outlined below. There is flexibility within this structure 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 (or less) timeframe:

- Welcome (Pastor)
- 1 to 2 Songs (Musician)
- Remembrances (1 to 3 Loved Ones)
- Message (Pastor)
- 1 to 2 Songs (Musician)
- Closing Prayer (Pastor)

### **CAN A LOVED ONE SPEAK AT THE SERVICE?**

Yes, many families will choose to include a portion of the service where loved ones provide remembrances. We highly recommend that each individual writes out exactly what they'd like to say, keeping their sentiments to one page or less. 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. No "open mic"/open invitation sharing is permitted. If you are concerned about narrowing down the number of loved ones who will share, the Care Ministry Team can provide some creative ideas on how to make everyone feel included and heard.



## WHAT IS MY NEXT STEP?

Reach out to the Care Ministries Assistant at [pastoralcare@watermark.org](mailto:pastoralcare@watermark.org) to discuss your family's needs and to schedule a planning session with the Care Ministry Team.

### SUGGESTED SONG LIST:

#### HYMNS

- It Is Well With My Soul
- Amazing Grace (Original)
- Amazing Grace (My Chains Are Gone)
- Rock of Ages
- Be Thou My Vision
- I Need The Every Hour
- How Great Thou Art
- Great is Thy Faithfulness
- Come Thou Fount

#### MODERN

- Goodness of God (Jenn Johnson)
- Cornerstone (Hillsong)
- Hymn of Heaven (Phil Wickham)
- You've Already Won (Shane & Shane)
- Faithful (Erik Nieder)
- Living Hope (Phil Wickham)
- The Lord Our God (Passion)
- Great Are You Lord (All Sons & Daughters)
- Reign Above It All (Paul McClure)
- Anchor (Hillsong)
- He Will Hold Me Fast (Bethany Barnard)
- Though You Slay Me (Shane & Shane)
- When My Heart Is Torn Asunder (Phil Wickham)
- Worn (10<sup>th</sup> Ave North)
- O Come to the Altar (Elevation)

### CONTEMPORARY CLASSICS

- In Christ Alone
- You Never Let Go
- 10,000 Reasons
- Blessed Be Your Name
- Lord, I Need You
- How Great Is Our God
- How Deep the Father's Love for Us
- As The Deer
- I Can Only Imagine
- Messiah/You're Beautiful (Phil Wickham)
- King of Kings (Brooke Ligertwood)

