



Funeral and Memorial Services

AUGUST 2020

Westwood desires to come alongside you during your time of loss to host a meaningful service for your loved one. Due to the current COVID-19 crisis, we are reopening our facility to funerals and memorial services under the following guidelines*:

- Facility staff provide sanitizing of venue before and after service.
- Guest limit of 200 in Woodside and Bush Lake Worship centers.
- Staff, volunteers and guests are required to wear masks while within buildings.
- Visitation and hospitality are not available.
- Guests will be ushered out of the service row by row and asked to observe social distancing in all interactions.

*COVID-19 guidelines are subject to change.

PREPARING FOR A FUNERAL OR MEMORIAL SERVICE AT WESTWOOD

Funerals and memorial services held at Westwood Community Church seek to honor the life of your loved one, provide comfort to your family and community, and express the hope of eternal life in Christ.

What is my first step?

In preparing for the loss or following a loss, we recommend your first step be to contact a Funeral Director or Cremation Services. The Funeral Director will provide support and expertise on numerous matters that will require your attention in the days ahead and guide you in following the wishes of your loved one.

What is the difference between a funeral and memorial service?

When a family wishes to have a casket present at the service, a funeral is scheduled approximately 4-7 days following death. A memorial service is appropriate when the family wishes to hold a service on a date after cremation or burial.

How do we schedule a service at Westwood?

You will be invited to a planning meeting at Westwood which will include the officiating pastor, the Westwood service coordinator and family members who will be involved in the planning of the service. When this meeting is confirmed, we will provide guidelines for preparing for the planning meeting.

- Services may be held at Westwood Chanhassen Campus Monday through Friday at 11:00am. Friday afternoon services are also available at 2:00pm.
- Services may be held at Westwood Bush Lake Campus Monday through Friday at 11:00am.

WHAT DOES WESTWOOD PROVIDE?

It is the desire of Westwood to provide caring and skilled support to you by offering:

- Use of our facility for a 50-60 minute service with a sound technician.
 - At our Chanhassen Campus, services are held in the Woodside Worship Center (max capacity 200 – per COVID-19 guidelines)
 - At our Bush Lake Campus, services are held in the Worship Center (max capacity 200 – per COVID-19 guidelines)
- Service planning by the officiating Westwood pastor and Westwood service coordinator in collaboration with the family.
- Administrative support to answer your questions regarding the facility, service details, and hospitality planning.
- Ushers to ensure safe distanced seating of guests and dismissal row by row.
- Musicians, if requested (1 pianist and 1 vocalist only – COVID-19 guidelines)
- Programs, if requested (printed by Westwood and placed on chairs by service coordinator wearing gloves and mask – COVID-19 guidelines)

What if I want to have a pastor officiate who is not on staff at Westwood?

We recognize that there may be various reasons for requesting an outside pastor to participate, and we will consider involvement of a pastor who plays an important role in your family's ongoing care. If you would like an outside pastor to participate in the service, please provide his/her contact information to Westwood so we may begin communicating important details.

SERVICE PLANNING

Does Westwood have any guidelines for the service?

We want to assist you in planning the service for your loved one. Please note the few guidelines we do have in place for all funerals and memorial services:

- An officiating pastor (whether Westwood or other licensed/ordained pastor) is expected to be involved in the planning and participation of the service. Westwood will provide a Service Planning Coordinator.
 - Content of the service will be appropriate to the Christian faith.
 - Family and friends may be involved in the service. They will be asked to respect the guidance of the officiating pastor about length and type of involvement appropriate to a Christian funeral or memorial service.
 - Limited personal items and photos may be displayed in the area outside the worship center prior to the service.

What should our family expect to contribute to the planning?

Although there are varying degrees of involvement possible, the following list suggests the minimum that a family could expect to provide:

- An initial in-person appointment (approximately 1 ½ hours) to meet with the pastor and service coordinator to discuss details.
- Selection of a date for the service will depend on Westwood's building schedule and available staff. Services are held on Mondays, Thursdays or Fridays at the Chanhassen Campus and Monday-Friday at Bush Lake Campus.
- DVD, PowerPoint and thumb drive video are not included in the service.
- If Westwood is providing programs, all details must be provided two business days prior to the service. This includes a digital photograph of the deceased for the program, names, relationships and correct spelling of names for those participating in the services (readers, tributes and pallbearers).
- The family is encouraged to provide information regarding the designation of memorial gifts (charity, the family, etc.). Checks written to Westwood Community Church will be received as contributions to the church.

What does it cost to hold a funeral or memorial service at Westwood?

There is no cost to use the facility. However, there are some expenses that ensure we can cover the costs to provide the necessary elements for the service.

- Facility cost: no charge
- Sound Technician Fee: \$200 (per technician)

- Suggested Musicians Fee: \$75—\$150 (per musician)
- Suggested honorarium for officiating pastor: \$100—\$200

COVID-19 Safety Information:

Westwood facility staff has established new measures to sanitize all surfaces and chairs before and after each service.

Masks are required for Westwood staff, volunteers and guests withing our buildings. Masks will be available at the entrance for those needing one.

Should the service capacity of 200 be met, guests would be invited to tune in online if the family is streaming the service.

Family is encouraged to use Sign Up Genius for RSVP's.

SAMPLE ORDER OF SERVICE

Prelude

Call to Worship (Music)

Welcome

Scripture Reading *Scripture passages can be provided to you*

Prayer

Eulogy *This is a reading of an extended obituary that captures significant events, accomplishments, and relationships.*

Tributes *1- 3 people, 3-5 minutes each*

Music

Message *Officiating Pastor*

Music

Benediction

Postlude

DAY OF SERVICE

When should we arrive?

Please arrive 30 - 45 minutes prior to the service. The Westwood Service Coordinator will greet you when you arrive. A private room is available for your family to use before the service. Personal items such as coats, purses, etc. can remain in this locked room during the service. The Westwood Service Coordinator will also assist you and/or the funeral home with arranging photos and/or flowers in the service venue.

Once guests arrive, what does our family do?

The officiating pastor will gather your family ten minutes prior to the service in the designated family room. This is a time for you to gather your thoughts and pray before entering the service together as a family.

Are we responsible for cleaning up after the service?

Please appoint several friends or family members to collect personal memorabilia and flowers after the service. Everything must be removed from the premise following the gathering. We encourage you to think ahead about how much vehicle space you will need to transport these items as you leave Westwood.

FREQUENTLY ASKED QUESTIONS:

Can we provide our own food or a special family dessert?

Unfortunately, due to current COVID-19 restrictions, the serving of food in our facility is prohibited.

Does Westwood provide childcare during a funeral or memorial service?

Westwood does not have childcare staff available. A family room is available for guests with small children outside the Woodside Worship Center at Chanhassen.

Is a Westwood pastor available for interment following the service?

Please consult with the officiating pastor prior to the service to make this request.

Does Westwood provide videotaping or streaming of the service?

Westwood does not offer these services. Family may hire their own videographer if desired or consult with your funeral home about what they offer. Westwood does provide the family an audio file of the service.

Can photos or video be shown on the large screens in the worship center?

Unfortunately, we are not able to do so.

Will Westwood assist with donating flower arrangements after the service?

We ask that you appoint several friends or family members to remove all flower arrangements and coordinate their donation if that is your wish.

COVID-19 POLICY QUESTIONS

Is the family required to wear masks?

For the safety of your guests, Westwood staff and service volunteers, we ask you to wear a mask unless you are seated or participating in the service.

What if we exceed the 200 guest capacity?

Westwood staff will be counting guests upon entry and will have to turn people away when we reach maximum capacity. If you are streaming the service, we will encourage them to tune in on their mobile device.

To avoid this scenario, we recommend that you use Sign Up Genius, a free online tool for managing events. Go to www.signupgenius.com to set up an RSVP for the service and offer a reminder of COVID-19 guidelines. The link to your RSVP can be included in the obituary.

Thank you for allowing us to come alongside you during your loss. Please contact Jeanne Griswold, Congregational Care Coordinator at 952-224-7322 Jeanne.griswold@westwoodcc.org with any questions.