

Funeral Policy & Procedures

Effective: November 2021



We are so sorry for your loss. We consider it an honor to host and conduct your loved one's funeral/celebration of life at Highpoint Church. Your church family is here for you during this difficult time, and know we are praying for you and your family.

This document has been prepared to help you as you walk through this season; it helps to clarify expectations and gather information to help plan a meaningful memorial for your loved one.

Common First Questions

1. Where do I start?

It's common to feel overwhelmed. Planning a funeral/celebration of life (services) while experiencing grief is overwhelming. We encourage you to take time to reflect upon what you and your loved one's wishes are for the service. Realize that emotions are high, and you might feel pressured to make decisions quickly; it's ok to slow down the process and take your time. We are here to help you determine what is available and what can be accommodated and facilitate the logistics to make the services meaningful for you and your family.

2. What is the purpose of a Christian funeral/celebration of life?

- To glorify God: a service is a way of expressing thankfulness to God for the life and contribution of your loved one. (Genesis 23:19)
- To honor the loved one: honor them by taking the time to identify and celebrate their legacy.
- To comfort the grieving: Jesus showed up at Lazarus's funeral and wept with the family. (John 11:33,35) Weep with those who weep (Romans 12:15)
- To encourage hope in heaven: allows Christians to proclaim the hope of resurrection. (1 Thessalonians 4:13-14).

3. Who is available to help me plan the services?

Once a time and date are approved, a Highpoint staff member (coordinator) will be assigned to walk through the details and coordinate the church resources. We ask that one (1) family representative be designated from the family; this will be the spokesperson/contact person who will work directly with the coordinator throughout the process. We ask that everything flows through this person so as not to cause confusion or things to be missed. It's preferred that this person lives in the area.

4. What can I expect from Highpoint Church?

To work with our coordinator to assist with the planning of the services at Highpoint Church facilities, access to the facilities and resources, a pastor, media & facility resources (see below).

Details

1. How do I reserve a date & time at Highpoint Church?

Please email your desired date & time, and allow up to 48 hours for approval to be received. We ask that you give the church a minimum of four business days between the time of approval and the ceremony. Keep in mind the following; we can not host services beginning after 11 AM on Saturdays or anytime on Sundays. All activities must be completed by 4 PM on these days. Until the date & time have been confirmed, please do not promote service times or locations. Church services, annual events, previously scheduled ministry functions, or holiday productions that are already scheduled on the church calendar can not be canceled to accommodate services.

2. How do I plan pastoral involvement?

All services held at Highpoint Church will be led by one of our pastoral staff. If our pastors are unavailable, we will find a pastor who attends Highpoint to lead the service. Any outside ministerial or officiant participation in funerals must have prior approval from the lead pastor.

3. What are the available venue options for services?

There are several locations where a service can be conducted and still have the involvement of one or more of Highpoint's pastors.

- 1) Local mortuary or funeral home. Most mortuaries and funeral homes provide ample space.
- 2) Gravesite or committal services. A short service (5-10 minutes) is held at the actual gravesite or final resting place.
- 3) Highpoint Church facility. The following rooms are available:
 - Vista Room (5-50 individuals) can be set up with chairs in rows, and tables for refreshments can be provided. There is a large media TV, but limited sound equipment is available).
 - Aspen Theater (50-150 individuals) has chairs in rows, a complete media setup, and sound equipment).
 - Alpine Auditorium (150-600 individuals) has chairs in rows, full media & sound equipment).
 - Atrium/Cafe (50-100 individuals) for a reception. Refreshment tables can be set up. All current cafe seating must remain where located and can not be removed or reconfigured.

4. What resources are available at Highpoint Church?

- Media: Highpoint will provide audio-visual support through a sound person, microphones, and projection equipment. We do not offer editing or the creation of videos or slideshows. Highpoint does not employ musicians, soloists, worship, or song leaders for funeral/celebration of life services. We can provide information for individuals who may be available to provide these services and their fees.
- Facility resources: A table for the guest book with a black tablecloth, memory table with a black tablecloth, a limited number of round tables & chairs, limited cafe area with refrigerators (no kitchen or food preparation area available), any food or beverages being served at the facility will be the family's responsibility and needs to be coordinated with the coordinator before plans being made. We can not accommodate moving furniture, equipment, displays, staging, or instruments.

5. What are the costs and expenses of using Highpoint Church?

- a. Active members, supporting attendees, and their immediate family: Facility usage will not be charged.
- b. Nonmembers or inactive members: (if the lead pastor has granted approval for the service to be held at Highpoint Church). The following fee is charged and includes setup, cleaning of the rooms, utilities, and usage of equipment and personnel cost:

Alpine Auditorium: \$2500	Aspen Theater: \$1250
Atrium for reception \$500	Vista Room: \$300

6. What are the most important next steps?

- 1) Email the following information to funeral@highpointchurch.us
 - a) Name, cell phone number, and email address of the family contact person.
 - b) Send date & time request.
 - c) Name of the desired pastor; if you have already spoken to one, please also indicate that.
- 2) Download and fill out the planning worksheet. This will help you as you start to plan the ceremony. It will help you focus your thoughts and give us a valuable resource for planning. Please email the completed form to funeral@highpointchurch.us as soon as possible.
- 3) After you submit the above form, schedule a meeting with the coordinator to review and make specific plans for the services. This meeting should include the primary contact person, any family members who would like to attend, and, if possible, the pastor who will officiate. Planning meetings are typically scheduled Monday through Thursday between 9 AM - 4 PM.

If you have any questions that arise, please send them to funeral@highpointchurch.us. There are also resources on the website at www.highpointchurch.us/funeral that you might find helpful.