

# WATERMARK COMMUNITY CHURCH

## MEMORIAL SERVICE INFORMATION AND GUIDELINES: DALLAS CAMPUS

*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 WATERMARK?

Memorial services are held free of charge (except musician fee) 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), are currently in a community group, and are currently serving. Watermark does not provide facilities on a rental basis for those who are not members.

### WHEN ARE SERVICES HELD?

Memorial services are held between the hours of 9:00am – 3:00pm Monday through Friday, excluding holidays and Tuesday mornings. Seasonal ministry events may prevent services at certain times during the week and the Pastoral Care Team can help you schedule around those events.

### 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 Watermark's campus lasting approximately 60 minutes (or less).
- Optional standing reception immediately following the memorial service in a space on Watermark's campus lasting approximately 90 minutes (or less).
- Water and coffee service for anticipated number of guests at standing reception.
- Pastoral Care Team staff and Funeral Volunteer Team present to handle all service coordination and aspects of hospitality.
- Watermark A/V 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'll do the rest.)
- Design and printing of standard 8.5x5.5-inch programs on cream 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 AVAILABLE?

For 20-350 guests, services are 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 Pastoral Care Team can help identify an available pastor. The officiating pastor may need to meet separately with the family in order 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 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. 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 time for a memorial service. A list of suggested songs is included below.

You Never Let Go  
I Will Rise  
It Is Well With My Soul  
In Christ Alone  
Rock of Ages  
Amazing Grace (Original)  
Amazing Grace (My Chains Are Gone)  
Never Once

10,000 Reasons  
When My Heart Is Torn Asunder  
Blessed Be Your Name  
How Deep the Father's Love for Us  
Oh Love That Will Not Let Me Go  
How Great Thou Art  
I Need Thee Every Hour

Be Thou My Vision  
I Can Only Imagine  
Oceans  
Worn  
Lord, I Need You  
Anchor  
This We Know  
Great Are You Lord

## 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 Pastoral Care 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 like, Watermark 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. Watermark will provide clothed tables 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 Watermark 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). 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
- 1-2 Song(s): Musician
- Remembrances: 1-3 Loved Ones (2-3 minutes each)
- Message: Pastor
- 1-2 Song(s): Musician
- Closing Prayer: Pastor

## CAN LOVED ONES SPEAK AT THE SERVICE?

Yes, many families will choose to include a portion of the service where loved ones provide remembrances. We highly recommend each individual write 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 Pastoral Care Team can provide some creative ideas on how to make everyone feel included and heard.

## 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. (Holly Thames: [hthames@watermark.org](mailto:hthames@watermark.org), 214-239-8865)

