



**QUAIL SPRINGS  
BAPTIST CHURCH**

**FIRST STEPS  
FUNERAL/MEMORIAL  
PASTORAL CARE GUIDE**





Loved Ones,

We share in your sorrow and walk with you during this season of grief, as you have experienced the death of a loved one. Our thoughts and prayers are with you. The Quail Springs Baptist Church family is available to help you and your loved ones during this difficult time.

Please grant us the opportunity to serve your family as we walk through this journey. This booklet gives you helpful information and provides the steps you can take to work through your loss in both a practical and personal way. Remember, God is a refuge and strength in our times of trouble.

Caring for you,

Quail Springs Baptist Church  
Pastoral Care Ministries

*"The Lord is near to the brokenhearted and saves  
the crushed in spirit."*

*Psalm 34:18*



# Table of Contents

FIRST STEPS: What to do first?.....	<b>7</b>
FREQUENTLY ASKED QUESTIONS.....	<b>11</b>
FUNERAL HOME INFORMATION.....	<b>17</b>
POTENTIAL COSTS: Pricing information.....	<b>19</b>
QSBC CHECKLIST.....	<b>21</b>
ORDER OF SERVICE EXAMPLE.....	<b>22</b>
CARING RESOURCES.....	<b>23</b>



# FIRST STEPS:

What to do when at a loved one's death?

## **STEP 1:**

### **Breathe and Pray this Prayer**

Comfort me with Your love O God  
Wrap me up in Your strong embrace  
Shelter me from the storm O Lord  
Envelop me in Your tender care

By day I pour out my heartbreak to You  
By night I give you my racing thoughts

In You I take refuge  
In You I will not be afraid  
For you hold me strong, You hold me safe

Calm my fearful heart O God  
Still my anxious mind O Lord

For all my life is found in You  
All my being is given to You  
All my hope begins in You

*"And the peace of God, which surpasses all understanding, will guard your hearts and minds in Christ Jesus." – Philippians 4:7*

## **STEP 2:**

### **Care for Yourself and Rest**

- Over the next few days, it will be very difficult to sleep and care for yourself. Many of the thoughts that run through your mind tend to keep you awake. You will typically be asked a great deal of questions and are expected to handle funeral arrangements for your loved one.
- All the demands on you, as well as your grief, can cause many sleepless nights and make it difficult for you to begin the grieving process. It is extremely important that during this time you do everything possible to find rest and care for your emotional well-being.
- Having friends or family help with as many things as possible will be a great burden lifted off your shoulders. Others may offer to help. Do not hesitate to think of specific ways they can help and ask them. Let others help you.

## **STEP 3:**

### **Choose a Point Person**

- There are a variety of things that will need to occur over the next few days. Having someone you know you can rely on will ease some of the burden and care for you.
- Your point person will help make phone calls, assist with visitors, make childcare arrangements if needed, and support any needs you have.
- If you need help with this or any other steps in this process, please contact our office at 405.755.9240.



## **STEP 4:**

### **Contact a Funeral Home**

- Connect with the funeral home of your choice to schedule an appointment with the funeral home director. We have included a brief list of funeral homes in this booklet to assist you in that search. (p.17)
- Remember to ask the funeral home what information or documents you need to bring with you to the appointment.
- Ask a close family member or friend to go with you to the funeral home. Should you desire us to accompany you to the funeral home please contact us at 405.755.9240.

## **STEP 5:**

### **Notify Family Members, Friends, and Small Group**

- Notify family members and friends regarding the death of your loved one. Make a list of family and friends (with phone numbers included) to be notified of the death of your loved one.
- Make sure to ask your point person for help with this.

## **STEP 6:**

### **Contact the Pastoral Care Office at QSBC**

- Contact the QSBC Pastoral Care Office (Melanie Schantz) and set up an appointment to walk through the funeral/memorial/graveside service(s) planning.
- The Pastoral Care Office can be reached Monday – Friday, 8:30am – 5:00pm. Please call 405.755.9240.
- In case your call is missed, please leave a detailed voice message and your call will be returned as quickly as possible.
- If you have a need after office hours, we also have a Minister On-Call who can be reached at 405.302.3018.

## **STEP 7:**

### **Finalize any Outstanding Items**

- Make sure to finalize all remaining details with the hospital, nursing home, life insurance, military, etc.
- Ask the funeral home/QSBC Staff for any final action items.

# FREQUENTLY ASKED QUESTIONS

Here is a brief compilation of questions that you may have. Understand that you will likely face many of these questions and more.

We are here for you and we are open to explore the questions you face. Do not hesitate to ask for help.



# FAQ'S:

Frequently Asked Questions about funeral services

## GENERAL QUESTIONS

### 1. What is the difference between a funeral and a memorial service?

#### Funeral Services

Typically, funeral services occur within the week (3-7days) of your loved one's passing. Funeral homes are often heavily involved in the handling of details surrounding your loved one's body, flowers, visitation, guest book, honorariums, burial, etc.

#### Memorial Services

These services occur at a time that is best for the surviving loved ones. No casket will be present. A loved one's pictures, treasured memorabilia, and flowers are typically presented in the Chapel during the memorial service.

At times, memorial services happen at QSBC *without* the assistance of a funeral home. If this is the case, be aware that the majority of decisions and logistics then become focused at QSBC and QSBC staff. Your QSBC minister will become even more of a coordinator and bear even more responsibility in assisting your family.

### 2. How do we plan the service and who should officiate my loved one's service(s)?

If you are using a funeral home, they will help guide you through this process. QSBC ministers are honored to help you through these steps and will meet with you whether or not a funeral director is involved.

Having a meaningful service is important for the family and friends of a lost loved one. If there is a family member or close friend that is a minister it is common to ask that individual to officiate the service.

In case you do not know a specific minister, the QSBC Pastoral Care Office is honored to help provide one to officiate your service and can be contacted at 405.302.3030.

### **3. When can we have the service at QSBC?**

If you are having the service at QSBC, we schedule them during the work week. Most holidays the campus is closed, and therefore not open for funeral/memorial services. Saturdays and Sundays are not available as we are typically preparing for Sundays. Our desire is to provide you our best and focused ministry at this critical time and these boundaries help us do that.

### **4. Where can the service be held at QSBC?**

Funerals and memorial services are held in the QSBC Chapel. If there is the potential of having over 650 people attend, the Worship Center could be considered.

### **5. Can a pastor from another church and/or denomination officiate my loved one's service(s)?**

You are able to choose any minister you prefer to officiate a service with the exception of a service held at QSBC. If a service is held at Quail Springs Baptist Church, the minister must be approved by the QSBC Pastoral Care Office.

## **6. Is it okay to have family members/friends speak at a service?**

Not only is it appropriate, but it is encouraged. A family member or friend sharing personal remembrances adds a meaningful and memorable touch to a service.

The Pastoral Care Office is happy to give guidance on timing a suitable place for this to occur during the service as you would see in the example Order of Service in this booklet. (p.22)

## **7. How do I secure a soloist and/or musician for the service(s)?**

If you know a personal friend or family member that can help with any music requests, feel free to reach out to them. The Pastoral Care Office works hand in hand with the QSBC Music Ministry and is happy to help coordinate the music needs for your loved one's service(s).

## **8. What about the printed memorial guide or service program?**

The funeral home will help you create and produce the printed pieces for the service. If you are not using a funeral home, you would be responsible for creating the printed piece. QSBC could assist by printing in our office if needed, on regular copy paper, from the final copy your family has created. Your final copy would be needed by the QSBC office 24 hours prior to the service, either hardcopy or a file (PDF, Microsoft Word). Printed pieces used at QSBC services will be approved by QSBC. We have included an example of what a typical Order of Service looks like. (p.22)

## **9. What about Flowers and Plants for the service?**

Flowers and plants from florists can only be received on the day of the service; they cannot be accepted the day before. All flowers/ plants must be removed from the church at the close of the service or reception. Any flowers left will be discarded.

## **10. Can we play a DVD video of our loved one at the funeral/memorial service?**

You can, as long as the music and content is approved by the minister performing the service if at QSBC. Most often, the funeral home will help you produce this DVD video and we will play it. *If you are not using a funeral home* to assist with the DVD video, we would need a completed DVD video, created by your family, given to our A/V coordinator 24 hours prior to your loved one's service to insure it will play.

## **11. Can I video the funeral/memorial service?**

Recording video of a service is very common. You may work with someone you know or ask the funeral home to assist you with this process. Funeral homes often offer video services as part of their funeral options. Our A/V ministry can also be contacted about providing this ministry.

## **12. Does QSBC provide childcare?**

We do not provide childcare for the funeral and memorial services. We would be glad to talk with you about needs you may have for children of family and how that can be addressed.

## **13. What is a customary honorarium for those who help with the service(s)?**

An honorarium is never required but please know that it is very much appreciated. The amounts listed below are common. If you wish to express your appreciation with an honorarium, please give cash or write checks to individuals personally.

- Minister           \$250
- Musician           \$75-\$100
- Soloist             \$75-\$100
- Media tech         \$75-\$100

#### **14. Does Quail Springs Baptist Church provide a meal the day of the service?**

Yes, QSBC does provide a family meal the day of the service as close to noon as possible. This will depend on the time of the service. This is a family meal that is reserved for family only. Our QSBC Food Service provides this meal at no cost to your family typically in the QSBC Commons. We do not allow outside catering for this meal at QSBC. QSBC will need the number of family members expected at this meal 48 hours prior to the service to allow time for us to prepare.

#### **15. Should we have a reception after a service?**

If you do not have a graveside service immediately after the funeral, you may elect to have a reception. While family meals are limited in number to the family only, receptions can be a time for everyone who attended the service to offer condolences to the family and share precious memories. While becoming common, you are not expected to have a reception.

You are welcome to use our facilities for a reception following the memorial service. If you have a reception, it could be as simple as visiting with family and friends in the lobby or a large room by the QSBC Chapel like the QSBC Parlor. It would be your choice if refreshments were served. If so, you must use QSBC Food Service and food costs are paid for by the family.



# FUNERAL HOME INFORMATION

## Contact Information for Funeral Homes

Each of the homes listed are available to assist you with funeral planning. Although we have worked with a variety funeral homes, QSBC does not promote a specific funeral home over others.

Please feel free to choose from the list on the next page or from another home that you are comfortable with.



# FUNERAL HOMES

Baggerley Funeral Home  
930 South Broadway  
Edmond, OK 73034  
405 341-3737

Memorial Park Cemetery  
13313 N. Kelley Ave.  
Oklahoma City, OK 73131  
405 478-0556

Buchanan Funeral Home  
8712 North Council  
Oklahoma City, OK 73132  
405 722-5262

Mercer Adams Funeral Home  
3925 North Asbury Ave.  
Bethany, OK 73008  
405 495-4363

Crawford Funeral Home  
610 N.W. 178<sup>th</sup> Street  
Edmond, OK 73012  
405 340-2333

Smith & Kernke Funeral Home  
14624 North May Ave.  
Oklahoma City, OK 73134  
405 302-0021

Hahn, Cook, Street & Draper  
Funeral Home  
6600 Broadway Extension  
Oklahoma City, OK 73116  
405 848-3744

Vondel Smith Funeral Home  
13125 N. MacArthur Blvd  
Oklahoma City, OK 73142  
405 720-1439

Matthews Funeral Home  
601 S. Kelly  
Edmond, OK 73003  
405-341-2787

# POTENTIAL COSTS:

Information to help anticipate costs of funeral home services

Costs for funeral home options and services can vary greatly. The following list can serve as a general idea of what you may experience with local pricing.

These prices are not guaranteed and change with each option, service, and funeral home chosen.

While QSBC does not charge for the facility usage for members, including a family meal, there could be costs associated with Audio/Visual needs, musicians, and other honorariums as listed in the FAQ on page 15.

The following potential costs relate to funeral home services not at QSBC.

# POTENTIAL COSTS

## **Traditional Funeral Service**

A traditional funeral service is held prior to the burial in which the body is present. A viewing is offered followed by a service typically having music, personal reflections, a message, and a DVD/slideshow to honor the deceased and family.

The traditional service is often followed by a brief graveside burial service.

Costs: \$4,000 - \$10,000+

## **Cremation Memorial Service**

A memorial service is held for a person after their remains have been cremated. This service is set up much like the traditional funeral service and follows the same general flow. A family visitation can be offered before or after a memorial service.

Costs: \$1,500 - \$7,000

## **Direct Cremation**

A direct cremation occurs very quickly after a death and the remains are given to the family. There is no viewing, visitation, or wake before the cremation.

The option of having a memorial service honoring the lost loved one is still available and can be scheduled at any time after the cremation.

Costs: \$800 - \$4,500

*\*A potential cost increase could occur if the family utilizes a funeral home for a service after cremation.*

# QSBC CHECKLIST

Items QSBC is considering while planning with your family.

Name:

Location of Memorial Service:

Date of Memorial Service:

Time of Memorial Service:

Name of Family Contact Person:

Phone #

Pastor to Perform Service:

Other Minister(s) involved:

Funeral Home:

Visitation Times:

Interment Location:

Small Group/Department:

Time of Dinner:

Number Expected at Dinner:

Small Group Food Coordinator:

Phone #

Dining Room Coordinator:

Phone: #

Family Gathering Room Needed?

How Many?

Sound/Lights Technician:

QSBC Choir to Sing?

Musicians:

Other Details:

Date of Passing:

Memorial Gift directed to:

Can we make service time public on QSBC website?

# ORDER OF SERVICE EXAMPLE

Name

Date

Location

Time

20:00 Prelude Music:

Slide Show

5:00 Welcome/Scripture/Prayer

Pastor:

3:00 Song # 1:

3:00 Personal Thoughts: (3 minutes per person)

3:00 Song #2:

15:00 Message

Pastor:

3:00 Song #3:

3:00 Closing Comments/Prayer

Pastor:

\*The service is generally best received by the guests if it does not exceed one hour.

# CARING RESOURCES

At QSBC, you do not have to go through the grieving process alone. Healing from your grief is not easy. It is a long, sometimes strenuous process.

We are here for you. Next, you will find a list of avenues we provide to help you move forward after a difficult loss.

*We invite you to join us in any of these ministries as you begin your journey towards healing and hope. You can get more details by calling QSBC at 405.755.9240 and requesting information or go online to [qsbc.org](http://qsbc.org).*



# CARING RESOURCES

## **Griefshare**

Griefshare is a free, practical, and interactive ministry that features biblical teaching on grief and recovery topics related to the loss of a loved one. Each leader has experienced personal loss, so they truly “know how you feel.” Contact the Pastoral Care office to discover more about this opportunity.

## **Pastoral Counseling**

The QSBC Pastoral Care Ministry provides a safe, warm, and comforting environment for hearts that are hurting and in need of encouragement, biblical direction, and Christ’s love. QSBC ministers stand ready to care for you. Our staff is honored to walk alongside you as you seek to adjust to life after loss and emerge from the numbness of grief, shock, and sometimes overwhelming emotions.

## **Heritage/Phoebe Ministry**

The QSBC widow/widower ministry brings encouragement, comfort and empathy to widows and widowers experiencing difficult times following the death of their spouse. This ministry, facilitated by our QSBC Deacon Ministry, connects a Deacon to you. This person is here to support and check-in with you for prayer and any needs you may have. We also hold an annual banquet in your honor.

Phoebe Ministry pairs women who have faced the loss of their loved one. Through this special ministry, these faithful women share life in meaningful and understanding ways. Contact the Pastoral Care Office for ways to connect.



## **Financial Peace**

Financial Peace University is a life-changing program that teaches you how to make the right decisions with your money.

As a surviving loved one you will gain confidence in learning how to save money, live on a budget, eliminate debt, and experience the joy of giving. Contact the Education Office to learn when this course is offered at 405.755.9240.

