

***Our Lady of Mercy
Bereavement Ministry***



Procedures for Service

Chairperson

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Role of the Bereavement Ministry and Services Offered

The role of the Bereavement Ministry at Our Lady of Mercy Church is to ease the burden of families during the difficult days immediately following the loss of a loved one. The following services are offered:

Food following the funeral:

1. Medium sized sandwich tray, 2 bags of chips, a salad, a casserole, and a dessert. (Intended to serve 12-15 people.)
2. Food will be delivered to the location where the family is meeting after the funeral if the location is within the geographic boundary of Our Lady of Mercy Parish.
3. If the location is outside the boundaries of OLOM parish, all food will be delivered to the church office and picked up by a family member or friend at a time agreed upon by the family and the Bereavement Team Leader

House sitting:

1. The home must be within the boundary lines of OLOM Parish.
2. The first team of two sitters arrives about 15-30 minutes before the family needs to be at the church or funeral home.
3. The second team arrives about 2 hours later and stays until the family arrives from the gravesite. This group helps with preparation for serving and then departs.
4. While the team members are there they will:
 - a. Answer the phone
 - b. Receive any food that is brought
 - c. Keep a list of those who have brought food
 - d. Reheat food that needs to be heated

- e. Arrange paper items, desserts, drinks, and other food on table or counter
5. **Family is asked to have the following items available** for use by team members.
- a. Plates, cups, napkins/paper towels, forks, spoons, knives
 - b. Serving bowls, serving spoons, and forks
 - c. Sharp knives, can opener
 - d. Dish cloths, pot holders, and hot plates
 - e. Baskets for crackers or bread
 - f. Instruct committee members on use of stove, oven, coffee maker, and microwave

This information is made available to the family by the church office staff. A team member calls the family to finalize arrangements if the family accepts our service.

Receiving a Bereavement Call

1. Theresa Foster or Karen Ardoin will call with information
2. Record information on deceased and family contact on the FUNERAL FORM
3. **Pray before each call** – Ask the Lord to give you the words to say letting the Lord work through you

4. Call the family contact person

- a. Give your name and that you are with OLOM Bereavement Ministry
- b. Extend our deepest sympathy to the family
- c. Ask if they would like any of the services offered:
 - i. Sandwich tray
 - ii. Salad, casserole, and a cake
 - iii. House-sitting
 - iv. Anything else - any reasonable request may be considered
5. After making the family contact call, **if the family chooses not to use** any of our services, please send a sympathy card. (See attached)

6. If our services are needed:

- a. Confirm the date and time of the funeral
- b. Confirm the address to deliver the food
- c. Confirm phone number of family contact person
- d. Set a time to deliver the food
- e. Confirm that someone will be there to accept the food
7. **If the Coffee Shop or PAC has been offered:** (This is **only** arranged by **Church office staff**. Refer to *Procedure for use of Coffee Shop or PAC*)

Review the following with the family:

- a. Ministry members will be there to assist the family from return from the burial

- b. The facility will close 1½ after return from the burial
- c. There is no reheating capability in the Coffee Shop

8. If house-sitting is needed:

- a. Explain what ministry members do while there (refer to *Services Offered* page and/or *House Sitting Procedure* in this packet)
- b. Set time for ministry members to arrive and how member will enter (someone to meet member or where a key will be left)
- c. Remind the family contact that ministry members leave after family has returned from burial and setting up service is complete

Procedure for Delivery of Services

1. **Call team members** on the Team Committee list to help with the following:
 - a. Order the sandwich tray (medium size, assorted) from Calvin's Market at Bocage – phone# 927-2051 – Deli
 - b. Pick up the sandwich tray plus 2 bags of chips
 - c. Charge to the Our Lady of Mercy Bereavement Ministry account.
 - d. Keep original receipt, attach to *Bereavement Ministry Expense Form* and turn in to Deanie Smith, Business Manager.
 - e. Place *OLOM Bereavement Ministry* label on all food provided by the ministry
2. **Call volunteers** for a salad, a casserole, and a cake using the roster *Food for Funerals*
 - a. Be clear that food is to be prepared and sent in disposable containers. Arrangements are not made for return of containers.
 - b. Arrange for delivery of food to the family
 - c. Cake may be purchased from Calvin's, if needed
3. **Wear Bereavement Ministry** name tag when making a delivery

Procedure for use of Coffee Shop or PAC

The Coffee Shop or Parish Activity Center (depending on availability) **may** be offered to the family **by the staff person making funeral arrangements** if that is deemed necessary. **Parish Activity Center will provide:**

1. Set up of the room – Tables and chairs
2. Access to paper/plastic ware, coffee, and ice – A package of these items prepared and provided when Coffee Shop is used

3. If Coffee Shop is used caution family that no reheating capability is present.
Only room temperature/cold foods or sandwiches are appropriate.
4. Facility and team members are available for help with set up and service for
1 ½ hours after return from burial
5. Clean-up is provided by the PAC if the gathering is concluded by 2 pm. If
after 2 pm, team members should be assigned to clean up.

Procedure for House Sitting

What to bring:

1. Name tag. This is provided by OLOM. Call Caroline Ransome if one is
needed
2. Note pad and pen/pencil
3. Apron (if you wish)
4. Masking tape to label dishes, if need to be returned to neighbors and
friends by family

What to know where you are house sitting:

1. The name of the person whose house you are sitting
2. The address and phone number of the house
3. Details about the funeral
 - a. Funeral home
 - b. Church or location of service
 - c. Time of service and burial
 - d. Burial site
4. Review obituary in newspaper for additional information

Questions to ask the family when house sitting

1. Where do you want food dishes to be set out?
2. Is there food in refrigerator to be put out?
3. Is there ice for drinks and where are the drinks?
4. How does the oven and microwave work?
5. Where are the following located?
 - a. Phone
 - b. Bathroom
 - c. Cutting board, knives
 - d. Dish cloths, oven mitts, etc.
 - e. Serving dishes and utensils
 - f. Plates, cups, napkins, etc
6. Will there be any family member there while you are there?
7. Do you want coffee made? If so, how does the coffee maker work?

What to do while house sitting:

1. Answer the phone and write down all messages
2. Receive food from family and friends that may be delivered
 - a. Keep a list of the food received
 - b. Write down the Person's name and address along with the type of food brought
 - c. Label the dish if to be returned to family, neighbor, or friend
3. Wash dirty dishes
4. Reheat dishes, if needed (start about 1 hour ahead depending on the number of dishes to be reheated)

5. Before the family arrives (about 20-30 minutes)
 - a. Make a fresh pot of coffee (if coffee is wanted)
 - b. Arrange bread, crackers, chips, in dishes or baskets
 - c. Place eating utensils, napkins, and plates on the table or area where food will be served
 - d. Arrange a place for cups, drinks, and ice
 - e. Cut desserts in serving slices
 - f. If sliced meats and bread are served for sandwiches, place condiments on the table; mustard, mayonnaise, lettuce, pickles, in small dishes
 - g. Place other food items on table with serving spoons next to the dish
6. Once the family has returned from burial and team is secure that all serving preparations are complete, the team repeats expressions of sympathy to the family, leaves a sympathy card (see attached) and departs. If the teams does not have a sympathy card, the leader will mail to the family.

Follow-up by Bereavement Ministry

Two to four weeks following the service, mail a *Thinking of You* (see attached) card to the family to remind them of the continued prayers of the parishioners of Our Lady of Mercy.

**THANK YOU FOR YOUR HELP AND SERVICE THROUGH THIS IMPORTANT
MINISTRY**



**Our Lady of Mercy Church
Bereavement Ministry
Expense and/or Reimbursement Form**

Name of team member: _____

Phone # of member _____ **Date of Service:** _____

Name of Family Served: _____

Charged to Our Lady of Mercy account:

| Business | Items Purchased | Amount |
|---------------------------|-----------------|--------|
| Calvin's Market at Bocage | | |
| | | |

Attach receipt(s) and turn in to Deanie Smith, Business Manager



Reimbursement Required

| Business | Items Purchased | Amount |
|----------|-----------------|--------|
| | | |
| | | |

Attach receipt(s) and turn in to Deanie Smith, Business Manager

Make check payable to:

Name: _____

Address: _____

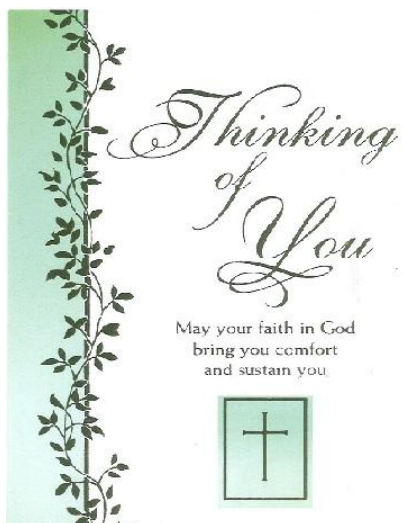
City, State, Zip: _____

Phone: _____

Our Lady of Mercy Church appreciates your service!!



Sympathy card: May be left at house by house sitters or mailed to family by leader. Families choosing not to use services will have card mailed by leader.



Thinking of you card to be mailed to family two to four weeks following the funeral by the leader.

Notify Carolyn Guidry -929-9353 or cguidry@olomchurch.com when more cards are needed and order will be made.