



PASSAGE Family Church

A Division of PASSAGE Ministries, Inc.

One-Hour Funeral Program Outline & Protocol

Purpose: PASSAGE Family Church wishes to provide a caring and orderly and time-sensitive homegoing service experience for its Partners. In the interest of safety and compassionate accommodations of the bereaving family, and in order to ensure adequate coordination of church volunteers and support personnel and overall effective communications between the family, church, and the funeral home, the following program outline and protocol shall be followed for all funerals held at PASSAGE Family Church.

Important notice: THE FUNERAL SERVICE SHALL BEGIN AT THE DESIGNATED START TIME AND SHALL END NOT LATER THAN **ONE HOUR FROM THE DESIGNATED START TIME.**

PRE-SERVICE viewing by the family and friends **(30 minutes max)**. The casket shall be closed promptly 10 minutes prior to the designated service start time.

PROGRAM OUTLINE (Order of Service)

Processional & Opening Song/Music -- The immediate family is escorted to their seat(s). **NO VIEWING (12 minutes max)** Note: The actual service **begins** with the seating of the immediate family according to the scheduled start time.

Greeting (opening comments and special instructions) – Presider **(5 minutes max)**

Prayer & Scripture **(5 minutes max)**

Resolutions acknowledged **collectively** by Presider - none are read **(1 minute max)**

Reflections

- Person 1 – name provided on program **(2 minutes max)**
- Person 2 – name provided on program **(2 minutes max)**
- Person 3 or Special Tribute – name provided on program (poem or brief reading) **(3 minutes max)** NOTE: No group presentations requiring multiple members of the group to speak or which require the group to relocate and re-assemble to the front.

Song or musical selection **(3 minutes max)**

Words of Comfort **(15 minutes max)**

Recessional **(8 minutes max)**

Approved length of service is 60 minutes beginning with the Processional through the Recessional, all inclusive.

PFC ONE-HOUR FUNERAL SERVICE PROTOCOL

The following is the official protocol governing all funeral services at PASSAGE Family Church.

Advance Preparations:

- The family must designate an official family representative to represent the family and meet with the PFC Chief of Ministry Operations (CMO) regarding the funeral service.
- The family's official representative is responsible for contacting the CMO to request and make arrangements for use of a PFC property.
- A PFC Facilities Use Agreement shall be signed by the official family representative not later than four (4) days prior to the funeral date. A Facilities Use Agreement must be signed before PFC will schedule or grant final approval for use of a PFC property.
- A funeral date and time must be pre-approved by the CMO BEFORE the family finalizes a date with the funeral home. NOTE: If the family desires to have the funeral on a Saturday, possible funeral service times are 10am, 10:30am, 11am, 11:30am, or 12noon. Sunday and late afternoon funerals are strictly NOT permitted.
- The family's representative MUST provide a pre-finalized (draft) of the funeral program to the PFC CMO prior to final printing of the program and at least 48 hours before the date and time of the funeral. The program MUST comply with the order of service outlined above.
- The CMO shall personally contact the Presider (emcee) and the Eulogist to review the approved PFC protocol prior to the date of the funeral. Contact numbers shall be provided by the official family representative if not already known by the CMO.
- A wake or evening pre-funeral service is not accommodated at PFC.
- Graveside services are strongly encouraged. PFC graveside services shall be limited to 40 minutes.
- Weekday (Monday – Friday) funerals are optional. Consult with the CMO for availability.
- **The official family representative acknowledges and agrees to be responsible to inform the family and any invited program participants about: 1) The schedule and timing requirements for the funeral service, and 2) The PFC CMO is authorized and has full discretion to delete items from the funeral program if the service begins late or the service is expected to overrun the total allotted time.**

Execution of Home Going Service:

- The Sanctuary shall be opened for access by the funeral home for setup one (1) hour prior to the scheduled funeral time. Please note that the family and guests are permitted to begin viewing no later than forty (40) minutes prior to the start of the funeral service.
- Social distancing and facial masks are **required** in the sanctuary during the COVID-19 pandemic. For health and safety reasons, no greater than 250 persons will be permitted inside the sanctuary during a pandemic.
- Family and friends are strongly encouraged to arrive 40 minutes prior to the start of service for viewing or, they may optionally view at the funeral home on the day before the funeral or as pre-arranged with the funeral home.
- No program adjustments shall be made during service which would potentially lengthen the service.

- No re-opening of the casket in the sanctuary once it is closed, or at the cemetery prior to the benediction and conclusion of committal service if PFC is performing the committal.
- No individual acknowledgments of floral arrangements in the sanctuary, or at the cemetery prior to the conclusion of committal service if PFC is performing the committal.
- No distribution of florals to floral attendants prior to benediction and recessional. (Funeral home must pre-arrange handling of the florals and remove florals after the recessional.)
- No special presentation by the funeral home that exceeds 1 minute.
- No video presentation services provided by PFC.
- In the event PFC provides music and/or singing services, depending on the availability of musicians and singers, the music may be pre-recorded or provided by a single psalmist/musician.
- Guest musicians must check in with the PFC audio/visual leader prior to setting up any equipment.
- PFC does not provide on-line streaming or video recording of funeral services.
- Prior approval from the CMO or his designee must be obtained before family/guest may erect or set up any stationary video or musical/sound equipment in the sanctuary.
- The church Fellowship Hall is not available for group seating or congregating. Pre-packaged food distribution may be permitted with prior approval. Use of PFC stoves/ovens is not permitted.
- The funeral home staff must remove all of its possessions, family flowers, etc. immediately after recessional.
- The church and its premises shall be made fully available to PFC janitorial and sanitization team no later than 30min following the recessional.

Please contact the Chief of Ministry Operations Elder Johnny Boswell or his designee at 352.336.8686 with questions. Our church and Bereavement Team offers its prayers and support to the family during its time of loss.

Elder Johnny Boswell
Chief of Ministry Operations

George Dix, Jr.
CEO and Senior Pastor

Signature of Agreement:

As the family's official representative concerning the funeral services for _____, I hereby attest that this protocol has been reviewed with me in its entirety by a PASSAGE Family Church representative. And, on behalf of the family, I (we) agree to be governed by all requirements herein. I understand that the program outline and protocol provided herein supersede any and all verbal conversations between me and/or any other church member, family member, or any funeral home representative.

Family's Designated Official Representative

Date