

## **BEREAVEMENT CARE TEAM**

At White Memorial Presbyterian Church we are aware of the increasing need to reach out with Christian love and concern to families who have lost loved ones.

In times of bereavement, families have many needs which may include providing food, having someone at the door to greet visitors, staying at the home during the Service of Witness to the Resurrection, helping in the kitchen, or providing transportation for family members and friends. As God's people we are called to help in time of need.

*Verily, I say unto you, as much as you have done it unto the least of these my brethren, you have done it unto me.*

Matthew 25:40

### **Bereavement Care Team Prayer**

*Thank you, God, for all the caring, Christian people in this room who stand ready during their assigned month or as substitutes to reach out to fellow members at White Memorial when they have lost loved ones. Guide each of us during this year of service. Help us to know what to say and do. Help us to be supportive and comforting. Remind us that, in showing love to others, we are showing our love for you. In Christ's name, Amen.*

Originally prayed by Kathy Kalmbach as our closing prayer at our annual meeting, September 6, 2000.

## TELEPHONE NUMBERS

Christopher Edmonston Pastor	Church: 919-834-3425, ext. 246
Lisa Hebacker Associate Pastor for Pastoral Care	Church: 919-834-3425, ext. 208 Home: 919-389-8188
Rebecca Turner, Pastoral Assistant	Church: 919-834-3425, ext. 222 Home: 919-790-8835
Colleen Aguirre, Office Manager (call to reserve rooms/space)	Church: 919-834-3425, ext. 202
Macy Aguirre, Director of Food Services	Church: 919-834-3425, ext. 231
Ruth Ann Pulley, Food Service Assistant	Church: 919-834-3425, ext. 227
Cynthia White, Co-Chair	
Beth Williford, Co-Chair	

**BEREAVEMENT CARE TEAMS 2015-2016 (Cynthia White & Beth Williford, Co-Chairs)**

<b><u>TEAM #1</u></b>	<b><u>TEAM #7</u></b>
<b>*Cindy Lochbaum</b>	<b>*Lori Jones</b>
Hazel Pearson	<b>*Jennifer Austin</b>
Betty Baldwin	Harriet Jennings
Bonnie Elam	Carolyn Elliott
Katie Flynn	Susan Hodges
Claudette Williams	Ann Hanley
<b><u>TEAM #2</u></b>	<b><u>TEAM #8</u></b>
<b>*Jean Williams</b>	<b>*Susan A. Pittman</b>
Nancy Brothers	Nancy Thompson
Susan Ricks	Nancy McLean
Michelle Jetter	Dot Ling
Sharon Gustafson	Amy Buckthal
Kay Thomas	Wendy Joyner
<b><u>TEAM #3</u></b>	<b><u>TEAM #9</u></b>
<b>*Paula Williams</b>	<b>*Linda Turner</b>
Cornelius Swart	Kay Parry-Hill
Nancy Hutchison	Bonner Jones
Beth Williford	Jan Stewart
Suzanne Dorsey	Linda Parker
Dana Jones	Megg Rader
<b><u>TEAM #4</u></b>	<b><u>TEAM #10</u></b>
<b>*Kimberly Wessell</b>	<b>*Celia Poole</b>
Angie Altstaetter	Anita Berry
Joan Hess	Becky Olmsted
Jane Stokes	Kathleen Englehardt
Myrtle Talton	Carolyn Elliott
Virginia Huntley	Carol Lynn
Lindsay Jordan	Raymond Taylor
<b><u>TEAM #5</u></b>	<b><u>TEAM #11</u></b>
<b>*Elaine Mason</b>	<b>*Cynthia White</b>
Bettye Gunter	Ann K. White
Susie Jackson	Kathy Kalmbach
Pat Barnard	Jane Sharpe
Cynthia Smith	Nina Moock
Betsy Davis	Tricia Parker
<b><u>TEAM #6</u></b>	<b><u>TEAM #12</u></b>
<b>*Blair Hughes</b>	<b>*Diane Horne</b>
Betty Anne Lennon	Pat Smith
Lois Jenny	Suzanne Wade
Joan DeBruyn	Fran Carruthers
Lynne Sanders	Stephanie Roach
Cotten Barnes	Betsy Frazier
Sue Hane	Vicki Hare
<i>Updated 9/15/15</i>	

## BEREAVEMENT CARE TEAMS 2015 - 2016

### Substitute List

Anne Adams  
Nancy Baird  
Nurry Dodge  
Jan Frye  
Anna Hattaway  
Patti Head  
Margaret Herring  
Lindsay Jordan  
Lucy Joyner  
Jackie Mullin  
Diane Mullins  
Stephanie Roach  
Julie Screws  
Libby Staub  
Caroline Stirling  
June Ann Ward  
Claudette Williams

BCT members who have said we could call them anytime even though they are assigned to a team.

Bonnie Elam (Team #1) [tbelam@mindspring.com](mailto:tbelam@mindspring.com)  
Nancy McLean (Team #8) [nancymclean@nc.rr.com](mailto:nancymclean@nc.rr.com)

Cary support:

Norma Jones  
Shirley Ogle

## **SUGGESTED PROCEDURES FOR FAMILY CONTACT**

You will receive a phone call from Rebecca Turner, Pastoral Assistant at White Memorial.

If Rebecca has not already talked with someone in the bereaved family, call the family. "My name is \_\_\_\_\_ and I am calling from White Memorial Presbyterian Church. We were sorry to learn of the death of your \_\_\_\_\_ and we want to know how we can help at this time."

Suggested questions:

"May I bring the Bereavement Care Bag to your home?" (Describe contents)

"Do you need anyone to help with food? Would you like a meal served for your family? At the Church or at home? How many will be there? Do you have suggestions as to what you would like?" (Offer suggestion of ham, chicken, etc.)

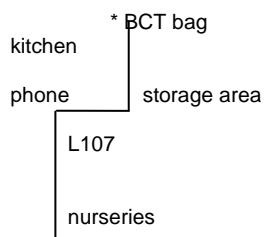
"Do you or any of your family need help with transportation?"

"Do you need someone to come answer your phone, the door, or to receive visitors for you?" (If so, arrange for a specific time period for this assistance.)

## BEREAVEMENT CARE TEAM

### GENERAL PROCEDURES

1. Rebecca Turner will call the Captain for the Bereavement Care Team (BCT) whose turn it is to serve with a request for help for a family in grief. She will usually be able to tell the Captain what the family needs. If needed, the BCT Captain will call the family to determine their needs. (See page 5 for help with suggestions for this call.)
2. If a meal is to be served at church, the BCT Captain will call (a) the WMPC Office Manager, Colleen Aguirre, for room reservations and (b) the WMPC Director of Food Services, Macy Aguirre, for assistance of the custodians in setting up tables in the room as well as other supplies needed from the kitchen.
3. The BCT Chair or someone on that month's Team should take the Bereavement Care Bag to the family, if needed. Check the bag to be sure it has all supplies. Tell the family to use what is needed and leave remaining items in the bag. Make arrangements to pick the bag up in a couple of weeks at the family's convenience. Please return the bag to the office of the Director of Food Services, just next to the kitchen. WMPC kitchen staff will restock the contents of the bag.



Luther Building – 1<sup>st</sup> floor

4. BCT members should submit forms for reimbursement for any money that was spent using the Request for Payment form (available in manila envelope next to BCT bags). Forward to Lisa Hebacker for approval.

All Team Members should wear their WMPC nametags. This is most helpful to those being served.

### SPECIAL REMINDERS TO TEAM CAPTAINS

- Complete reimbursement forms for any funds spent.
- Complete BCT Report each time our services are requested. Report should be mailed to BCT Chair.

## USING A BEREAVEMENT CARE BAG

- Use the clipboard on the shelf where the bags are kept to sign a bag out. Take one of the 8 ½ x 11 Bereavement Care Cards out of the envelope, write your name and contact information on the Card, and place it in the bag.
- When the bag is taken to a family, please explain that they are welcome to use anything in the bag which they find helpful. All other items remain in the bag. Please bring to the family's attention the Care Card in the bag.
- Arrange a convenient time with the family for you to pick up the bag and return it to the church. Please make sure the bag is returned a couple of weeks after delivery, so that bags are available when needed.
- When you return the bag, return it to the office of the Director of Food Services, right next to the kitchen. WMPC staff will restock the bag for the next family. If the family has written any feedback on the Bereavement Care Card, please leave the Care Card at the receptionist's desk in the Witherspoon Building, to the attention of Susan Roberts (staff).
- Complete a Bereavement Care Team Report after each use of a bag if no meal/reception is prepared. A manila envelope with extra forms is on the bag shelf for your convenience. Please mail the completed form to the Bereavement Care Chair or Co-Chair.
- Church hours: Open by 7:30 am and until 9:00 p.m. most weekdays, until 12:00 noon on Saturday, varies on Sunday. On holidays, call the Pastor-on-Call if you need a bag and the area is locked. The Pastor on Call can be reached at 919-605-4593.

## CONTENTS OF A CARE BAG

30 each: dinner plates, salad plates,  
hot and cold cups  
plastic forks, knives, and spoons  
50 napkins  
coffee: regular and decaf (w/coffee pot)  
tea concentrate or tea bags

Saran Wrap  
Aluminum foil  
Kleenex  
Toilet tissue  
2 large trash bags  
paper towels  
labels to mark food containers

## PROCEDURES FOR SERVING A MEAL AT THE CHURCH

Most family meals are served in the lower level of the Calvin Building (Room C-100) unless otherwise designated by the Church staff.

The BCT Captain:

1. Confirms the use of the designated kitchen and dining area with Colleen Aguirre, Office Manager.
2. Contacts Macy Aguirre, Director of Food Services, to arrange for setup for the number to be served. This will include an appropriate amount of the following:

Custodial Set-up:

- a. one (1) table with cloths for serving the meal buffet style; tables and chairs for guests
- b. beverages (coffee, iced tea, water), condiments, ice, hot and cold cups, 2 clear plastic pitchers

BCT captain will retrieve and use service cart to transport:

- a. your choice of paper place mats/table cloths, napkins, paper dinner and dessert plates
  - b. cutlery and wash tub for used pieces
  - c. condiments – Salt, pepper, sugar, sweet 'n low, cream
3. Arranges with members of team to bring prepared food items for the menu along with appropriate serving pieces (some serving pieces will be available at the church).

The menu to be served is arranged with the family. It will vary according to their wishes and the season of the year. Our goal is to serve appealing and comforting food with a maximum of ease. Prepared foods, commercial casseroles, fried chicken, deli items, etc., are readily available. Most families are open to suggestions and appreciate having input as to the menu.

Tables are set with placemats or paper tablecloths for the number to be served. Table decorations are usually available in Geneva Hall. Extra places should be set for one or more pastors plus a few unexpected guests. The pastor lets the BCT members know when to begin the buffet service, typically after the pastor's prayer. During the meal, use pitchers to keep cold beverages replenished at all tables. Two team members should be adequate for serving up to 25 persons; more for additional guests. Members should arrive **at least one** hour ahead to be sure all arrangements have been made and to set up for serving the meal. The



custodians help with the clean-up unless other church events demand their time.

Bereavement Care Team has an annual budget to cover all food and supply costs. Each Team member who incurs expense is encouraged to complete a form for reimbursement and forward to Lisa Hebacker for approval. These forms are available at the BCT Family Care bag shelves. Please include the costs of items from your own pantry.

Any questions can be directed to the Pastoral Assistant, the Director of Food Services, the Pastor on Call, or the BCT Chair (see phone number list).

## PROCEDURES FOR SERVING A MEAL IN A FAMILY'S HOME

The Bereavement Care Team or other church group such as a Presbyterian Women's Circle serves a meal in the home when the family requests it during a time of bereavement. Two people are needed for a group up to about 20. Additional helpers are needed for more. There are times when the family requests that food be delivered to the home and family members do the serving so no one from the BCT team needs to stay. Discuss the menu with the family and decide on tea or coffee or both. Tea can be made in advance. Take one of the coffee urns from a BCT bag (one may already be at the home). Ask a family member to set out a cream pitcher, a sugar dish and a pitcher for tea. Ask if you should bring paper products such as napkins, cups and eating utensils, and a cooler of ice, which is available at church if you need it. Ask a family member to set out necessary serving spoons and other utensils depending on the menu. All these details, when discussed in advance on the phone, save last-minute confusion when the family is busy with guests and other matters. If you prefer, you may take utensils from home, but be sure to claim them when you leave the home.

You will need to decide in advance if the family prefers that the plates be served in the kitchen or if the meal will be buffet. Some families prefer that helpers leave when the meal is ready to serve. This gives them maximum privacy. Be sensitive to a family's wishes and ask in advance what they want. Always ask if they want someone to stay in the home for security reasons and to answer the door during the church service. If so, arrange for a specific time period.

If the Care Bag is not carried to the home, please take with you a large garbage bag so trash can be easily discarded. (The Care Bag has two large garbage bags in it). Try to leave the kitchen clean when you leave and ask a family member which leftover foods they want you to leave. If the refrigerator and freezer are overloaded with food, additional items may be a burden. However, extra food may be appreciated when there are many out-of-town family members. Every case is different and we need to be sensitive to each family's special needs.

Common sense is the rule: Be as comforting as possible, be as inconspicuous as possible, be as quiet and efficient as possible. Planning ahead is the key to having what you need without having to interrupt the family while you are there.

## **BCT MEAL PLANNING**

- Prepare more than enough food. For example: If family expects 25 to be served, plan for 30.
- If you decide to serve sliced ham, call 24 hours ahead and the Director of Food Services may have one in the freezer at church. One-half ham serves 15 people.
- Costco, Sam's Club, Food Lion, and Harris Teeter have spiral-sliced hams that are reasonably priced. Honey Baked hams are delicious but expensive.
- Costco also has many other prepared foods that may be useful for feeding a large crowd. *See below for specific suggestions.*
- Prepared potato salad: 1 pound serves 4 or 5 people.
- Submarine sandwiches from Subway or Jersey Mike's are a good choice for a light lunch. It is recommended that they be ordered plain, such as roast beef or turkey and cut into small portions. Condiments may be offered on the side. Add a fruit bowl and a basket of potato chips and perhaps marinated vegetables, and dessert for an appealing and filling lunch.
- Fried chicken from grocery store delis is very good and reasonably priced.
- Other useful prepared convenience items:
  - Stouffer's Lasagna for 12
  - Stouffer's Macaroni and Cheese for 9

### **Costco Shopping for Bereavement Care Lunches**

The following are things that can be purchased at Costco. They might save time and money when preparing for a larger group. The following items will feed a group of 30 people:

- spiral ham with or without glaze
- 3 containers (black container) of chicken salad: can add green grapes & pecans
- 2 tubs of potato salad
- 1 box (clear tub) of spring greens: can add 2 cans of mandarin oranges & almonds -- dressing poppy seed or balsamic
- fruit bowl with an added box of strawberries
- tray of 36 rolls
- cookies (2 dozen in a package)
- chicken pot pie: made daily; not frozen. Located in the meat section. Feeds 10 to 12 easily. Only concern is baking time; takes over an hour and only one will fit in the oven at a time.

## **PROCEDURES FOR PROVIDING AN AFTER-SERVICE RECEPTION IN THE JANE BELL GATHERING SPACE**

- Call Colleen Aguirre, WMPC Office Manager, to reserve Jane Bell Gathering Space and arrange for custodian to help set up room.
- Call the Director of Food Services to arrange for food and drink for the reception. The Director may be able to provide lemonade and cookies, or she will supply a punch bowl, cups, punch ingredients and Pepperidge Farm cookies. Team members may wish to provide some homemade cookies, etc., but this is not necessary and also depends on the number to be served.
- If using punch, prepare punch in accordance with our recipe. Add ginger ale just before serving.
- Clean up with custodian's help to return items to kitchen.
- Dividing into 2 shifts may help. One team sets up, then other team serves and cleans up.

## PROCEDURES FOR CIRCLE BEREAVEMENT CARE

White Memorial Presbyterian Church reaches out to its members in Christian love and concern when they lose loved ones. When notified of the death of a family member, WMPC's Pastoral Assistant, Rebecca Turner, calls the appropriate leader of any group in the church to which the family has a connection such as: Presbyterian Women's Circle, Church School class, Fellowship Group, Choir, etc. When there is no connection or when there is a need for assistance to one of the above groups, she calls the Bereavement Care Team.

When a Circle is notified, the Pastor's Aide and Circle Representatives need to coordinate the following:

1. Telephone or visit the family to express concern and to learn their needs and wishes. The representatives may already know from Rebecca Turner that a family meal either at the church or in the home is needed. The Circle follows the family's wishes about food to serve, and gets the number of people for which to plan. This is a good time to ask if they would like you to drop by with the Bereavement Care bag.
2. Church meals are generally in the lower level of the Calvin Building in room C100, unless otherwise designated by the church staff. Please schedule the use of this area with Colleen Aguirre, WMPC Office Manager (834-3424), and coordinate with the Director of Food Services. Ask that a custodian set up tables for the appropriate number of guests. Ask the Director of Food Services to order tea and coffee, paper products, and flatware. Beverages come with cups, a cooler of ice, sugar and creamer, and the Bereavement Care Team pays for all these. Please leave the kitchen and large room clean. The custodian will dispose of all garbage bags.

When responding to our members in grief, remember to be comforting and joyful. Each family's needs and wishes are different and special. Please respond with flexibility and sensitivity. Keep food simple, use prepared foods when appropriate, and focus on comfort for the family rather than elaborate preparation. Some families prefer their privacy and, in these cases, a card or note from the Circle is an appropriate response. When bringing a meal to the home, please ask if the family wants the Circle to stay and serve or to slip out when the meal is prepared and ready to serve.

As we care for one another, we are reminded of Jesus' promise to us in Matthew 25:40, "Verily, I say unto you, as much as you have done it unto the least of these my brethren, you have done it unto me."