

Haven House – City of Refuge – Bereavement Policy

Death Notification Procedure (Church Office Contact Required)

To ensure accurate communication and appropriate care, all deaths involving either a church member or a death in a member's immediate or extended family must be reported directly to the church office as soon as possible.

- The member, family representative, or authorized contact should notify the church office to officially inform leadership of the passing.
- This allows the Pastor, Member Care, and ministry leaders to respond in a timely and organized manner.
- Official notification through the church office helps prevent the sharing of incomplete or incorrect information and protects the church from releasing false or unconfirmed details.
- Once notification is received, the Administrative Office will handle all official follow-up, including:
 - Communicating verified information to the Pastor and Member Care team
 - Coordinating ministry support and outreach
 - Confirming service arrangements and family preferences
 - Managing any church-wide announcements or communications as appropriate
- The church will not make any public announcements or release service information until details have been confirmed directly with the family through the Administrative Office.
- Funeral arrangements, obituary information, and family wishes should only be communicated once verified through the family or an authorized contact.
- Please avoid relying solely on informal channels (social media, group texts, or word of mouth), as care procedures and public communication begin through the church office.

Immediate Family Loss

- Applies to mother, father, spouse, child, in-law, grandparent, sibling, or the passing of a member.
- A condolence letter is mailed.
- Pastor and Member Care call the member or family.
- Ministry leaders offer additional support.
- A plant or edible arrangement is sent.
- Food support may be provided if needed.

Extended Family Loss

- Applies to cousin, aunt, uncle, niece, nephew, or other extended relatives.
- A sympathy card is mailed.
- Pastor and Member Care call the member or family.
- If service information is known, a condolence letter will be sent.
- Ministry leaders offer additional support.
- No food support or arrangements unless directed by leadership.

After-Care Support

Standard Follow-Up Schedule

- Week 1: Member Care checks in and offers prayer.
- Week 3: Follow-up call or text to assess needs.
- Week 6: Final scheduled check-in.

Additional Support

- Clergy or ministry leaders available for prayer.
- Counseling or pastoral guidance available.
- Ministry leaders provide ongoing encouragement as needed.