

## Memorials at Mariners

As Shepherding Elders, Pastors, and Pastor of the Day, there may be times when someone calls to share a loved one has passed away and inquire about having a Memorial at Mariners.

### The best practice is:

1. Offer your condolences on behalf of Mariners and share that it is our honor to walk alongside them as they plan to celebrate the life of their loved one.
2. Provide the caller with Julie Keaveny's contact info: 949.769.8236, [ceremony@marinerschurch.org](mailto:ceremony@marinerschurch.org), and ask them to reach out to her. Let them know she will follow up with them with the Chapel's availability in scheduling the memorial service. **If the call comes in on a Friday, or over the weekend, please explain to the caller that Julie will be following up with them first thing Monday morning.**
3. Pray for the caller and their family as they walk through their loss.
4. Email Julie ([ceremony@marinerschurch.org](mailto:ceremony@marinerschurch.org)) a summary of your call, sharing any pertinent information about the grieving family/story of loss she should be aware of when she connects with the caller (ie. relation of deceased to the caller, cause of death, memorial timeline, etc)

### Suggested Script:

Thank you for calling Mariners this is Eric, how may I help you today? I am so sorry for your loss and it would be our honor to walk alongside you as you plan to celebrate the life of your loved one. Mariners Church doesn't charge a memorial fee as this is our gift to you in your time of grieving. May I ask if you have a date in mind for the Memorial? Julie Keaveny is our Memorial Planner, and she would be happy to assist you in scheduling and planning the service. She can be reached at 949.769.8236 or by email at [ceremony@marinerschurch.org](mailto:ceremony@marinerschurch.org). (If you prefer, you can take down the caller's name, phone, and email and email this info to Julie directly) \*\*\*\*\***If you get a call on a Friday, Saturday, or Sunday, please let the caller know Julie will be following up first thing Monday morning.**

### Helpful Memorial Information

- Mariners offers memorial services to anyone in the community at no cost.
- The only cost the family would incur is if they have a reception following the memorial, all food and beverage costs would be their responsibility. All catering goes through Mariners Cafe. No outside food is allowed. In the event a memorial has over 400 people and has to be held in the Worship Center, then the family would be responsible for staffing the A/V team.
- Memorials are held in the Chapel and can be scheduled any day (upon availability) **except** Sundays and Wednesdays.

- If the family would like to make a donation to Mariners please have them make out their check to Mariners Church and detail Memorial in the memo line. Donations can be dropped off at the reception desk in the first floor lobby of the Ministry Center Building, handed to the Memorial Coordinator or mailed to the address below:

Mariners Church  
Attn: Julie Keaveny  
5001 Newport Coast Dr.  
Irvine, CA 92603