Visitation & Bereavement Ministry

Frequently Asked Questions

1. **How do I contact New Birth to begin making arrangements for a service?**
   a. You are welcome to submit a contact form 24 hours a day to the Pastoral Services Office.
   b. You may call the Pastoral Services Office at 770.696.5090 (Monday – Friday, 9:00 am – 5:00 pm)
   c. You are welcome to come to New Birth and meet with Elder Tony Wilson and team. We strongly advise that you call ahead to ensure that we are in the office and available to meet with you.
   d. Additional Pastoral Services staff can be reached at 770-696-5090. If the death of your loved one occurs on the weekend or over a holiday period, please contact the Ministers-On-Call at 404.295.7864.

2. **What are the initial steps to being making arrangements for a service at New Birth?**
   The main priority of arranging a service is to select a funeral home and cemetery. Their staff availability will guide you in narrowing your selection of when to have the service. Complete the attached bereavement profile with as much information as you have. The details will be added at a later time.

3. **Is there someone available at New Birth who can help me make all necessary arrangements? If so, what assistance do they provide?** Elder Wilson and team will be honored to meet with you and guide you through the process. We offer assistance with helping you organize the order of service, select appropriate scriptures and songs, offer referrals to funeral homes and cemeteries, and providing insight on what will take place on the day of the service. At this time New Birth does not offer financial assistance for any portion of the services.

4. **What all does New Birth provide for a service?** As a ministry of care to the family, New Birth provides the following for homegoing services conducted at our church: elders and ministers, one musician, ushers, and one sound technician. The Chapel is equipped with a Hammond organ, cordless microphones, audio visual equipment to play music tracts, CD’s, memorial DVD’s, and cassette tapes. We do not use video equipment to record the service. All of these items are free of charge as we minister to your family during this difficult time.

5. **How far in advance do I need to contact New Birth to request use of the Chapel for a service?** A minimum for five days is needed to place all support staff in position. We advise you to call Elder Wilson and team as soon as possible after meeting with your
immediate family. We ask that you offer two different dates and times in case the Chapel is not available on the first day selected.

6. **How soon will I get confirmation that New Birth can provide the Chapel for the service?** We attempt to respond to every request within a 24 hour time period. When a death occurs on the weekend or a holiday, we ask that you kindly permit us until the next business day to provide a confirmation.

7. **How large is the Chapel?** The Chapel has exactly 489 seats arranged in theater style stadium seating. Every seat provides an unobstructed view of the altar, pulpit, and video screen. The Chapel also has an exclusive entrance for the processional and recessional as well as reserved parking for the family.

8. **Is the main Sanctuary available for homegoing services?** We normally reserve the sanctuary for extremely large services (a minimum of 2000 people). Please note that use of the sanctuary requires special authorization and a significant financial contribution due to additional staffing beyond the scope of Pastoral Services. Please contact Elder Wilson (678-824-1049) and team (770-696-5090) for additional details.

9. **Will Bishop Long be present or minister during the service?** Although Bishop Long is the spiritual covering over New Birth, he has entrusted this area of ministry to the Bereavement Ministry. The ministry team walks in the anointing of the Holy Spirit and strives to exemplify the care, compassion, and concern of our Lord Jesus Christ. Normally, Bishop Long will not be in attendance; however, he literally prays for every bereaved family in the New Birth congregation.

10. **Can I choose which New Birth elders and ministers will participate in the service?** You are welcome to let us know your preferences and Elder Wilson will try to accommodate your requests. In the event, that selected persons are not available, please note that all participating ministers and elders have completed the Bereavement Ministry orientation and are well equipped to minister to you and your extended family.

11. **Can my former pastor, family ministers, or other clergy participate in the service at New Birth?** In most cases this is acceptable. After speaking to Elder Wilson and team, you are welcome to invite any minister of the Christian faith to participate in the service. We ask that you provide the pastor/minister’s name and the church where they worship. Please note that New Birth officials reserve the right to deny your request. Furthermore, to preserve the sanctity of our church campus, we do not allow persons of other faiths to participate in the services.

12. **Does New Birth provide any financial assistance for any costs associated with homegoing services either locally or out-of-town?** At this time, New Birth does not offer any monetary help for any expenses related to the death of a relative. However, we do offer “in-kind” assistance in the form of free use of our Chapel and support staff for the homegoing or memorial service.
13. **What type of aftercare does New Birth provide?** There are three primary support ministries in place for you during your bereavement. (a) The Grief Support Group led by trained facilitators from our Counseling Ministry meets weekly on Monday evenings at New Birth. (b) One-on-One counseling is available as needed both through our Bereavement Ministry as well as our Counseling Ministry. (c) Rainbows is a grief support group for young people under the age of 18. The RePresent Student Ministries has trained facilitators that provide a safe environment for children and adolescents to express the thoughts and emotions related to their recent loss. Please note that Rainbows covers additional areas related to loss including divorce, relocation to another city, and the death of a pet.