

Communication Process:

In the case of funerals and other emergency matters, the following communication process will be set in motion:

1. When a death in the family of a member is made known, the following communication process needs to be in place:
 - a. An email will be sent to those whose email addresses are known to the church office. Content of email will be:
 - i. Name of deceased (includes relationship to member, e.g. Evelyn Vande Merkt, grandmother of Bev Coote)
 - ii. Wake/funeral arrangements—time, place
 - iii. A request for recipient of email to inform family members and other people in their circle of influence of the above.
 - b. Phone calls will be put through to those without email. Non-staff may be called on to help in this respect.

2. In other cases, such as an emergency or an urgent request that needs immediate action:
 - a. An email will be sent to those whose email addresses are known to the church office. Content of email will be:
 - i. Reason for email
 - ii. Details of emergency or urgent request
 - iii. Action point (what do we expect people to do as a result of the email, e.g. donate food items)
 - iv. A request for recipient of email to inform family members and other people in their circle of influence of the above, who might be able to help.
 - b. Phone calls will be put through to those without email. Non-staff may be called on to help in this respect.