



Pastor on Call Handbook

Gateway Southlake/Central Care Ministries

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GENERAL OVERVIEW OF PASTOR ON CALL (POC)

Our Mission

Gateway's heart is to be "all about people" by ministering to individuals and families experiencing crises such as hospitalizations, life-altering illness, death, or bereavement.

Our Core Values

- We are intentional in ensuring our members and attendees who are experiencing a crisis can connect with Gateway during this time for support, ministry, encouragement, and prayer.
- We believe and pray for healing in every case, and we also care for people, especially those with critical illnesses or tragedies. (See statement of healing on page 7.)
- We believe our church family should be able to reach a pastor in an emergency or crisis and have a support network available 24/7.
- We believe that Care is more than a department – it is a culture that is carried out by all staff and volunteers.

Scope of POC

- Pastor-On-Call System | 24/7 Care Network
 - Emergencies after hours and on weekends
 - Deaths | Funerals
 - Support Care Team | Assist with Funeral
 - Suicide Calls
 - Hospitalizations & Hospital Visits
 - Crisis
 - Walk-ins during office hours (staff only)

Our Role

The Pastor-On-Call system is designed to provide ongoing pastoral care to the families of Gateway Church and is an extension of the ministry of our pastors and elders.

The Gateway POC rotation schedule is from Monday at 9am to the following Sunday at 9pm. The POC will be responsible for ministering to our Gateway Southlake congregants and community and to those who walk into the Gateway SLK Campus and/or office (staff only) who are facing a crisis.

***** If the situation appears to be life-threatening, always call the Care Point Pastor and/or 911 immediately.**

NOTIFICATION METHODS

How POC is Notified of a Need

Staff -

During the week you are scheduled to serve as POC, you will need to monitor Slack closely for notifications about

walk-ins or emergencies. You will be tagged in the respective channels to notify you of a situation that needs your assistance. You will receive emails, directly to your In Box, from the Care Email throughout the week, with requests for phone calls and/or hospital visits.

Walk-Ins

When a walk-in situation arises, the receptionist will Slack you on the [#slk-walkin-care](#) channel, letting you know your assistance is needed. You will need to be available for walk-ins during office hours (Monday – Thursday, 9am – 5pm). We ask that you be available to assist during weekend services as well.

Texting

Please assist in monitoring and responding to the [#texting-slk](#) Slack channel.

For instructions on how to use the texting channels, please visit POC slack channel for “Text line Video Instructions”. You will find training videos on how-to steps as well as answers to frequently asked questions.

Phone Ministry:

1. After-hour Care calls go to the answering service and are then routed to the POC Slack Channel.
2. The VOLUNTEER POC responds to after hours (evenings and weekends) phone messages. She/he should drop a note in the POC Slack Channel that they have seen it; so that the Staff POC and Care Point Pastor know the call is being returned.
3. To protect your cell phone number, we encourage staff to use their Zoom phone number.
4. If any type of abuse (elder, sexual, child) is reported to you, please contact a Care Pastor, and one of us will walk through this with you.
5. Do not respond to phone calls asking for Gateway’s viewpoint on theological matters, political positions, current events or social issues.

Volunteers -

Volunteer POCs are available throughout the week to back up and assist the Staff POC and the Care department with returning calls; as well as responding to emails and text messages as needed; and to make hospital visits if possible. All communication will be through the [#1slk_poc](#) Slack Channel.

Gateway Texting Lines

Texting - Online Emergencies (Staff Only)

1. Refresh your memory regarding best practices by watching the short training video about the text line that is pinned in the [#1slk_poc](#) Slack Channel.
2. **NEW: THE STAFF POC IS ALSO RESPONSIBLE TO MONITOR THE CHURCH’S GENERAL TEXT LINE - [#texting](#)** ... weekday evenings and Saturday; and respond to any prayer requests or emergencies (our Comms Department will monitor and manage this line the rest of the week; and you are NOT responsible to reply to any requests for general information). You may also be tagged by Comms to respond to inquiries requiring a pastoral touch.
3. Monitor and gather information from the SLK Texting channel.

4. React with the eyes emoji to designate that you have seen the message and will handle it.
5. Pray before you connect with the individual.
6. Use the "Reply" button to text the individual:
 - a. Introduce yourself with your name, letting the individual know you are a Gateway Pastor who will be connecting with them.
 - b. Respond with the pertinent information requested and/or type a brief prayer in response to their need.
 - c. Schedule a time to call and pray with them if necessary.
7. When calling an individual, please use your Zoom desktop phone; never give out your personal information (phone number, address, etc.). If your Zoom phone line is unavailable, you can also use your cell phone anonymously by adding *67 to the front of the number that you dial.
8. Tag yourself in the thread if follow up is or may be required.
9. Once you have handled the message, react with the green check mark emoji.
10. If a phone call was necessary, or if follow up may be needed, please fill out the [Care Contact Form](#) and select **SLK** as the campus. This form will alert the Care Team of your connection and any next steps that need to be taken. *Please submit the Care Contact Form after connecting with the individual.*

Contact Form:

https://gatewaychurch.formstack.com/forms/care_contact_form

HOSPITAL MINISTRY

Please be familiar with this information, as it is a helpful resource in ministering to people who are in the hospital.

Biblical Foundation:

Jesus' Earthly Ministry -

Jesus came to the earth to walk fully as man and fully as God. He experienced everything we experience and "was in all points tempted as we are, yet without sin." (Hebrews 4:15). In His 3-year ministry on earth, He was known for teaching, preaching, and healing.

"And Jesus went about all Galilee, teaching in their synagogues, preaching the gospel of the kingdom, and healing all kinds of sickness and all kinds of disease among the people." (Matthew 4:23)

His ministry is clear evidence of the Father's heart for people who are hurting and suffering with sickness and disease.

Importance of Visiting the Sick -

Jesus is a Healer. He is also very involved in caring for our needs.

"For I was hungry, and you gave Me food; I was thirsty, and you gave Me drink; I was a stranger, and you took Me in; I was naked, and you clothed Me; I was sick, and you visited Me; I was in prison, and you came to Me." (Matthew 15:35-36)

Social concern cannot biblically be divorced from the Christian walk. Jesus equates our treatment of those who are sick or distressed with our treatment of Himself. What we do for them, we do for Him.

The Price Has Been Paid -

The prophet Isaiah spoke of the tremendous price that the Messiah would pay for our sins and our sicknesses.

“Surely He has borne our griefs and carried our sorrows; yet we esteemed Him stricken, smitten by God and afflicted. But He was wounded for our transgressions, He was bruised for our iniquities; the chastisement for our peace was upon Him, and by His stripes we are healed.” (Isaiah 53:4-5)

When He cried, “It is finished,” upon the cross, the price was paid in full. We are forgiven, and healing belongs to us.

Statement of Healing -

We believe healing, including miraculous intervention in a person’s physical condition, is part of God’s supernatural invasion of our earthly realm. It is His kingdom that comes to earth and invades our bodies, hearts, and spirits. His Word, which bears the fruit of His very nature, works in us as His life manifests in our physical world.

We believe God also brings healing in other ways in addition to miraculous intervention. These include medicine, good medical care, wisdom, revelation, and other God-given means.

We hold the strong conviction that these ways of healing are not at all in conflict. It guides us in how we minister.

- ***We are unwavering in our belief that God desires to heal people physically.*** We always believe God for miraculous intervention for each individual, regardless of the illness or ailment. We trust Him in all circumstances, including the most difficult ones, understanding that His eternal perspective is very different from our earthly one. In this way, Care is actively engaged in healing ministry.
- ***We passionately care for people through tangible expressions of love and concern as a means of encouragement during their healing journey.*** Our passion flows from God’s love in our hearts and our desire to lift up those who are walking through difficulty.
- ***We are systematic in our approach, understanding that follow-up ministry is often more meaningful than our initial expressions.*** Following a defined process is the only means of ensuring consistent care.

This “dual stream approach” – believing without wavering and caring passionately in tangible ways – is not at all in conflict with a stance of full faith. Following these two paths is scriptural, necessary, and practical when ministering to those who are sick and those who have been told they are dying.

Summary

The Father’s love for us is so vast and so comprehensive that He paid the price in full for our sins, our sicknesses, and our diseases. Because we live in a fallen world, we will experience challenges in every area. Our privilege as servants of God is to minister in faith and in love to each person with whom we connect. We speak words of healing; we visit and bring peace and comfort; and we get to declare His Kingdom of peace in every situation.

Before You Visit

Most hospital visits are not difficult to make, but just like anything else in ministry, proper preparation is key to success.

Preparing your heart

- While a phone call or visit may seem routine to you or the reason someone is in the hospital may seem relatively minor, the patient doesn’t usually see it as routine. In fact, hospitals can cause a great deal of anxiety for patients regardless of their illness or condition. Try to place yourself in their shoes for a moment. Imagine if it were you in the hospital and what you might be feeling or experiencing when the pastor comes to visit.

- Every situation is different, and the personal and family dynamics of the patient may present many unique challenges. Prayer preparation is key. Ask the Holy Spirit to guide you through the entire visit and especially in your conversations with the patient and family. Afterwards, pray over each visit by name and listen to what the Holy Spirit may tell you.
- Prepare scripture to share. Ask God to give you a scripture and take a list of encouraging passages that you could pull from as you are prompted.
- Gather basic information, when available, about the patient's illness, family members, and church connections. While there may be some situations where you may call without much information, these background details help guide the visit, navigating difficult conversations, or building relationship.
- The patient and/or family deserve your full focus and attention.

Common Etiquette

- Take a moment to sanitize your hands prior to entering the room, and use that time to pray.
- Greet the patient and introduce yourself.
- Stand, unless invited to sit, and never sit on the patient's bed.
- Put yourself in the patient's position—imagine how you would think and feel.
- Gently give the patient opportunities to open up and discuss the situation.
- Gather information: *"Tell me more about that..."*
- Clarify information: *"In other words..."*
- Summarize information: Offer a concise overview of the main themes and feelings expressed.
- If the patient isn't in the room, check at the nurses' station to find out when the patient might be back. Leave a note on the bedside table if they will be gone for an extended time and you have to leave.
- Take a moment to sanitize your hands after leaving the room, and use that time to pray.

Verbal Communication

- Offer volume and tone of voice that convey caring and support.
- Talk audibly—not too softly nor loudly. Increase your volume if you find the patient cannot hear you. Sometimes, when people are sick, their minds are a bit fuzzy from medication and pain.
- Ask direct, open-ended questions concerning the situation without being graphic.
- Gently assure the patient of the Lord's desire and willingness to heal.
- Offer to read appropriate verses or passages from the Bible. (phone or print version)
- Ask specifically and sensitively how you can pray. Keep prayers brief, simple, and Spirit-led. Assure the patient that others are praying and that you will continue to check on them.
- Always ask the patient's permission to share their information with others, if necessary.

Common Mistakes

- Chewing gum while talking. No one likes to listen to someone chew gum, mints, or other food.
- Avoiding the obvious. Generally, the patient or family wants to talk about the situation.
- Talking about a person you knew who died of the same illness or injury the patient has.
- Giving medical advice.
- Discussing the patient's care with a doctor or nurse.
- Overstaying the visit. Generally, keep the visit or phone call to 10-15 minutes, being sensitive to the patient's condition and environment.

After Your Visit

Be sure to fill out the [Care Contact Form](#) and select **SLK** as the campus. This form will alert the Care Team of your

connection and any next steps that need to be taken. *Please submit the Care Contact Form after connecting with the individual.*

Contact Form:

https://gatewaychurch.formstack.com/forms/care_contact_form

CRISIS MINISTRY RESPONSES

Pastors on Call play a crucial role in ministering to individuals in crisis. Often, when people are in crisis, they need calm, caring, and confident ministry. In addition, these are likely times that people are looking for spiritual guidance and comfort.

Marriage & Family Issues

Most of these calls will be handled by praying with the caller and by referring them to call the appropriate resources and Gateway ministry department the next business day. While you may offer scriptural and spiritual guidance to their situation, we do not encourage you to provide marriage counseling.

Domestic Violence/Abuse

***When you are presented with a situation involving domestic violence or abuse, please contact the Care Point Pastor by phone/text immediately.**

Abuse can happen to anyone regardless of age, race, gender, or religion. It can take many forms, such as physical abuse, sexual abuse, emotional abuse, domestic abuse, economic abuse, and psychological abuse. Unfortunately, Christians and Christian families are NOT exempt.

Many calls can be handled with prayer and referral to the appropriate Gateway Team the next business day. If the situation appears to be life-threatening, ALWAYS work to get the caller to a place of safety. Ask the caller if they are in immediate danger or if they have a place to go or someone to call. **Insist that their safety is critical and that it may require calling 911.** NEVER physically go into a situation that feels like it has the potential for domestic or other violence.

Our role as pastors-on-call is not to solve or fix their issues. Our primary role is to speak and pray peace into their immediate crisis and to provide wise counsel.

Action Steps:

1. **Safety.** Our top priority is the safety of the person and any children involved. Ask key questions such as “Are you in danger right now?” “Do you have a safe place to go?” “Is there a protective restraining order?” ***If their safety or the safety of anyone else is in danger, 911 must be called.***
2. **Help them develop a plan.** Make sure they have numbers to call (family members, family shelters, abuse hotlines, trusted friends, etc.). Keep the plan basic and simple. Who to call. Where to Go. What to take.
3. **Provide resources for follow-up.** After ensuring that they are safe and have a plan, give them a couple of resources to call for continued help. (See Domestic Violence / Women’s Shelters on p. 20 of this document). Inform the Care Point Pastor of their situation so they can follow up with support and resources.
4. **Reassure the person that abuse is never deserved and is always wrong.** Many victims wrongly believe they have caused the abuse or deserve it in some way. It is important that we remind them that no one ever deserves to be abused or battered. It is wrong and never justified.
5. If you are brought into a call related to ABUSE, especially of a child, disabled, or elderly person, please **report to the Care Point Pastor by phone/text immediately. We are required to report abuse.** They will walk you through the reporting process. Please do not do the reporting process alone.

Additional information on reporting domestic violence/abuse can be found in the Playbook (Playbook > Care Page > Content Link > [Reporting Abuse Folder](#)).

Miscarriages/Stillbirths

These deaths are some of the most traumatic experiences a family may face. Always notify the appropriate campus staff in these situations, and we will either assume the ministry at that point or walk with you as you minister to them. These are times when the ministry of presence is more important than advice or counsel. You should not try to engage in theological answers to their “why” questions or respond to their anger. Please notify the Campus Care Team for follow-up.

Critical Illness and Diagnosis

Diagnosis of a life-altering illness or injury - Offering prayer and hope is the best form of ministry for these situations. If the person who is ill or injured is not conscious, ask the family how they are praying for God to resolve the situation. Are they praying for complete healing, or are they praying that God take their loved one peacefully home?

Deaths (Including Suicides)

With a report of confirmed death, suicide, or a situation where death seems imminent barring the Lord’s miraculous intervention, please call the Care Point Pastor. These situations are best handled as team efforts. Reported deaths or crisis situations often occur in families with whom the team has had an established relationship. Sharing with someone who has already been ministering to the family can be a relational and pastoral advantage. Please refer to the following pages regarding suicide intervention if you receive a call from someone who is suicidal or talking about ending their life.

When we are notified that a death has occurred, our response should be three-fold:

1. Minister the peace and presence of God – Express His Presence

Christ is our peace, and at times such as the death of a loved one, we can minister Christ’s presence and peace by sharing comforting words of scripture and prayer.

2. Offer a listening ear – Express your presence

This is what we call the ministry of presence. Express that you are there; they are not alone. If they need someone to be physically present with them, offer to go. “I’m with you” or “I’m here and I care” can bring calm and comfort at these times.

3. Assure them that Gateway can help them begin next steps – Express our presence.

Gateway can help them with next steps, such as helping with funeral arrangements or providing a list of resources (funeral homes, crematories, etc.). Let them know that a member of the Gateway Care staff will be in contact with them to assist them. Please do not promise that Gateway Church can officiate or host the funeral. Let the individual know you will request that the Care Team connect with them.

Comforting Scriptures

The Lord cares deeply when His loved ones die. (Psalm 116:15)

But in fact, Christ has been raised from the dead. He is the first of a great harvest of all who have died. So you see, just as death came into the world through a man, now the resurrection from the dead has begun

through another man. Just as everyone dies because we all belong to Adam, everyone who belongs to Christ will be given new life. (1 Corinthians 15:20-22)

So we are always confident, even though we know that as long as we live in these bodies, we are not at home with the Lord. For we live by believing and not by seeing. Yes, we are fully confident, and we would rather be away from these earthly bodies, for then we will be at home with the Lord. (2 Corinthians 5:6-8)

And I heard a voice from heaven saying, "Write this down: Blessed are those who die in the Lord from now on. Yes, says the Spirit, they are blessed indeed, for they will rest from their hard work; for their good deeds follow them! (Revelation 14:13)

For to me, living means living for Christ, and dying is even better. (Philippians 1:21)

God blesses those who mourn, for they will be comforted. (Matthew 5:4)

God is our refuge and strength, always ready to help in times of trouble. (Psalm 46:1)

Surely He hath borne our griefs and carried our sorrows. (Isaiah 53:4)

Yet it was our weaknesses He carried; it was our sorrows that weighed Him down. He heals the brokenhearted and bandages their wounds. (Psalm 147:3)

Jesus told her, "I am the resurrection and the life. Anyone who believes in Me will live, even after dying. Everyone who lives in Me and believes in Me will never ever die. (John 11:25-26)

And I am convinced that nothing can ever separate us from God's love. Neither death nor life, neither angels nor demons, neither our fears for today nor our worries about tomorrow—not even the powers of hell can separate us from God's love. (Romans 8:38, 39)

We believe that Jesus died and rose again; and so it will be for those who have died in Christ. God will raise them to be with the Lord forever. Comfort one another with these words. (1 Thessalonians. 4:14, 17-18)

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Give all your worries and cares to God, for He cares about you. (1 Peter 5:7)

SUICIDE RESPONSE

Suicide Calls – Basic Guidelines

1. **During a phone call, never put a suicidal person on hold, even for a few minutes. It is best practice to have a partner available with you who can call the police if needed.**
2. Suicidal thoughts can come for many reasons, including chronic physical pain, spiritual oppression, hopelessness, loneliness, hostility, anger, emotional pain, and unresolved trauma.
3. A suicidal person may ask about going to heaven. Try to point them back to the fact that God has a purpose for their life on earth. (Jer. 29:11) Do you think God would ever encourage you to take your own life?” (Of course not!)
4. A family member of a person who has committed suicide may also seek to know if their loved one is in heaven or not. Ask if there was a time when the deceased sincerely asked Jesus into his/her heart, thus bringing assurance of God’s grace and mercy to cover the person in his/her greatest hour of need. We never truly know what happened in a person’s heart in their last hours or moments on earth. The family member needs to be reassured and comforted.
5. Try to secure a commitment to life from the person. If talking on the phone, get a verbal commitment from them not to harm themselves. If in person, a written commitment. This has proven to be effective in helping persons sincerely reconsider a decision to commit suicide.
6. Inquire if what the person really wants is to be free of this world, and all its pain—a longing for heaven like Paul—or is their intent clearly to die. **Ask very directly:** “Are you telling me you are suicidal?” Let the person

know you care whether he/she lives or dies, and you are going to be direct enough to ask. This may be extremely uncomfortable to do, but ask sincerely and compassionately.

7. Discern if the person has formulated a plan to actually follow through, asking about **specific details**—where, when, how, what, etc. If the person admits to having a plan but refuses to disclose it, their intent is usually at a higher level. Ask if their intent may be directed towards other people. ***If the person has intentions to harm themselves or someone else, you will need to call 911 immediately. Be prepared to give the police information such as name, contact information, and the person's location.*** If he/she will not make a life contract with you, contact the police and/or call a family member to escort him/her to a hospital. Do not escort the person yourself. Police will likely use handcuffs, put the person on a gurney, and drive the person directly to the hospital. This will be very upsetting, but the person will know you mean business and may have second thoughts about actually committing suicide.
8. In these situations, it is always a good idea to call the police and ask for them to do a **Wellness Check** on the person. For **emergencies, please call 911**, let them know the situation, and request a Wellness Check. For non-emergencies, this is still an important step. Call the **non-emergency police number** of the city the person is in and ask for a Wellness Check. Please note, you will need to provide the police with the name, phone number, and address/location of the individual. **If time allows, you should also search Rock for the DOB of the individual.**
9. Some personality disorders are at high risk of suicide. Find out if the person has ever been diagnosed or treated for a mental health condition. The highest risks are bipolar and Borderline Personality Disorder. These persons are frequently manipulative and know how to fool pastors and professionals into believing they are suicidal when they really are not. **Do not take chances. It is better to be manipulated than not to take action.**

Suicide Calls – Best Practices

1. **Listen** - This is extremely important because the person has a need to be understood. Practice reflective listening by restating what has been said and asking if it is correct.
2. **Validate** - Repeat back the feelings the person is exhibiting and validate them. State the emotion you are observing—anger, hopelessness, loneliness, depression, pain, etc.
3. **Empathize** - Tell the person you are sorry he/she is going through this situation. “I agree with you—sometimes life really stinks.” OR “I can see you are sick of all this.” OR “Loneliness is too painful sometimes.” Don't preach or lecture. Simply say: “These feelings are temporary, let's find a way to get past this.”
4. **Ground** - If talking on the phone, seek to “ground” the person, asking very specific questions: “Are you outside or inside?” “Are you calling from a cell phone or a land line?” “Is it day or night?” “What does the room look like?” “Who will be concerned about you?” “Do you have a pet?”
5. **Plan** - Will the person commit to meet with you, go to church, or attend a small group?
6. **Pray** - Ask if you can pray for the person. Pray specifically for God to manifest Himself in a supernatural way, showing that He is real and that He cares even about the smallest things. This creates a positive expectation. Pray against spiritual warfare and ask the person to agree with you. This releases the will from being in agreement with death to being in agreement with life. Discern if it would be beneficial if the person were also to pray in his/her own words.
7. **Refocus** - Ask the person about moving to the very next thing: “What will you be doing when we hang up?” Request that he/she go outside and look at the sky, find a bird, or take a walk. Suggest he/she watch a comedy video, take a bath, eat a meal, or take a nap. Ask the person to call you in two hours and leave a

message, so you will know he/she is following through with what was promised.

8. **Educate** - Realize that spiritually, the person may have made an agreement with Satan to die. Once this agreement is made, a false comforter will come to bring false peace. It is a clinical fact that a truly suicidal person will exhibit great calm before he/she follows through. Anytime the will is in agreement with Satan, it must be broken for true release. If the person is still wavering as to whether or not to commit suicide, he/she has not completely resolved to make an agreement.

REFERRING TO COMMUNITY RESOURCES

When you serve as POC, you will likely encounter people who need referrals to local agencies.

1. **Out of Area/State** – For people located outside of the DFW area, the best way to connect them with local agencies is to direct them to the following agency search tools:
 - a. **United Way 211:** This is a service that connects people with local agencies. To access this tool, direct the individual to the United Way 2-1-1 website: <https://www.211.org/>, or they can call by dialing 2-1-1 on any phone.
 - b. **Find Help:** This is an online search engine tool that allows people to search for local agencies by zip code. To access this tool, direct the individual to <https://www.findhelp.org/>.
 - c. **The American Association of Christian Counselors is a national organization with which Gateway has partnered for mental health events.** Users can search for a Christian counselor by zip code in their network at: <https://aacc.net/>
 - d. **To find a Gateway Church, go to the following Gateway webpage:**
<https://my.gatewaypeople.com/campuses>

* Please note, these search tools are also helpful for those within the DFW area.

2. **Local to DFW** – For people local to the DFW area, please see the list of DFW Community Resources below:

My Health My Resources Tarrant County

<https://www.mhmrtarrant.org>

(817) 355-3022 or (800) 866-2465

Assistance locating & applying for assistance programs.

Consumer Financial Protection Bureau

How-to articles addressing financial distress during COVID-19.

<https://www.consumerfinance.gov/about-us/blog/>

Benefits.Gov

<https://www.benefits.gov>

(844) USA-GOVI

Online Benefit Finder for federal assistance programs.

Texas Health and Human Services

<https://YourTexasBenefits.com>

Or call 2-1-1

Online Benefit Finder for State assistance programs.

UNEMPLOYMENT ASSISTANCE RESOURCES

Unemployment Insurance (Through TWC)

<https://twc.texas.gov/jobseekers/>

800-939-6631

Unemployment benefit program.

Disaster Unemployment Assistance

<https://oui.doleta.gov/unemplo>

Local Ministry Partners / Homeless Services / Night Shelters

**PLEASE SEE THE LIST OF OUR OUTREACH PARTNERS;
WHICH IS PINNED TO THE POC CHANNEL,
AND ATTACHED TO THE WELCOME EMAIL, SENT THE WEEK PRIOR TO YOU SERVING.**

Counseling Services

For local professional counseling referrals, please contact the appropriate Campus Care Pastor, the Central Care Pastor or the Central Connect Coordinator for Gateway-approved local Christian counselors.

Medical & Mental Health

Suicide & Crisis Hotline

Dial / Text 988

Alcohol & Substance Abuse

SAMHSA National Helpline

800-662-4357

(Substance Abuse & Mental Health Services Admin.)

<https://www.samhsa.gov/find-help/national-helpline>

Mental Health & Substance Use | Texas Health & Human Services

<https://www.hhs.texas.gov/services/mental-health-substance-use>

Crisis Pregnancy

Human Coalition

<https://www.humancoalition.org/>

Thrive Women's Clinics

214-343-9263

<https://thrivewomensclinic.com/>

Health for Her

888-851-9743

<https://healthforher.org/>

Save the Storks

<https://savethestorks.com/>

Domestic Violence | Women's Shelters

The Gatehouse

<https://gatehousedfw.org/>

National Domestic Violence Hotline

800-799-7233

One Safe Place

817-916-4323

<https://www.onesafeplace.org/>

Salvation Army

<https://www.salvationarmyusa.org/>

Genesis Women's Shelter & Support

<https://www.genesisshelter.org/>

The Family Place

<https://www.familyplace.org/>

Homeless Shelters

Presbyterian Night Shelter
<https://www.journeyhome.org/>

817-632-7400

Union Gospel Mission
<https://ugm-tc.org/>

817-339-2553

Employment | Job Assistance

Texas Workforce Commission
<https://www.twc.texas.gov/>

Workforce Solutions
<https://workforcesolutions.net/>

Goodwill Industries
Vocational Evaluation/Clerical-Medical Skills Training/Work Experience
<https://www.goodwill.org/>

Legal Assistance | Documents | ID | Birth Certificate

Legal Aid of Northwest TX
www.lanwt.org

888-529-5277

World Relief
Helping refugees and immigrants with resettlement, extended case management, employment & economic services, and education.
<https://worldrelief.org/texas/>

817-532-2231

Veterans | Elderly | Disabled

Social Security Administration

800-772-1213

Recovery Resource Council
www.recoverycouncil.org

817-332-6329

Financial Assistance

Find Help

<https://www.findhelp.org/>

Ride Assistance

2-1-1 Texas

<https://www.findhelp.org/>

Dial 211

Medicaid

877-633-8747

Onward

800-700-4797

Catholic Charities

<https://ccfwtransportation.com/>

817-336-8714

General Assistance

Grace Grapevine (food, clothing, etc.)

<https://www.gracegrapevine.org/>

817-488-7009

Financial Assistance Through Gateway

When you serve as POC, you might be asked if Gateway Church offers financial assistance. It is important to note that we do offer financial assistance through Care. *However, we do not offer emergency financial assistance. The process takes 2-3 weeks to complete upon receiving a completed application, supporting documentation, and approval for financial assistance.*

For those seeking financial help at Gateway Church, please direct them to text 'Care' to 71010.

Get Help Form:

<https://gatewaypeople.com/get-help> .

For walk-ins who are requesting financial assistance, we **may** be able to help with either a small gas gift card (Quick Trip - \$25) or a small grocery gift card (Walmart - \$50). Please check with your Care Point Pastor about this before offering anything to a caller or walk-in, as only Care staff can distribute these cards.

FUNERALS AND MEMORIAL SERVICES

When you are notified of a confirmed death, please let the Care Pastor know immediately. Please do not promise that Gateway Church can officiate or host the funeral. Let the individual know you will pass their request to their Campus Care Team, and they will get in contact with them.

The information below is provided for you, as you may be asked to officiate a funeral or memorial service that occurs during your POC rotation week. If you are asked to officiate a service, your Care Point Pastor will have many more resources than what is listed below, which is a brief overview; and she/he will be a tremendous source of help and guidance as you move forward.

Funeral and memorial services are occasions to worship God and declare our faith in the face of death. Gathering together, we embrace the comfort, peace, and hope found in Christ while acknowledging shared grief over the loss of a loved one. Funeral and memorial services also offer an opportunity to build compassionate relationships with the bereaved family, extended relatives, and the surrounding community. To summarize, the overall purposes of the service are:

- Honor God

- Celebrate the Life
- Comfort & Encourage the Family

Planning The Service

We take cues from the family and work at their pace, seeking to understand the unique character and traits of the person who has passed away.

- What special memories or stories do they have of their loved one?
- What were his/her life pursuits and/or special interests?
- What activities was he/she involved in?
- Are there verses or passages from the Bible that he/she (or family) has read often and held particularly dear?
- We compassionately guide family members in shaping the funeral or memorial service by asking questions.
- Do you have a funeral director? If so, what is their contact information?
- Will there be a visitation (viewing) before the funeral service? If so, when and where?
- Where will the funeral service be held? (Church, funeral home, graveside only, other location)
- Will family members or friends share in the service? If so, who are they and what will they do? (Scripture reading, music, obituary, personal remembrances, etc.)
- Will other organizations take part in the service? (Church and/or pastors, military personnel, community service groups, etc.) If so, what are their customary practices?

Order Of Service

If present, the coffin is placed in front of the room and customarily remains closed throughout the service and thereafter. In the event of cremation, the service may be adapted at the discretion of the funeral director and officiating pastor. Following is a typical order of service that may be modified as desired.

- **Welcome / Greeting**
(On behalf of the church and family, thank everyone for coming. Share the purposes for gathering as noted in the opening section above.)
- **Prayer**
- **Song**
- **Obituary / Eulogy**
- **Scripture Reading**
(Options: Psalm 23:1-6; 27:1-5, 13-14; 121:1-8; John 11:20-27; 14:1-6, 27; Romans 8:28, 31-32, 37-39; 1 Corinthians 15:54-58; 2 Corinthians 4:7-18; 1 Thessalonians 4:13-18; Revelation 1:17-18; 21:2-7)
- **Personal Remembrances**
(Select persons in advance, rather than offer opportunities at the service, i.e., “open mic”. Request each speaker to submit a full written manuscript of his or her remarks. This will enable them to share within the allotted time and allow the officiating pastor to continue their comments, if a speaker is overcome with emotion.)
- **DVD Slide Show**

- **Message**
(Every message is unique to the family and situation. Be sensitive about where the family is and what they need to hear. Ask the Lord and listen for His heart about what to say. Consider special memories, family stories, and personal qualities that made the deceased person unique. It is always helpful to arrange a meeting with family to listen to them and gather information.)
- **Song**
- **Prayer**
- **Dismissal / Blessing**
- **Pass By**
(This may or may not occur if the casket is present, but oftentimes the family will have requested the funeral home to open the casket at the end of the service and do this. If so, it is customary for the pastor to stand near the head of the coffin, but not shake hands with the guests as they pass by to pay their respects. The funeral director will advise you about this.)

At The Graveside

A brief service at the cemetery typically follows the funeral service at church or funeral home, although it may happen prior to the actual service. It is intended primarily for burial in the ground; but may be adapted for cremation, interment of ashes, inurnment at a columbarium, burial at sea, or donation of body for scientific research.

- **Greeting**
- **Scripture Reading**
(One or two selected verses or passages)
- **Message**
(If a funeral was held, or will be held, this may not be necessary. If a message is given, it should be brief - no more than 8–10 minutes)
- **Committal**
For as much as the spirit of (name) has entered into the life immortal, we therefore commit his/her body to its resting place, but his/her spirit we commend to God in the blessed hope that as (name) has borne the image of the earthly, so also shall he/she bear the image of the heavenly.
- **Prayer**
- **The Lord's Prayer**
- **Blessing**
Now may the God of peace who brought again from the dead our Lord Jesus, the great Shepherd of the sheep, by the blood of the eternal covenant, equip you with everything good that you may do his will, working in you that which is pleasing in his sight, through Jesus Christ; to whom be glory forever and ever. Amen. (Hebrews 13:20–21)

