



USHER DUTIES, PROCEDURES AND HOSPITALITY GUIDELINES

While these guidelines provide the established duties of the Ushers at Holy Apostles, it also describes how the duties are to be performed so as to create a warm and welcoming church community. Ushers, along with our teammates, the Greeters, are ambassadors for our church and have an opportunity to make everyone feel welcomed, accepted and appreciated when coming to Holy Apostles to worship.

- A. **Ministry Mission:** The goal of the ministry is to perform our duties so as to create a welcoming and prayerful worship experience at Holy Apostles and do so in an “inspiring” fashion in accordance with the established Standard of Excellence. Those duties that particularly need to be carried out in a “inspiring” fashion are:
1. Open the doors for those arriving to worship and extend a warm and sincere welcome.
 2. Greet visitors and parishioners in the aisle as they are being seated.
 3. Assist visitors and parishioners with any needed assistances before, during and after mass.
 4. Extend a warm farewell as the congregation is leaving the church.

B. General Information

1. Wear your Usher name tag
2. Dress appropriately
3. A mass attendance count is conducted by the Ushers on the 2nd and 3rd Sunday of the month. Instructions and worksheet are posted on the bulletin board in the Ushers/Greeter Room. Additional worksheets are in a folder kept in the black bin about the counter.
4. If food is being collected at a Mass, remove the food donations from the aisles and place them in the designated bins at the main and Gathering Place entrances.
5. If a parishioner or visitor should request a gluten free host, go to the sacristy and speak to the acolyte assign to the mass and he/she will inform the presiding priest. Inform the parishioner or visitor that he/she needs to go to the communion line in which the presiding priest is distribution communion and ask for the gluten free host. To possibly avoid repeat requests from the same parishioner, you can suggest he/she accompany you to the sacristy and request the gluten free host. Then at their next mass, they can make the request themselves.

6. If a parishioner requests a hearing aid, a few of them can be found in the top drawer of the counter in the Usher/Greeter Room. Inform the parishioner that the hearing aid can be returned to the Usher/Greeter Room at their convenience.

C. Before Mass

1. Arrive at church no less than 15 minutes before the Mass
2. When attending a Mass that you are not scheduled to usher, check with the Team Leader to see if any help is needed.
3. Check the bulletin board for general information and the small bulletin board along side the closet for specific information for Masses that weekend.
4. Place the offertory table in the designated aisle. To determine the designated aisle, check the Gift Table Chart on general bulletin board in the Usher/Greeter Room.
5. Greet parishioners and visitors with a warm sincere welcome: "Thanks for joining us for mass today" "Good Morning (afternoon); Welcome to Holy Apostles".
6. An usher is to be located down the aisle to provide a warm greeting to visitors and parishioners and assist them in locating a seat.
7. Check to see if the Host & Wine cards had been selected by a parishioner. If not, approach a parishioner or visitor and ask them to bring the gifts to the altar.
8. If there are sufficient number of Greeters distributing the Orders of Worship, open the door for parishioners and guests as they arrive.
9. If there are not a sufficient number of Greeters, also distribute the Orders of Worship.
10. Ushers at the West and East doors should check to see that there are collection baskets at their entrance.
11. Direct parishioners and visitors to the balcony only if there are not sufficient seats available on the main floor.
12. When the balcony is not in use, keep the chains in place across the stairs.
13. If the balcony is used, remove the chains, turn on stair and balcony lights and check to see that balcony aisles are free of obstructions.
14. When the balcony is in use, and there is a sufficient number of available ushers, at least one usher should be present in the balcony.
15. Remove all unneeded Reserve Signs from the pews before the mass.
16. Remind Greeters before mass to return to their assigned entrance as the last hymn begins to distribute bulletins.
17. Take the next needed plastic collection bag(s) from the cabinet drawer in the Usher/Greeter room and enter your initials and mass next to the corresponding bag number(s) on the inventory sheet. This sheet is kept on a clipboard attached to the wall above the counter. Place the bag(s) in the larger collection basket before the collection is taken.

D. During Mass

1. Inside doors should be kept closed during mass
2. Do not open exit doors before mass is over.
3. Ushers are to assume that the A/C or heat is ON and the doors are to be kept closed during mass. If the A/C or heat is off, Fr Don will place a note on the bulletin board that they are off and the Team Leader can open the doors as needed to make it comfortable for the congregation.
4. Avoid unnecessary talking and walking around.
5. Ushers at the center aisle need to remain attentive to those arriving late to mass to distribute the Orders of Worship and for seating.
6. Parishioners and guests should not be seated during the readings or homily. They may be seated while the cantor(s) or choir is singing.

E. Offertory Collection

1. The large collection basket is placed on the wooden box at the end of the main aisle.
2. After the Petitions, ushers will proceed toward the front of Church to take up the collection.
3. All ushers will bow as a team and begin the collections pew by pew.
4. After the collection is completed, all ushers will take their collection basket to the large collection basket at the end of the main aisle and deposit the collection in it.
5. One usher will take the large collection basket to the front of church and bow once at the carpeted steps before placing it in front of the altar.
6. Second collections now take place after the parish collection during the offertory
 - a. Once the parish collection is complete, all ushers will proceed with their collection baskets to the front of the church for the second collection. At the same time the large basket with the parish offering will be placed on the first step of the sanctuary (not at the altar).
 - b. After the second collection is placed in a separate large basket at the end of the main aisle, an usher will bring it and the first collection to the altar.
 - c. The parish staff will provide appropriate signs to put in the second collection money bags.

F. Holy Communion Distribution

1. As the priest receives communion (which is after the “Lord, I am not worthy” prayer), ushers will proceed to the first pew and once both Eucharistic Ministers (Body and Blood) are there, direct the congregation to them pew by pew.
2. If one line is faster than the other, ask parishioners and visitors to move to the shorter line.
3. After Communion distribution is completed, ushers return to the rear of the Church.

G. Church Bulletin Distribution

1. After exchanging the Sign of Peace, place the bulletins at the side exits and then return to the rear of the church before proceeding to the first pew for communion distribution.
2. Greeters are to return to their assigned entrance to distribute bulletins as the last hymn begins. In that two ushers are needed to process the offertory collection, ushers need to be certain there is at least one other greeter at that entrance for bulletin distribution.

H. After **EVERY** Mass

1. Assigned greeters and ushers will distribute the bulletins, and provide a sincere farewell to parishioners and visitors leaving Church with a “Thanks for coming to Holy Apostles” or “Have a good day”.
2. The Team Leader and one other usher will be responsible for placing the offertory from the large collection basket into the plastic bags. This is to be done in the sacristy. Remove the top tear strip from the bag and place it in the envelope on the bulletin board. Also, remove as much air as possible from the bag before sealing it and then place the bags in the safe.
3. Check each pew to place kneelers in the upright position and return Orders of Worship to the boxes in the aisles. Also, return the host and wine cards to the offertory table.
4. If any personal items (gloves, glasses, hats etc) are left in Church, place them in the Lost and Found located in the closet in the Usher/Greeter Room.
5. If pews are to be reserved for the next mass per the instructions on the bulletin board in the Usher/Greeter room, place the required number of reserve signs on the pews.

I. After The Last Mass Of The Day

1. Lock all side doors with allen wrenches and key. See your Team Leader as to the location of the wrenches and key.
2. Usher/Greeter Room should be left neat with doors and drawers closed and trash removed from the counter and floor.
3. Turn off all lights in the vestibule, lobby, balcony, bathrooms (both on the main floor and those off of Lofy Hall in the lower level), crying rooms, mom's /dad's room and ushers room unless otherwise informed.

J. Safety Reminders:

1. A wheelchair is kept in the Memorial Chapel.
2. First aid kit is located on self in the cabinet as labeled
3. Cups, absorbent material, and protective gloves are located on the top shelf in Usher/Greeter Room closet.
4. During winter months, salt for slippery walks are at each entrance which should be applied as needed.
5. AED/CPR Response Plan is in a binder on top of counter in Ushers/Greeter Room
6. AED is located on hallway wall between the Church and Gathering Place.

Thank you for the time and talents you have given to the Usher Ministry in serving the needs of our church and in helping it carry out its mission: *Love God, Love Others, Transform Our World.*

Rich Stopczynski
Usher/Greeter Ministry Leader
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