# Usher Training at Your Convenience

Are you new to ushering at Living Savior? Would you like a walk-through and Q & A session on your schedule? Contact Patty Myers at 571-201-3383 or at pamyers01@live.com to set up a time and date.

# Usher Operating Procedures

Ushers are vital to the orderly conduct of every service. Ushers complete tasks before, during, and after each service. Ushers facilitate the service in various ways:

* Assisting parishioners
* Distributing and collecting items
* Assisting the Security Usher by reporting suspicious activity in the narthex or near the nursery

# Before the Service

 Please arrive at least **~~15~~ 20 minutes** before the service to check supplies and pass out bulletins.

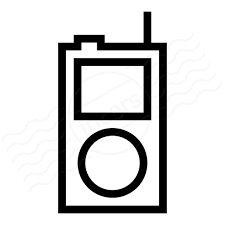
**PPE (Personal Protection Equipment) has been provided for your safety since you may need to get closer than 6’ in some cases. In the coffee cabinets you should find KN95 masks and face shields. The KN95 masks provide you better protection than the blue disposable or cloth face masks. The KN95 masks have a life of about 10 hours, so take yours home (we are not sharing them) and reuse them if you are doing usher duty again. Take a new one if necessary or you forgot it. The face shields protect the rest of your face.**

### Supplies

 Bulletins and handouts for children should be stacked on the bookcases just inside the sanctuary to the right and left of the doors. If not, check the Secretary’s office. Make sure you have a bulletin; your cues for welcome books, offering plates, and communion are inside.

 One fill-in form is used to count everyone in the sanctuary and nursery at both services. It should be on one of the bookshelves. If not, look in the Secretary’s office.

 There should be 11 Welcome Books on each bookcase. Each Welcome Book should have a pad of registration sheets and a pencil inside. Extra registration pads and pencils are kept on shelves in the same bookcases.

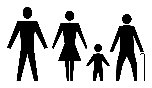
Make sure you know who the Security Usher is. The Security Usher wears a yellow LSLC name tag when they attend a service and carries a walkie-talkie. Also, the Security Usher on duty is listed in the green bulletin insert. They may introduce themselves to you. Sometimes the duty Security Usher is not able to attend service and an alternate Security Usher has taken the duty.

Please keep in mind that there is a portable automated external defibrillator (AED) located on a wall in Klein Hall by the kitchen. This device has small pads for infants and large ones for everyone else. Anyone with CPR training can use it in an emergency. Please notify the Security Usher to coordinate with medical personnel when they arrive.

### Pass Out Bulletins

Place a bulletin for the acolyte/crucifer on the chairs behind the podium. **Place bulletins on each chair**

Pass out bulletins as parishioners arrive. You can assist the greeters by greeting parishioners as you give them bulletins.

Assist parishioners as necessary. On crowded Sundays, please ask parishioners to fill the front rows and move to the middle. A third usher may help seat parishioners for Christmas and Easter services.

**From inside the sanctuary, help direct parishioners to appropriate sized seat groups. Keep social distancing.**

## **During the Service**

### Close the Sanctuary Doors

**Keep Sanctuary Doors Open.**

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When the opening hymn begins, close the sanctuary doors. Keep an eye out for parishioners coming and going and assist them as needed. Ushers often stand in the back of the sanctuary or sit on the chairs on either side of the doors to serve those coming and going, and to keep an eye on the narthex.

### Check for Prayer Cards

**No prayer cards. Prayers for service must be emailed to the Pastor by Friday prior to the service.**

One usher should check for prayer cards in the plate in the narthex. Usually the Pastor collects them, but if you see any prayer cards when the service is well underway, take them up the farthest left aisle and give them to Pastor or an assistant. Cards should be stacked from top to bottom like this: 1) health petitions, 2) other petitions, and 3) thanksgiving prayer requests.

### Report Unusual Persons

Please keep an eye on the narthex and check the nursery at least once for persons who might disrupt the service or pose a threat. Report any suspicious activity to the Security Usher.

### Distribute Welcome Books

 **No Welcome books**

When Pastor asks for the ushers to pass out Welcome Books, please pass them from the middle aisle, beginning with the front row. Parishioners will pass them to the outside of each row and across the side aisles.

*Once you’ve passed out the Welcome books, you can be very helpful if you move to the side aisles and assist in keeping them moving.*

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### Count People

 One usher counts all persons present in the sanctuary and nursery and fills out the counting form. This task is most often performed after passing out the Welcome Books during the children’s sermon. Start by counting the number of children that came forward for the children’s sermon and enter that number in the blank for Children’s Church.

*…continued next page…*

### Collect the Offering

**Offering plate will be at the rear of the sanctuary for parishioners to drop their offering off either prior to service or after service. There will be no presentation of the gifts.**

Pastor will stand at the center of the altar platform and hold the collection plates when it’s time to collect the offering. You should stand on either side of the center aisle at the back row of the sanctuary. When Pastor nods at you, walk forward to accept the collection plates.

Please distribute the collection plates from the side aisles. Pass the plate to 1) the far left and right sides, and then 2) to middle sections. Please keep the plates moving so that parishioners don’t have to walk the plates to other rows.

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When you finish collecting offerings, stand on either side of the center aisle at the back row of the sanctuary. At the close of the offering hymn, Pastor will nod at you when it’s time to walk forward and give him the collection plates.

### Communion

**Use the continuous line process starting at the wafer presentation by Pastor. Release families one at a time to ensure social distancing.**

Communion takes place every other Sunday, and is part of special services during Christmas, Lent, and Easter. Distribution may be regular or less frequently, continuous. You can access and review a diagram for either type of distribution from the manila folder that has copies of these Usher Procedures. The folder is usually found on the first shelf of the right-hand bookcase.

For regular communion:

* Direct 10-12 parishioners from each side of the sanctuary to the front, about 24-26 in total.
* Do not separate families.
* Check with the choir before service to find out when they will go. Often, they go first—but not always.
* **(1)** Start from the side aisles and **(2)** then move to the center aisles.
* To prevent crowding in the aisles, parishioners should walk up one aisle to the altar and walk down another aisle to return to their seats. Parishioners who have difficulty walking should take the shortest way back to their seats.



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### Open the Sanctuary Doors

**Sanctuary Doors remain open**.

Open the sanctuary doors when the closing hymn begins. Parishioners will exit the sanctuary after the hymn and announcements.

## **After the Service**

### Pick Up Welcome Books

 Pick up all Welcome books and place 11 on each bookcase. After the early service, check each book for registration sheets that are full, missing pencils, and registration pads that are used up. Full registration sheets can be left next to the counting form on the bookcase for the late-service Ushers to turn in. Replace any missing pencils or used-up registration pads.

If you are ushering at the late service, pull all filled-out registration sheets from the Welcome books and replace any used-up registration pads or missing pencils. Stack the welcome books on the first shelf of each bookcase (11 on each bookcase). Gather all filled-out registration sheets and take them (together with the completed counting form) to the Secretary’s office.

### Complete the Counting Form

Add up the number of people for your service on the counting form. If you usher for the late service, please add up the total number for both services and take the form to the Secretary’s office.

### Count Cash Offerings

**Collect the offering plate from the rear of the Sanctuary and take it to the Secretary’s office for counting of the cash. A cash form and a security pouch will be on the counter in the Secretary’s office.**

~~Collect the offering plates from the altar and take them to the Secretary’s office for counting the cash. A cash form and a security pouch will be on the counter in the Secretary’s office.~~

*Count all the cash in the offering plates, but do not open parishioners’ envelopes or count checks.*

Two ushers, or one usher and another parishioner, should fill out and sign the cash form. The occasional cash donation for flowers can be identified as a line item next to “Other” on the form.

Place the cash, the cash form, checks, and envelopes inside the security pouch and zip it closed. Deposit the pouch in the safe inside the closet of the Youth room. Be sure to spin the safe handle so that the bag falls to the bottom of the safe. Ushers for the late service should also shut the closet door and make sure it locks.

Return the empty collection plates to the altar in the sanctuary.

*Thank you for serving as an Usher!*

# Security Usher Procedures

What follows is a basic description of Security Usher procedures for the benefit of the regular Ushers.

## Medical and Security Emergencies

Security Ushers are the point of contact for medical and safety emergencies. They are trained in safety and in how to coordinate with medical and law enforcement first responders. Remember, the Security Usher introduces themselves to the regular Ushers before service. This way, the regular Ushers can note where the Security Usher is sitting in case of a medical or safety emergency.

## Walkie-Talkies and Camera plus Monitor

There are two walkie-talkies. The Security Ushers carries one, and the Nursery Attendant has the other one.

Also, there is a digital camera set up on a windowsill near the organ in the sanctuary. The camera takes in the altar, the podium, and the area in front of the first row of seats in the sanctuary. The camera is on during services and sends a video feed to a display monitor in the nursery, where the Nursery Attendant can view it.

## How are these tools used?

### The Walkie-talkies

* If a parent needs to come to the nursery and comfort a child, the Nursery Attendant says one pre-designated word over the walkie-talkie. The Security Usher responds by excusing themselves and contacting the Nursery Attendant for more information. When the parent is identified, the Security Usher notifies him or her to visit the nursery.
* If a potentially threatening person is near or in the nursery, the Nursery Attendant will say another pre-designated word over the walkie-talkie and the Security Attendant will respond. If possible, the Nursery Attendant will evacuate the children to the pre-designated safe place.

### The Camera and Monitor

* When a parent is spending time in the nursery with their child, but wants to take part in the communion service, it helps that the monitor will show the Nursery Attendant when communion is coming up. The Nursery Attendant can let the parent know that it’s time for communion.
* If an unsafe situation is developing in view of the camera, the Nursery Attendant can see it and evacuate the children to the predesignated safe place.

## Setting Up the Monitor and Walkie Talkies

The Nursery Attendant picks up the monitor before the service and sets it up in on a windowsill in the nursery.

The Security Usher picks up both walkie-talkies from a stand in the Secretary’s office before each service. He or she gives one walkie-talkie to the Nursery Attendant and keeps one for use during the service. After each service, the Security Usher returns both walkie-talkies to the stand in the Secretary’s office.

After the last service, the Nursery Attendant places the monitor in its box in the Secretary’s office.

## Checking Exit Doors

All exit doors except the narthex (front) door are locked from the inside during service. The Security Usher will check all exit doors at least once during service to make sure they are firmly closed and locked. The Security Usher will also check the nursery to ensure everyone is safe.

## Evacuating the Sanctuary

If it is necessary for the Pastor, Vicar, and Acolyte to evacuate the Sanctuary, they should use the exit door to the left of the sanctuary and turn RIGHT to go around the back of the church. The same goes for parishioners who use this exit.