

## **USHER/GREETER PROCEDURES**

### **Berwyn United Methodist Church**

Ushers and greeters are an important part of the hospitality ministries of our church. They are the face of our church who provide a warm welcome that is a visitor's first impression. The usher's and greeter's cheerful service helps set the tone for our worship. A well-functioning usher/greeter team will ensure that the service proceeds smoothly, that all worshippers are welcome and comfortable, and that any special needs or emergencies are handled efficiently. These procedures will assist you to be a capable member of this team.

#### **TEAM COMPOSITION**

A Sunday morning usher/greeter cadre consists of two ushers and a greeter. One of the ushers is the Lead Usher. The Lead Usher has additional responsibilities described below.

If you are unable to serve on your assigned date, arrange for a substitute. You can swap another week with someone using the usher schedule. The usher schedule can be found on the church website under Resources/Volunteer Schedules: (<http://www.berwynumc.org/resources/schedules.shtml>). Greeters manage their own schedules and are not listed on the usher schedule. Notify the church office and your teammates, letting them know when you have made a substitution.

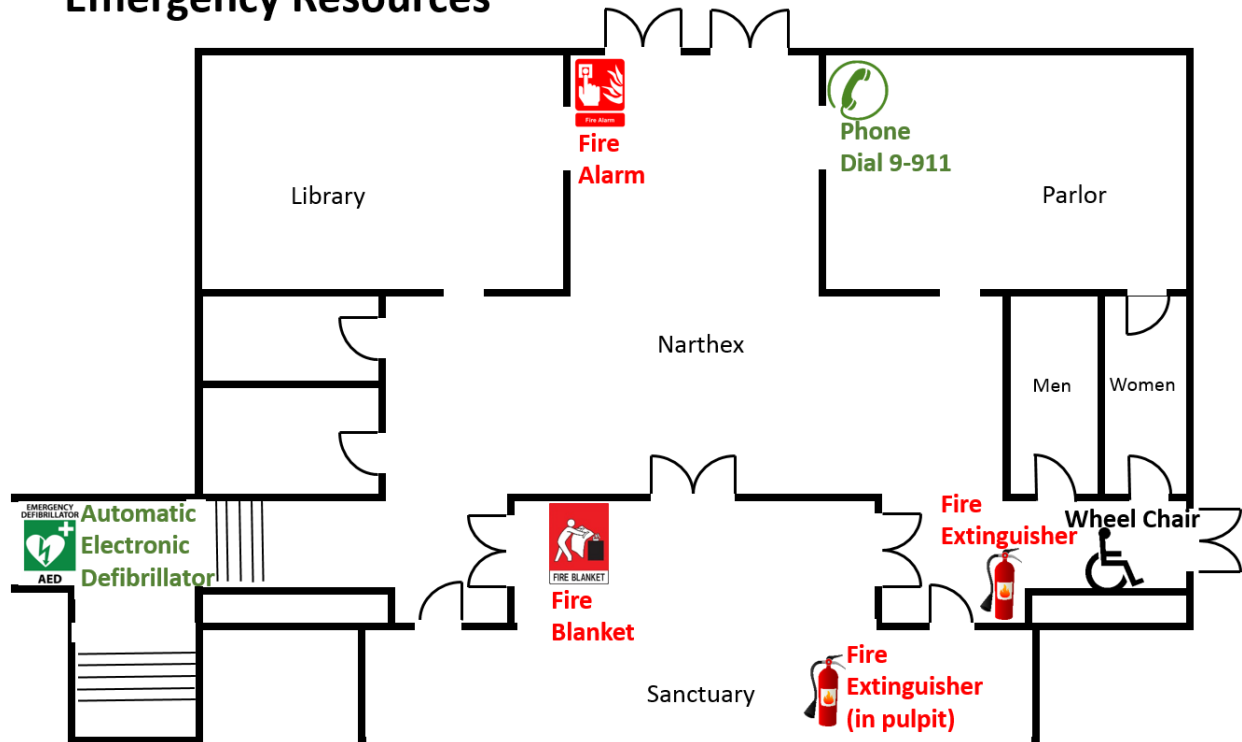
#### **EMERGENCIES:**

Know the exact location of and how to use:

- FIRE EXTINGUISHERS: In the pulpit; on the wall outside the left Sanctuary door (rest room side); on the wall at the bottom of the stairs leading to the education wing.
- FIRE ALARM: On the wall to left of main outside doors.
- FIRE SUPPRESSION BLANKETS: On shelf in the Usher Cabinet.
- AUTOMATIC ELECTRONIC DEFIBRILLATOR (AED) Unit: On the wall at the bottom of the stairs leading to the education wing. (Instructions are with the unit.)
- FIRST AID KIT: In the right-hand drawer of the Usher's table
- WHEEL CHAIR: Under the coat rack opposite the rest rooms.
- EMERGENCY TELEPHONE: On the wall in the Parlor to the left of the main door.
- ALL EMERGENCY EXITS: Left front (organ side) of the Sanctuary (right front door on the choir side is not an exit); main Sanctuary doors; main outside entrance to the narthex; side outside entrance in front of rest rooms.

If it is necessary to evacuate the Sanctuary the ushers/greeter, under the direction of the Pastor and Lead Usher, assist the members of the congregation to the nearest exit. If there is a simple loss of power, the emergency lights will illuminate automatically and the Pastor will decide whether or not to evacuate the Sanctuary. In the event of a more serious emergency, it will be necessary to exhibit extraordinary authority, firmness and confidence so that panic is avoided and the premises are evacuated quickly and efficiently. The Lead Usher should monitor the situation and direct others to perform the necessary tasks.

## Emergency Resources



*Figure 1: Locations of Emergency Equipment*

- In the event of fire, medical emergency, or a need to evacuate, an usher must report the emergency to 911 as soon as possible. The Lead Usher should direct someone else to report the emergency to 911 as a call to 911 usually requires the caller to remain on the line. The Lead Usher needs to be available for other directive activities if necessary.
- In the event of civil disturbance, unwanted intruder or shooter threat, the Lead Usher should monitor the situation while directing another other person (second usher or greeter) to assist with evacuation or sheltering in place as needed. Remember that there is a sanctuary emergency exit behind the pulpit, as well as a back-stair to the lower level for sheltering in place.
- When calling 911, the first choice is to use the church extension in the parlor as using a land line will immediately identify the address of the church as the location of the call. It is necessary to dial a 9 before using a church telephone extension, so if using the phone in the parlor, dial 9-911. If the emergency situation prevents access to the Parlor phone, use a cell phone.

- If the need is to evacuate the Sanctuary, the rest of the church building should also be evacuated. The Lead Usher should assign one person (Sweeper) to sweep the building and report back. The person performing the sweep should be someone who knows the building layout and exits. The key areas to examine and clear of people are:

- ✓ The nursery
- ✓ The office rooms
- ✓ The music room and music director's office
- ✓ The kitchen and kitchen storage room
- ✓ The downstairs classrooms (evacuate using the lower exit)
- ✓ The youth room and the back stair up to the exit behind the pulpit
- ✓ All rest rooms (including handicapped restroom next to the music room)

The Sweeper should report back any areas not covered or inaccessible to the Lead Usher who should report the same to 911 emergency personnel. Other rooms (Schieck Hall, Library, Parlor) can be checked from the outside.

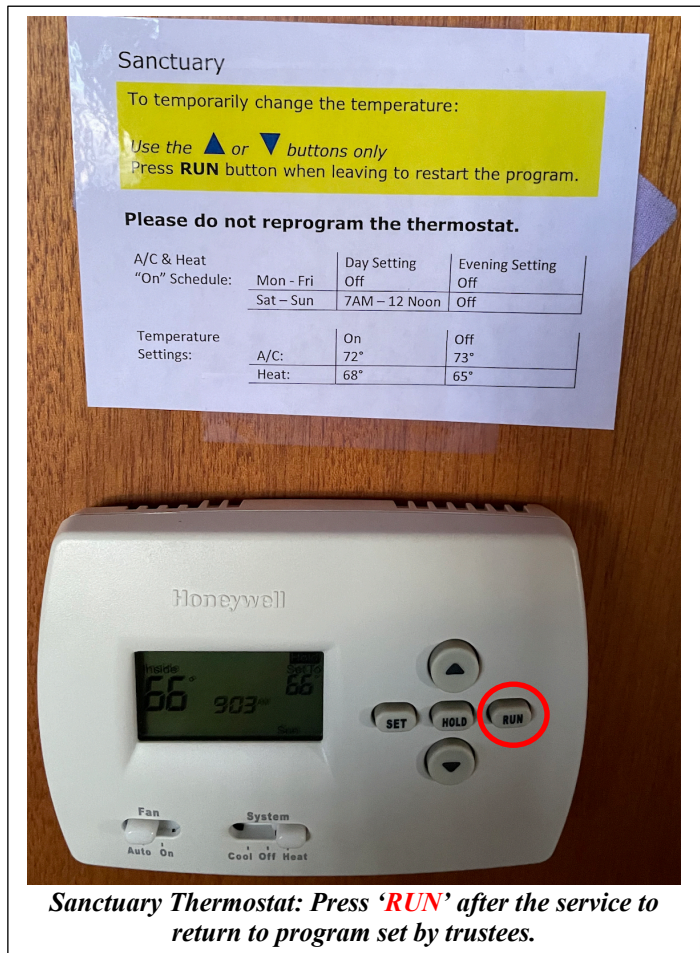
**BEFORE THE SERVICE:**

Arrive at least 20 minutes prior to the service. If the church is locked, enter through the Nursery School door next to Schieck Hall.

Open the front doors to the sanctuary into the narthex (lobby) and the side doors to the side hallways.

Check the temperature in the sanctuary. The thermostat should be set to either heat or cool as appropriate. The thermostat is in the back of the sanctuary on the right side (church office side). You may adjust the temperature if necessary but if you do, press 'RUN' after the service is over so the thermostat returns to its regular program.

Turn on the sanctuary lights. The switch box for the overhead lights in the sanctuary is in the back of the church on the right side (church office side). Also turn on the Spotlights that illuminate the pulpit and the lectern. Those switches are in the pulpit and on the lectern respectively.



In the closet in the room behind the pulpit, turn on the power strip on the top shelf to turn on all the microphones. Check all the microphones to make sure they're working:

- The pulpit,
- The lectern,
- The mic on the stand in the front of the church,
- The boom mic at the piano.

Check the restrooms and make sure that they are clean and operational. Turn on the lights in the men's room in the women's room.

Walk around the sanctuary and the in the narthex (lobby), pick up any trash straighten things up so they look acceptable.

Light the candles on the altar. There's a lighter in the drawer of the table in the back of the church.

Welcome people as they arrive, answer questions, make sure people remember to pick up bulletins, give directions to nursery, restrooms or other facilities people need.

Watch for and try to identify visitors, making them feel comfortable and welcome. Assist them in finding a seat if necessary.

Anyone in a wheel chair may be directed to one of the wheelchair-equipped rows on the outside aisles. A family handicapped restroom is located between Schieck Hall and the Choir Room. To access the family handicapped restroom from the sanctuary using a wheelchair, it is necessary to use the sidewalk outside to bypass the stairs inside.

Assist worshippers in locating and using hearing assistance devices (in center drawer of usher's stand) if requested. Make sure any unit handed out has fully-charged batteries.

Be prepared to direct anyone to the restrooms and child changing stations. There is a changing station in each restroom.

Keep an eye in the number of bulletins remaining. If it appears the supply of bulletins may run out, send someone to the office workroom to make additional copies.

At the start of the organ prelude, close the sanctuary doors. Watch for and assist late-arriving worshippers, helping them with the doors and encouraging them to enter the sanctuary and move quietly to their seats. Visitors often arrive late; watch especially for anyone who seems uncertain about where to go and move out into the narthex to help if necessary.

## **DURING THE SERVICE:**

It's a good idea for the Lead Usher to sit in the rear of the sanctuary during the service on the left side (restroom side) with the front doors of the church in peripheral vision and remaining available and alert during the service for:

- Late arriving persons
- Anyone leaving the sanctuary during the service because of illness or for other reason
- Anyone having a medical situation in the pews or needing assistance in any way
- Adults with children that need assistance in any way
- Disturbances outside the building
- Smoke or fire

Monitor the heat. If the sanctuary becomes too cold or too warm during the service, adjust the thermostat located in the rear of the sanctuary on the right side (office side)

The Lead Usher makes an attendance count using the Usher Report, a yellow sheet in the basket on the ushers' cabinet in the back of the sanctuary. Separate counts of worshipers, choir, worship attendants (ushers), nursery, and the total are made.

Part of the attendance count includes the nursery. One of the ushers needs to check the nursery to see if any children need to be counted. In addition, the Berwyn Safe Sanctuary Policy requirement is met by having an usher check on the nursery at a random time during the service. This can be satisfied by simply looking in through the window in the door and confirming that all is well.

Be observant that worshipers who are seated have any worship supplies they might need such as bulletins, communion elements, candles (for candle-light service) that they might not have picked-up on their way in.

## **AFTER THE SERVICE:**

During the final hymn, open all sanctuary doors including the separate doors to the side aisles.

## **AFTER THE WORSHIPPERS LEAVE THE SANCTUARY:**

Extinguish the candles on the Altar.

Pick-up the offering and deposit it through the slot in the Safe.

Place the Usher Report (attendance) and extra bulletins in the usher basket and return the basket to the office workroom.

Check the pews, remove paper or objects left behind, return hymnals to the racks.

Return the thermostat to the standard program by pressing 'RUN'.

In the closet in the room behind the pulpit, turn off the audio power strip on the top shelf.

Turn off the sanctuary lights. Also turn off the Spotlights that illuminate the pulpit and the lectern.

Close all sanctuary doors.

Check the restrooms and make sure that they are empty of people and turn off the lights.

Release the crash bars of the the four main front doors to the narthex (lobby) using the hex-key hanging on the hook to the left of the doors. People remaining in the narthex to chit-chat can use the crash bar to open the doors to let themselves out.

Turn-off lights in the narthex, side hallways.