

Chapel of the Cross
Usher Guidelines for

Foreword

Ushers play a key role in the liturgical life of our parish. They represent the congregation in providing a warm welcome to all that come; help create an atmosphere conducive to worship; and help ensure a service free from distractions.

This document outlines procedures designed to enhance the consistency of ushering among the services. However, these procedures are not substitutes for the good judgment and initiative of thoughtful and conscientious ushers who are occasionally confronted with unanticipated situations.

Overview

- You are one of the first people that parishioners and new comers meet. Remember to wear both you own name tag and the special usher tag, to be friendly, approachable and helpful.
- Strive to arrive 30 minutes before the service begins for normal services and 45 minutes for special services (e.g., Easter, Christmas, etc.).
- Ushers should refrain from bringing coffee or any beverage into the church.
- For safety reasons, ensure that ALL doors in the Church are unlocked.
- Rope off the last 4 pews on both side of the nave.
- Ensure that bulletins have been delivered to the back of the sanctuary. Place about 40 bulletins on the old window ledge located in the parish hall entry at the front of the sanctuary.
- Weather permitting, prepare for processional to assemble outside and enter through the main doors.
- Count the individuals in the processional including those in the chancel and, during the sermon hymn, count the attendees (both adults and children). Also obtain a count of those attending the Children's Chapel service.
- Seat latecomers as quietly as possible. Strive to place them in the latter third of the nave.
- Collect the offertory and present the elements and alms. Direct worshipers for Communion.
- Prepare for the recessional.
- After the recessional, tidy up the nave, restock visitor cards and supplemental material placed in pews as needed.

Lead Usher Duties

- The Lead Usher is the first usher listed in the bulletin or usher schedule.
- Arrive at least 30 minutes before a normal service and 45 minutes before a special service. Review the bulletin, being alert for exceptional circumstances of the coming service and confer with the Rector for special assignments.
- Assign stations and functions to the other ushers, advising them for special needs for that service. Assure that doors are unlocked; that bulletins are available at the rear of the nave and at the parish house entrances; that hearing units are available, that ropes are placed on

the rear pews, that an attendance card, alms plates and bags and the elements (if the service is a Eucharist) are on hand.

- Station yourself near the main doors of the Church to be readily available to the Celebrant for additional instructions
- Check for large-print prayer books to distribute to the visually impaired. There are a few located on one of the back pews and more in the Chapel.

General

- The usher listed first in the bulletin is designated the "lead usher", should review the bulletin for unique requirements, make assignments, coordinate various attendance counts, and making sure any special needs are met.
- When additional ushers are needed as the result of unforeseen circumstances, do not hesitate to ask a fellow usher for assistance.
- All ushers are responsible for obtaining substitutes for any assignment that they cannot fulfill.
- Children are encouraged to be involved in ushering activities. Children 12 years and under should be assigned ushering functions under the direct supervision of an adult on a one-to-one basis.
- Be alert to the needs of the worshippers, choirs and clergy. Take appropriate, discreet action to satisfy them. Be available, friendly, helpful, and yet unobtrusive.
- The usher's role is an important one. On behalf of the congregation, we thank you for all that you add to our worship by filling that role. You are very much appreciated.

Prior to the Service

- Arrival – Try to arrive 30 minutes before normal services and 45 minutes before special services.
- Ushers should ensure that the following activities are completed prior to the service:
 - *Rope off the four back pews on both sides of the nave.* Ropes are stored in a plastic crate located under the last pew. Ropes and crate should be returned to same location.
 - *Bulletins* - Ensure that bulletins have been delivered to the back of the sanctuary. Place a small number of bulletins (30-40) on the old window ledge located in the parish hall entry at the front of the sanctuary.
 - *Attendance cards* - Attendance cards are stored in the cabinet located in the tower room. The lead usher should obtain an attendance card and have it available to record the various counts conducted throughout the service.
 - *Doors* - Door management, especially the glass entrance doors, is dependent on both the weather and service. For example, during certain special services (e.g., Easter and Christmas) the glass entrance doors will be left open, weather permitting. However, for the majority of services all interior and exterior doors should be closed during the service. The following should be considered guidelines and it is recommended that the lead usher discuss with the priest how the glass entrance doors should be managed. For safety reasons NO doors into the sanctuary should be locked during the service.
 - *Transept doors* - These doors are located at the front of the sanctuary and are mechanically controlled. The switch is located at the top of the door

frame. These doors should be open prior to the service but closed when the music starts (about 7 minutes before the service). Set the switch to "automatic" to close the doors. There will be lag time between moving the switch to "automatic" and the doors closing.

- Interior and exterior vestibule doors - Weather permitting, these doors can be opened prior to the service but should be closed during the service.
 - Glass entrance doors - These doors should be unlocked prior to and during the service. Weather permitting, both glass doors should be opened during the procession into and out of the Church.
- If the sanctuary is not sufficiently warm (winter) or cool (summer) contact Ron McGill (cell phone: 919/423-2261) and ask him to correct temperature remotely. If you cannot reach Ron, contact Alan Rimer (cell phone: 919/270-8835) who can also adjust temperature remotely.

Seating Parishioners and Guests

One of the biggest challenges ushers have is seating the parishioners and guests, especially during special services. While we all find comfort in being close to God, we don't all share this same comfort when we have to be close to one another. Thus, the following should be used as guidelines to help accomplish our goal of seating as many as possible in a reverent manner.

Prior to service

- Each full-sized pew normally seats six adults. On special services seat seven adults per pew, making allowance for large adults and small children.
- Ushers should encourage parishioners and guests to sit in open, unreserved pews and try to direct them away from the roped off pews located at the back of the nave. However, an usher's encouragement should not be at the expense of offending that person. Some individuals are persistent about sitting in the rear of the church and will lift/remove the ropes used to block off the rear pew.
- For services with large attendance, once the pews have been filled ushers should direct parishioners and guests to stand along the walls and once this area is filled to stand in the back of the church. Ushers should refrain from using folding or wooden chairs due to the noise they make, and the obstruction created in the rear aisle. No chairs should be placed in the center or side aisles or in front of the front pews.
- Baptisms - Rope off front right pews for parents and godparents. Lead usher should verify with clergy the number of pews required. Ushers should seat family and friends of individuals involved in a baptismal service in the roped back pews nearest to the baptismal font.
- Extra hymnals and prayer books may be needed for services expecting larger attendance. These may be obtained from the Chapel. Make sure they are returned at the end of the service.
- Large-print prayer books to visually impaired worshippers are located on a back pew.
- Hearing assistance units are located at the back of the Church.

During the service

- Latecomers should be seated as quietly as possible. Strive to seat latecomers in the back third of the nave. While worshippers are kneeling, keep late comers in the rear of the nave.

Procession

- Continue to seat worshippers as quickly and quietly as practicable.
- Count individuals in the procession. Remember to count anyone that is already located in the altar area (e.g., the organist, page turners, guest musicians, and any others who are not in the procession).
- Remove ropes from the pews on the left side of the nave, if needed. Retain the pews on the right for very latecomers. If a person specifically requests a seat in the rear areas, remove the rope, seat the parishioner and replace the rope while explaining that the ropes will be removed after the service begins. There are people who may need to leave, who have small children, or who have claustrophobia. We must accommodate them with grace.

Hymn between the 2nd lesson and the Gospel reading

- Two ushers, one in each side aisle, should count the congregation during the sermon hymn.
- Count everyone (adults, children, babies and ushers) in the nave and transepts. Also obtain a count of those attending the Children's Chapel service.

Offertory and Presentation

- The collection is usually done with 4 ushers but could be done with only 3 (one usher in the center aisle) if the situation requires adaptation.
- Proceed by twos to the front of nave and collect the alms after the Rector calls for gifts. The first two ushers pass in front of the pews to the side aisles, where they collect from worshippers in transepts and team with ushers in center aisle.
- Transfer the offering to the alms bags and form at the rear of the Church for the presentation. At times of high attendance, it may be necessary for the Lead Usher to go to the ushers in the center aisle and transfer the alms from the alms basins to the alms bag. Place the attendance card on top of the alms bags offered to the acolytes.
- Three ushers should form a triangle to present the elements and alms. The front two ushers carry the flagon of wine (on the right) and ciborium of bread (on the left). The rear usher carries the alms bag. The attendance card is presented facing you on top of the alms bags and then placed on the acolyte's receiving plate
- Ushers should begin walking toward the altar as soon as the offering has been placed in the alms bag and the ushers are in the proper formation with the wine and bread.
- Return in the same formation with the point of the triangle first.

Communion

- Two ushers proceed to the front of the nave immediately after the Clergy receive the elements. Be aware of anyone who may need to receive communion at their seat. Inform the cleric at the standing station at the beginning of communion so that they might be served first.

- One usher opens the doors to the parish house and directs worshippers in the right transept to the altar rail or the standing station as soon as the choir has gone to the rail, then returns to the center aisle on the right-side. Parish house doors are mechanically controlled, and the switch is located at the top of the door frame. Set the switch to "always open" to open the doors.
- Another usher directs those in the left transept to the altar as soon as the choir has gone to the rail. After all worshippers have been released from the left transept, this usher should reposition to the left-side of center aisle.
- Maintain a steady flow in two lines. "When in doubt, let them out." Keep the chancel full in front of the choir pews, i.e. backed up to the stairs. Allow for the increasing distance from the pew to the altar as the service proceeds and for the longer time required by the infirm to reach the altar.
- Receive the elements with the last group of communicants.
- Close the doors to the parish house after receiving communion. These doors are mechanically controlled, and the switch is located at the top of the door. Set the switch to "automatic" to close the doors

Recessional

- Open doors; remove chairs, if necessary.
- Assist clergy with cloaks, if appropriate.

After the Service

- Tidy up the nave by gathering discarded bulletins and straightening all Prayer Books and Hymnals. Ensure that there are 3 Prayer Books and Hymnals for each pew section.
- As needed, restock visitor cards and supplemental material placed in pews.
- Return Prayer Books and Hymnals borrowed from the Chapel.
- Lost items should be left on the Front desk located near the Great Hall.
- Lock all exterior doors (11:15 Eucharist only). After the 9:00 am service and 11:15 Morning Prayer close doors in cold or hot weather to maintain heat or air conditioning.
- Collect children's activity packets (string bags) used during the service and place them in the "Used" bin located at the rear of the Church.

Emergencies

- Telephones are at the front desk, by the organ, in the sacristy, Campus Center and elevator. The emergency number for fire or ambulance is 911. The Church address is 304 East Franklin Street.
- Fire extinguishers are located near the organ keyboard; at the back of the Church; and on the right side of the lectern as well as near the Welcome Center. In the event of a fire alarm or fire emergency have the cleric instruct the congregation to evacuate to the planetarium parking lot.
- A first aid kit is in the cabinet near the front desk at the Welcome Center and in the cupboard in the Tower Room (push in the cupboard door to open it).
- An automated external defibrillator (AED) is located on the wall near the front desk at the Welcome Center.

- In the event of a medical emergency, calmly escort the individual out of the Church to the front desk Welcome center area. There is easy ramp access for first responders. A wheelchair is located at the back of the chapel if necessary. Have someone wait outside to direct the first responders.
- With a cardiac arrest (person does not respond to you and has no normal breathing) in the Church, the following should be done:
 - Direct someone to call 911
 - Send someone to retrieve the AED at the Welcome Center
 - Send someone outside to direct the first responders.
 - Quickly move the patient to an aisle
 - Immediately begin compressions in the center of the chest. Push down hard (at least 2 inches) and fast (at least 100 compressions per minute) on the lower part of the breastbone. Do not waste time moving the patient out of the Church.
 - Alert the clergy
 - Moving the service into the Great Hall or the Chapel.
 - When the AED arrives continue compressions and direct someone else to turn on the AED, peel off the backs of the sticky pads and place them on the patient's bare chest. Follow the AED audio prompts. Continue until the first responders arrive.
- Evacuate the Church to the Pre-School area located in the basement under the Great Hall if the following occur:
 - A weather emergency such as a tornado warning.
 - A lockdown or Alert Carolina siren for external threats.
- In the event of an internal threat, evacuate parishioners out of the Church.
- Should there be some sort of other safety issue such as damage, inform the clergy and assist in moving people away from the affected area.

Funerals

- Ushers are needed at funerals from time to time. As each funeral has special situations, it is essential that the ushers arrive at least 30 minutes and preferably 45 minutes before the service begins. Report to the Celebrant or Officiant for instructions.
- Give a bulletin of the service to each person who enters the Church.
- Appreciate that a portion of those attending are unfamiliar with the Episcopal liturgy. It may be appropriate, on occasion to discretely discuss, instruct, or direct those present as to the form and procedures of the service. As always, the usher's function is to be unobtrusive but positively helpful.
- Reserve the proper number of pews at the right front of the nave for the family and others of the funeral party. Normally six are seated in each pew in the Church and eight in the Chapel. Reserve enough pews, but not so many that the funeral party is unduly separated from the rest of the congregation. The rear pews in the nave may be roped off to consolidate worshippers present for the funeral.
- Escort the funeral party to their pews, if required. Often the funeral party gathers in the parlor of the parish house. If directed to do so by the clergy, one usher should escort the party to their pews about 8-10 minutes before the service is scheduled to begin.
- Ensure that all present are given an opportunity to sign the registration (guest) book. It is frequently placed on a stand at the rear of the nave. If those waiting to sign the book are so

numerous as to threaten to delay the service, ask those waiting to take their seats and register after the service. Help ensure that the service begins on schedule.

- Follow standard ushering procedures if a Eucharist is a part of the service. Be prepared to assist the infirm at the chancel steps. Be particularly aware of the side steps in the Chapel.
- Count the number attending. Provide the number to the Parish Secretary after the service.
- When the body is present, at the completion of the in-church portion of the service' one of two circumstances will probably prevail:
 - If the remains are in a casket, a funeral director will follow prearranged procedures. Be available to assist in any way that is needed. Then straighten Hymnal, and Prayer Books and pick up service bulletins.
 - If the remains (ashes) are to be interred in the churchyard, it is unlikely that a funeral director will be present. Open the doors as the Officiant (or Celebrant) approaches with the remains. Another usher may discretely go down the side aisle to the front pew and take such action as will assist the funeral party to follow the Officiant outside. If practical, direct persons in the front pews to follow the funeral party promptly. At the completion of the service, pick up shovel and return it to the Parish Office.
 - In wintry weather, assist the clergy with capes.

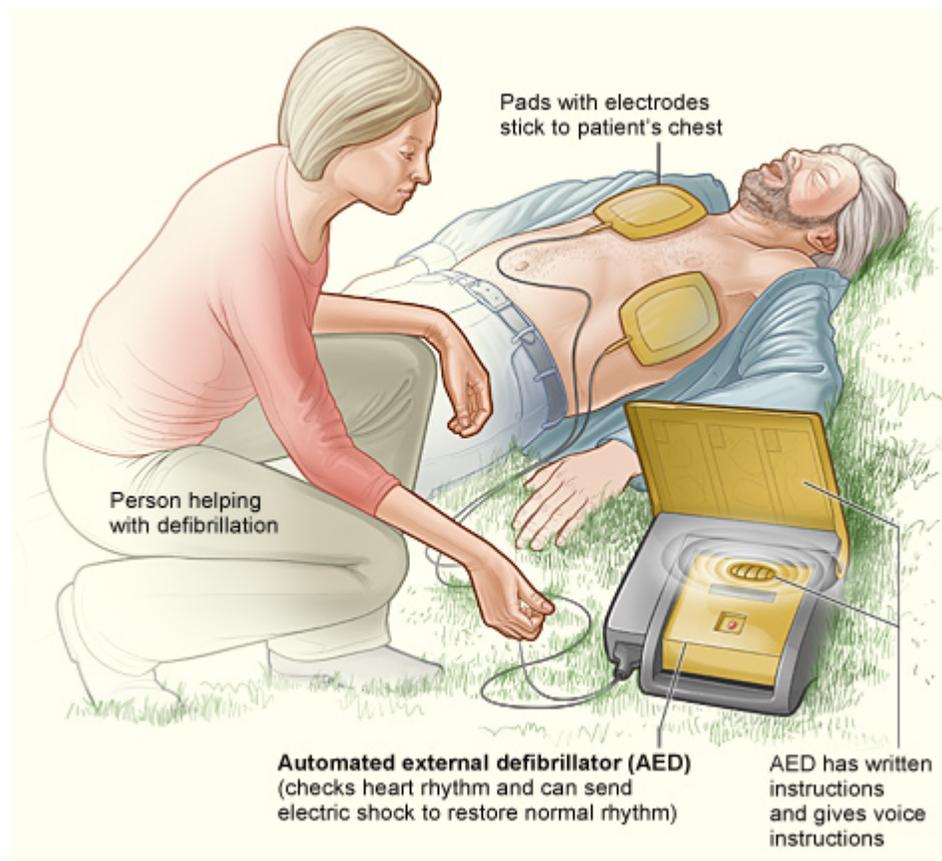
Hearing Assistance Units

- Personal public-address listening units are available for distribution to individuals desiring them.
- The transmitter frequency is unique for our church which means the receiver units cannot be used outside of our facility.
- Pull a receiver from the case and place it in a padded zipper cover. The cover prevents damage if the units are dropped, and it has a clip that permits attachment to clothing. The units cost over a hundred dollars each and should be protected by their covers whenever they are out of the storage case. Make a mental note of who requests a receiver, and remind them to return it as they exit.
- Select one of three listening devices appropriate to the wishes of the user:
 - 1) We have earphone sets that can be placed over the ear.
 - 2) An ear-plug unit is placed within the ear.
 - 3) Neck lanyards provide electronic transmission of the sound system signal directly to hearing aids equipped with a telephone "T Coil."
- Plug the listening device into the top of the receiver. The power switch is located within the plug, so the red indicator light will come on automatically. Adjust the volume as needed.
- After the service, collect the units and return the receivers to the charging case. Unplug and store the listening devices and covers. Be sure to avoid leaving the listening devices plugged in when the units are not in use as this will drain the battery.
- If the unit does not work return it to the receptionist desk.

Using an Automated External Defibrillator

- AEDs are user-friendly devices that untrained bystanders can use to save the life of someone having sudden cardiac arrest (SCA).
- Before using an AED, check for puddles or water near the person who is unconscious. Move him or her to a dry area and stay away from wetness when delivering shocks (water conducts electricity).
- Turn on the AED's power. The device will give you step-by-step instructions. You'll hear voice prompts and see prompts on a screen.
- Expose the person's chest. If the person's chest is wet, dry it. AEDs have sticky pads with sensors called electrodes. Apply the pads to the person's chest as pictured on the AED's instructions.
- Place one pad on the right center of the person's chest above the nipple. Place the other pad slightly below the other nipple and to the left of the ribcage.

Automated External Defibrillator



- The image shows a typical setup using an automated external defibrillator (AED). The AED has step-by-step instructions and voice prompts that enable an untrained bystander to correctly use the machine.
- Make sure the sticky pads have good connection with the skin. If the connection isn't good, the machine may repeat the phrase "check electrodes."

- If the person has a lot of chest hair, you may have to trim it. (AEDs usually come with a kit that includes scissors and/or a razor.) If the person is wearing a medication patch that's in the way, remove it and clean the medicine from the skin before applying the sticky pads.
- Remove metal necklaces and underwire bras. The metal may conduct electricity and cause burns. You can cut the center of the bra and pull it away from the skin.
- Check the person for implanted medical devices, such as a pacemaker or implantable cardioverter defibrillator. (The outline of these devices is visible under the skin on the chest or abdomen, and the person may be wearing a medical alert bracelet.) Also check for body piercings.
- Move the defibrillator pads at least 1 inch away from implanted devices or piercings so the electric current can flow freely between the pads.
- Check that the wires from the electrodes are connected to the AED. Make sure no one is touching the person, and then press the AED's "analyze" button. Stay clear while the machine checks the person's heart rhythm.
- If a shock is needed, the AED will let you know when to deliver it. Stand clear of the person and make sure others are clear before you push the AED's "shock" button.

CHURCH FLOOR PLAN

