

SAINT ANDREWS USHER/HOSPITALITY GUIDELINES (18 July 2016)

1. Please arrive at church **15 minutes before Holy Mass begins** so you can greet people and assist them in finding a place to sit. Your role is very important because you are the first persons that our parishioners meet when they come to Mass at St. Andrew, and especially when guests are visiting our Parish. You set the tone for the Holy Eucharist by making people feel **comfortable, welcome and safe** by monitoring attendees **Before, During and After Mass**.
2. When you arrive at church, **“sign-in”** in the sacristy so the priest knows you are **in the Gathering Area** welcoming people to the Mass; available to take up the collection and performing general safety/security duties. If you know that you are not going to be available for the scheduled weekend, **please arrange for a substitute usher**.
3. **Review St Andrew’s Emergency Response Procedures & Personnel** who are qualified to assist the Ushers in the event of a Medical/Fire/Safety situation (posted in Sacristy).
4. **8 Ushers and 2 Greeters** are scheduled for each mass. **Greeters** focus on welcoming parishioners and guests. **2 adult Ushers** remain in the Gathering Space at all times—monitoring the entrance doors and parking lot areas for **suspicious arrivals**. **For example:** strangers arriving very late; dressed inappropriately for season or carrying a suspicious package; avoiding eye contact or verbal interaction; or insists upon hanging out in the Gathering Area during mass. **Once Mass begins**, ensure basement doors are locked; and all exterior doors are closed to conserve energy. **Wait until the Homily timeframe**, then **lock the front and back main entry doors**. These 2 Ushers also monitor unaccompanied children who visit bathrooms during mass.
5. **5 Ushers** are positioned in the back of church to assist with seating, greeting/screening.
6. **1, (Alter) Usher** confirms **Choir door** is locked; and then moves to the **Votive Candle Room** to greet/assist the disabled who use this entryway. **Just as Mass begins**, the Alter Usher locks the exterior door and discreetly joins the 5 Ushers in the back of the church.
7. **Late Arrivals:** If the Lector is doing the readings, kindly ask the “late-comers” to wait to be seated until the Responsorial Psalm begins. We don’t want the people in the pew to be distracted during the Scripture readings. Or, escort them to a pew/chair in the back of the church. The Word of God is important for us to listen to and that happens best when there are no distractions.
8. **During the Creed:** 6 Ushers gather in the back and prepare to pass the collection baskets—2 Ushers remain in the Gathering Space. If you have a young son or daughter or grandchild who wants to help you take up the collection or greet with you, let them!! We want to get them started early in helping out around the Parish.
9. **Bulletins are only to be distributed after Mass**. Please be ready to distribute them once the closing hymn starts. Return any left-over bulletins to the sacristy.
10. **At the end of Mass, remain vigilant** and provide security for the attendants/collection donations as they transition from the **Alter to Sacristy and the Safe** with Usher presence. Ushers, please inspect the church pew area for trash and organize the prayer booklets etc. **Lets’ leave God’s House in a pristine manner—ready for the next Liturgy**.