

## USHER TEAM GUIDELINES

First Unitarian Universalist Church of San Diego

Part of Worship and Programs Ministry Team

Created by Jan Carpenter Tucker, 2017 – Edited by Usher Team, June 2018

Our purpose is to provide quality ushering services for Sunday worship at the Hillcrest Campus, 52 weeks a year, and at special events as needed throughout the year, on request.

Ushering is a mainstay of our worship and programs. The ushers provide a welcoming presence to greet familiar faces, as well as provide assistance and guidance to newcomers in feeling comfortable with “the way we do things.” Much of what we do is to provide a stable, calm and quiet presence in the background. We are prepared through study and discussion of Emergency Procedures (see separate document) to react and assist as needed.

We are called on to assist in many ways:

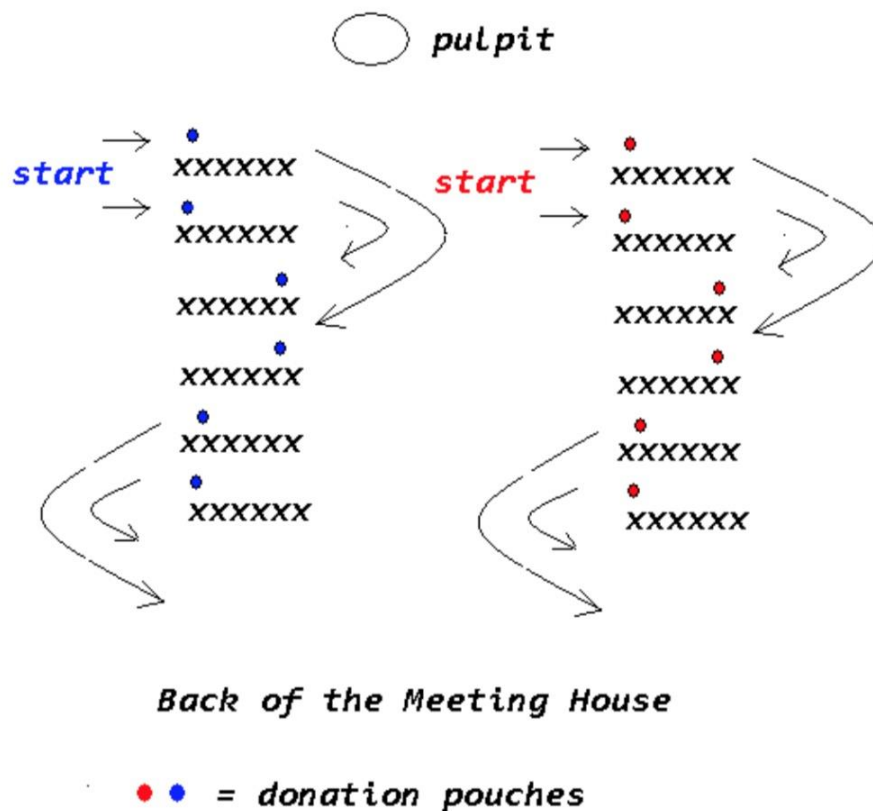
- arrive about 15 minutes before our assigned service
- wear an USHER name tag (in drawer in usher room) along with our own personal name tag
- check in with our head usher when we arrive and find out which aisle to work for collection
- identify the lay ministry team member assigned to our service in case their help is needed
- before the first service put the various signs from inside the Meeting House onto the narthex beside the entryway
- place the usher cart close to the front doors
- put the Dip Jar on the wall (don't leave on the cart)
- smile; greet people warmly by name if we know them
- smile; greet people we don't know with friendly words of welcome and good morning
- hand out Orders of Service to visitors and congregants as they enter the Meeting House
- open the side entry door from the ramp and choose one team member to keep a watch on the entry to assist if needed
- offer large print Orders of Service and hymnals from the usher cart as requested
- offer coloring sheets and crayons to children as they enter
- provide directions (such as to the restrooms) or answers to questions
- offer families with babies/small children availability of the glass soundproof room if they wish
- guide and make sure people with disabilities receive help as needed
- keep aisles clear of bags and obstructions
- gently remind people of rules regarding food/beverages, pets, noise, fragrance free zone, etc.
- after service begins, ask latecomers to wait for an appropriate break to be seated
- offer to help newcomers find a seat if they wish
- close all but one door at the beginning of the service when the opening bell is rung
- at least one usher remains standing or seated on high stool in the upper area of the Meeting House at all times
- collect money in pouches following the “pitching and catching” method depicted on page 2
- two ushers (not from the same family) count collection money using standard procedures (see below as well as attached document)
  - open envelopes only if they are blank/not filled out or checked with a specific designation
  - put cash, coins, checks, envelopes with name or designations, and visitor cards in appropriate sections in the folder
  - put the folder in the metal box and deliver to staff member in the sound room
- after benediction/before postlude, open right-hand glass doors only (near the quiet room)
- remind people leaving during the postlude to save conversations for outside the doors
- after postlude, open all glass doors and side door

- after service, keep the Meeting House neat and orderly by putting up chair seats
- collect discarded programs and papers (especially from hymnal racks) for recycling
- after first service, sort through orders of service from 1<sup>st</sup> service to make sure they are complete (with inserts) for 2<sup>nd</sup> service
- after second service, move signs inside the Meeting House and usher cart against the back wall
- sift the candle wax from the sand trencher; return the bucket/rake to the usher room
- replenish collection envelopes and pencils in hymnal racks
- make sure hymnals are distributed evenly in hymnal racks
- replace empty tissue boxes in strategic places in the pews
- identify items to go to lost-and-found in the church administration office

By assisting in these ways, we hope to make the work of our ministers, staff and lay leaders easier. We also strive to create an atmosphere where all members and newcomers feel noticed, welcomed, helped and comfortable.

This last is possibly the most important work we do.

### USHER COLLECTION MAP



(Courtesy of Paul Vachal)