

*Do not forget to show hospitality to strangers,
for by doing so
Some people have shown hospitality to angels
Without knowing it.
– Hebrews 13:2*

Thank you for serving as an usher today. You are an important part of our congregation's ministry of hospitality to both friends and strangers.

Also - in the unlikely event of an emergency - you are the first responder. You are the one to marshal helpers and organize a response. In such a case, you have permission to be loud and in charge. Ensuring safety is part of hospitality.

Arrival & Greeting

1. Arrive early enough to be at your station by 9:40 am. Have a cell phone on you.
2. Be a host, and help orient people who are new:
 - a. Wear a name tag and an usher badge (found in the basket of bulletins)
 - b. Smile
 - c. Hand out bulletins and announcement sheets
 - i. If you see someone you don't know, say: "Good morning, I'm N!"
 - ii. If they tell you that they are new:
 1. Invite them to find a seat anywhere they'd like.
 2. If they have small children with them, offer them the soft space, and let them know that if the kids need a break, they can take a break anytime by playing (supervised) downstairs in the preschool, or on the playground.
 3. Assure them that everything they will need to participate in the service is in the bulletin. No surprises!
 4. Let them know that you're here if they have any questions.
 5. After the service, give them a welcome bag as a token of the congregation's appreciation for their being with us.

During the Worship Service

Once the worship service begins, stay at the door to greet latecomers until the readings begin, and then take a seat in the back, so that: (1) you can be available to any late arrivals; and (2) so that you have a view of the whole congregation and can better detect a medical emergency.

During the service, be aware of anyone who might need assistance:

- Tissues
- Water
- Band Aids
- Someone looking for restrooms
- etc.

Also, during the service, be aware of behavioral issues:

- an emotionally disturbed person,
- disruptive behavior, or
- threats of violence.

Respond as best you can, with the help of the Holy Spirit.

As an usher, you are in the best position to mitigate a hazard before an incident occurs.

- Notice if anyone arrives unusually late. Take a partner with you - and with a partner - go meet that person in the Narthex. Chances are, the person will be a late arrival, pure and simple. Hand them a bulletin, and direct them toward an empty seat.
- But if the person makes you ill at ease, is at all suspicious, or threatening:
 - You might say something like: “The service is underway; let’s talk outside.”
 - You and your partner and the suspicious person go outside.
 - Once outside, repeat that the service is already underway, but ask the visitor if she/he has any prayer requests or needs. You or your partner should lock the outside door, using the “hidden” key that’s on the underside of the wrought iron railing.
 - After they name their prayer requests, say a brief prayer with them, thank them for coming, and help them to their car. If they are asking for help with food, finances, or other assistance, offer to take their name and number, and let them know a clergy person will contact them later today or tomorrow.
 - If you meet with any resistance, call the Washtenaw County Sherriff’s Dept or 911.

- Hecklers or other disruptive people inside the church are often calmed down by sitting quietly next to them, or by making a gentle invitation: “Let’s talk outside.”
- If you sense danger, tell another parishioner: “I need a yellow card.” This will be congregational code for “Call security/police.”

Setting the Table & Bringing Up the Gifts

After the Exchange of Peace, the Pastor will say the Offertory Sentence, a line from scripture that begins the move toward the table.

Starting in Advent (December 3, 2023), that is your cue to get the offering plate and the communion bread from the back of the church and bring them forward to the clergy person setting the table. Present the plate first, and then the bread. As you leave the altar area, you may wish to bow slightly in front of the altar before turning and heading to your seat.

At the Presentation Hymn

Please bring up the food basket (or delegate others, including young people). Place the basket underneath the altar. As you leave the altar area, you may wish to bow slightly before turning and heading to your seat.

As Soon as the Clergy have Communed Each Other

Go to the top of the aisle, and begin ushering/inviting people to go to the communion rail.

Once the first row has gone, step backwards to the next row, and give them the signal until all the rows have gone, including those people in the soft space.

Finally, move to the 3rd section seated against the east wall. Go to the first row, and invite them to go to the rail. Move backwards until all those rows have gone.

Finally, as the usher, you take communion last.

After the service

Stand to the right of the Pastor in the receiving line.

Help orient newcomers:

- offer a gift bag to any first-time visitors (talk with the Pastor to help make that ID);
- invite them to sign the guest book (“if you wish to receive our e-news, just indicate that, along with your email address”), and

- invite them to stay for refreshments.
- Walk them toward the parish hall, and then don't step away without first introducing them to a friendly person.
- Let Pastor Andrea know anything you think she should know about the flow of the service or anything else you may have observed.

THANK YOU!!

Emergency Preparedness Appendix

In Case of an Emergency In Nave, During a Worship Service

Scenario # 1 – A Medical Emergency

1. Someone collapses or slumps to the floor, or looks unwell.
2. The usher goes immediately to the person.
3. The usher immediately checks the person, and:
 - a. If he/she is conscious and able to communicate, then:
 - i. The usher should sit alongside the person until the situation is resolved, OR if the person is able to walk, the usher could escort the person to a chair in the narthex or parish hall. The usher would offer a glass of water, a cold compress, kleenex, etc.
 - ii. In the case of such a non-emergency situation, the priest and worship leaders continue the worship service.
 - b. If he/she is unable to communicate, then:
 - i. The usher should ANNOUNCE LOUDLY that we have a medical emergency, while lowering the person to the floor as gently as possible, protecting the head, and asking for people nearby to clear away the chairs.
 - ii. The usher immediately delegates:
 1. Someone call 911!

2. Someone else, grab the AED machine!
 3. Someone else, stay with me as a back-up for CPR (or if usher is untrained in CPR: "I need someone who knows CPR¹!")
 4. Everyone else - except family - please leave in an orderly way (**Pastor** uses the microphone to instruct people to dismiss)
- iii. **PLT Members on-hand** who are not helping with any of the above should help shepherd people out of the building and should also be the ones who wait in the parking lot to direct the emergency responders and lead them to the patient.
- iv. The usher proceeds with CPR instructions:
1. Give painful stimulation (noogie between collarbone and xyphoid process)
 2. If the person responds, wait with them until help arrives.
 3. If the person does not respond, perform CPR until the AED is brought in and ready to use:
 - a. initiate 30 compressions, 2 inches deep, and fast (120 bpm – "Baby Shark"). You want to break a rib or two.
 - b. 2 breaths (optional, if you can breathe through a tube)
 - c. Otherwise, keep up 30 compressions, 2 inches deep (it's okay to switch with someone if you're tired)
 4. If/when AED is available, open it up, turn it on, and follow instructions, which will include:
 - a. Cutting away any clothing
 - b. shaving any chest hair
 - c. Unwrapping pads and attaching
 5. After a shock is given, use the mask included to do two breaths (optional).
 6. Continue a series of shocks (as long as the machine will allow) until help arrives.

¹ In most cases, the usher for the day will have been trained in CPR and AED use. If not, the entire 2023 PLT - plus a few additional parishioners - participated in a June 2023 training.

Scenario # 2 – The Smoke (or the Fire) Alarm Sounds During Worship or Coffee Hour

1. As soon as the smoke or fire alarm sounds, the Pastor instructs everyone to:
 - a. Find the nearest exit (which might be behind them), and proceed there;
 - b. Ushers and PLT Members will be on-hand to help;
 - c. Everyone - meet on the front lawn, in front of the vegetable garden.
2. The Usher for the day immediately opens and props doors, in the order of doors closest to the nave (recruiting someone to help hold doors open, if necessary):
 - a. From the soft-space
 - b. Rear of nave, piano-side
 - c. Main entrance door, if time/if needed
 - d. Parish hall door, if time/if needed
- 3. If the usher sees fire or smells smoke, the usher should pull a fire alarm located near an exit.**
- 4. PLT members should assist people with mobility problems.** Note: there are steps down from most doors.
5. Once doors are propped open, the usher should clear the bathrooms and the basement/preschool (or delegate someone to do so). Slap a “CHECKED” sticker (from usher notebook) on each door, once you’ve checked for people.
6. Once the usher has propped doors and cleared bathrooms/basement, the usher should help assist people outside.
7. Once outside, **PLT members and Pastor should care for any injured persons.**
8. Once everyone is safe and accounted for, **a Buildings & Ground member should:**
 - a. Assess whether there really is a fire, or whether it’s a false alarm;
 - b. Contact the Fire Department if necessary, or stop the alarm from sounding (if it’s a false alarm)

