

Revised September 8, 2021

Chapel of the Cross Guidelines for Ushers and Greeters

Greeters and ushers play a key role in the liturgical life of our parish. They represent the congregation in providing a warm welcome to all who come; help create an atmosphere conducive to worship; and help ensure a service free from distractions. Please remember to wear your name tag (and the special usher tag), be friendly, approachable and helpful.

This document outlines procedures designed to enhance the consistency of greeting and ushering among the services. However, these procedures are not substitutes for the good judgment and initiative of thoughtful and conscientious greeters and ushers who are occasionally confronted with unanticipated situations. *If at any time you observe concerning behavior, do not hesitate to call 911.*

Greeters and ushers are responsible for obtaining their own substitutes if needed. Requests for substitutes can be made using Ministry Scheduler Pro.

Greeter Overview

- Greeters welcome parishioners and newcomers at services with a smile. Address parishioners by name when possible.
- Arrive 20 minutes before your designated service, put on your name tag and begin greeting. In good weather, stand outside the doors and assist those needing help up the stairs. In the winter, stand just inside the vestibule and assist with opening the doors which are closed in cold weather.
- Offer newcomers or visitors a name tag and newcomer card. A supply of blank name tags, newcomer cards and pens can be found on the Tower Room cabinet, or on the small table in the back of the chapel.
- Should you detect any unusual behavior, speak with the ushers. In the event of a Carolina Alert or if you feel the situation warrants, you may close and lock the doors and initiate a lockdown. See **Emergencies** at the end of this document. During Covid-tide, we are operating with fewer volunteers. Please read through usher duties and assist as needed. Especially in the case of an emergency.
- As the first hymn begins (church services) or after the service begins (chapel services), leave your post and take a seat. After the service, wait beside clergy at each of the doors as people exit.

Usher Overview

- 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.
- 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.

Prior to the Service

- Check to make sure bulletins are placed at the for your use in the Tower Room, and on the shelf outside the Transept Doors (church) or in the back of the chapel for services held in the chapel.
- Start an attendance card. Attendance cards, visitor cards, and extra masks are located in the Tower Room cabinet (Church) or on the small table in the back of the chapel.
- Unlock the doors.
- During Covid-tide we will place out two offering plates (one inside the other) on a stand at the back of the church/chapel for people to make their offerings.

Seating Parishioners and Guests

- Masks are required. A supply of masks is located on the Tower Room cabinets (Church) or small table at the back of the Chapel. Additional masks are located at the Welcome Center desk.
- During Covid-tide, please be aware that people have different distancing requirements. One of our goals during this time, is to offer people “air space”. Please seat people accordingly.
- Latecomers should be seated as quietly as possible. When possible strive to seat latecomers in the back third of the sanctuary. While worshippers are kneeling and during readings, keep latecomers in the rear of the nave.

Procession

- Continue to seat worshippers as quickly and quietly as practicable.
- Count individuals in the procession. If you are serving in the Church, remember to count anyone who is already located in the chancel (e.g., the organist, page turners, guest musicians, and any others who are not in the procession). Add to the attendance card.
- If you are serving in the Chapel, count attendees and clergy. Note # on the attendance card.

Hymn between the 2nd Lesson and the Gospel Reading

- If you are serving in the church, ushers should count and record the congregation during the Sequence hymn. Count everyone (adults, children, babies and ushers) in the nave and transepts. Add to the attendance cards.

Offertory and Presentation

- During Covid-Tide we are not allowed to pass the offering plate. During the Offertory Anthem/Hymn Transfer the offering in the top plate to the alms bags and form at the rear of the Church for the presentation. (The second offering plate should remain in place at the back of the church). Place the attendance card on top of the alms bags. When the Anthem/Hymn is finished walk down the center aisle and hand offering plate to the acolyte at the top of the stairs. Return to the back of the church.
- In the chapel, bring the offering plate, with the attendance card on top to the celebrant prior to the Eucharistic Prayer.
- *At this time the gifts of bread and wine will not be brought forward by ushers.*

Communion

- We are currently administering communion in two standing stations (church) or one standing station (chapel) at the bottom of the stairs in the transept. Please release people from their seats from front to back. Be aware of anyone who may need to receive communion at their seat. Try to seat them on the front row or on an aisle. Inform the cleric at the standing station at the conclusion of communion.
- Maintain a steady flow in two lines. "When in doubt, let them out."
- All ushers receive the elements with the last group of communicants.

Recessional

- Open doors

After the Service

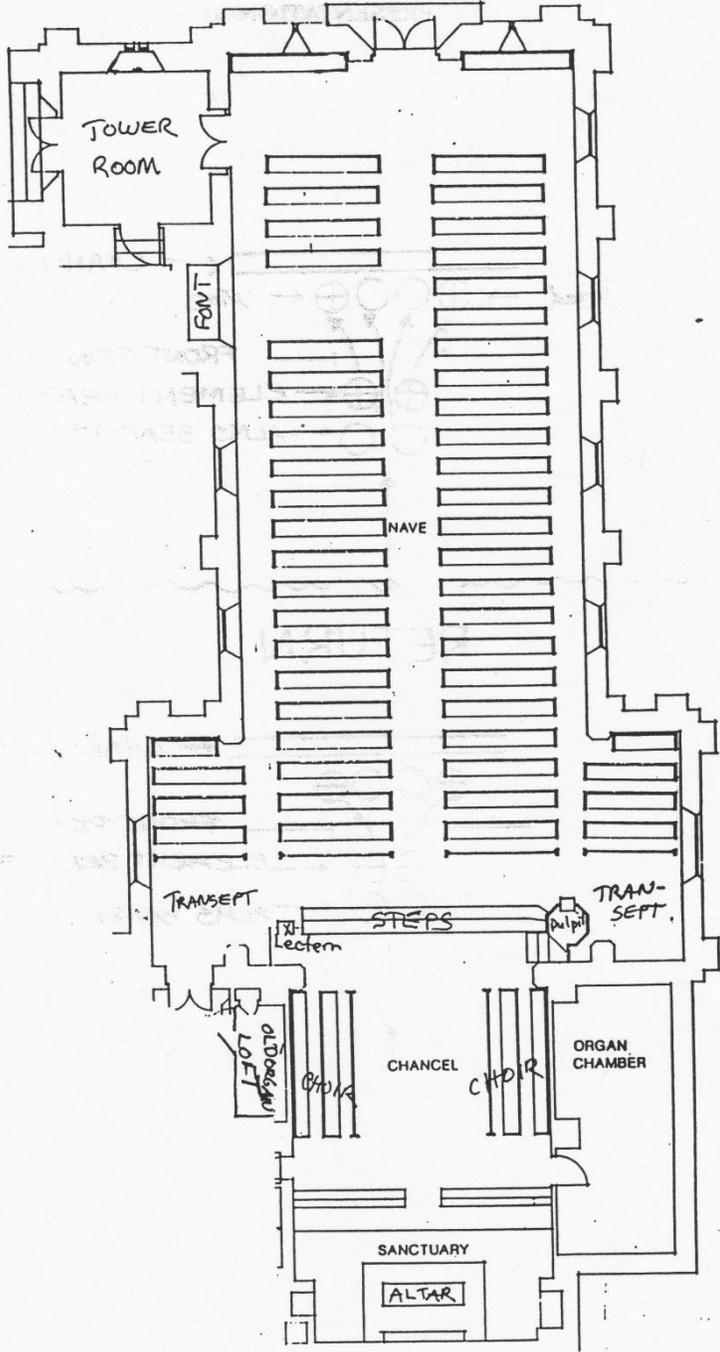
- Tidy up by gathering discarded bulletins and straightening all Prayer Books and Hymnals.
- Lost items should be left at the Welcome Center.
- Lock all exterior doors after the last service of the day (4pm, church, 7:45am chapel)
- For all other services, close doors in cold or hot weather to maintain heat or air conditioning.

Usher FAQ

- If there are two or more ushers in the church, one can stand at the transept and another at the front glass doors in the church. In the chapel, there will only be one usher.
- Hearing units are available for use in the church. Instructions are on the last page of this document.

- Attendance cards/newcomer cards are in the Tower Room Cabinet (church); or small table at the back of the chapel.
- Large print prayer books are in the Tower Room Cabinet (Church)
- Before the processional, station yourself near the Tower doors (church) or exterior doors (chapel) to be readily available to the Celebrant for additional instructions.
- Note AED instructions at the end of this document.
- 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.
- Any unusual behavior should be reported to your fellow usher, or, greeter. If you are serving alone, please use your best judgement.

CHURCH FLOOR PLAN



Emergencies

- Telephones are at the Welcome Center desk, by the organ, in the sacristy, Campus Center and elevator. Dial “8” for an outside line. The emergency number for fire or ambulance is 8-911. The Church address is 304 East Franklin Street.
- Fire extinguishers are located near the Welcome Center Desk and:
 - Church
 - near the organ keyboard;
 - at the back of the Church
 - on the right side of the lectern
 - Chapel
 - at the rear of the chapel
 - under the altar
- In the event of a fire alarm or fire emergency have the cleric instruct the congregation to evacuate to the Sundial in the Morehead Planetarium parking lot (Morehead Sundial).
- In the event of a Carolina Alert or an *exterior threat*, initiate Lockdown procedure:
 - Direct someone to call **911**
 - Direct Ushers to close and lock all exterior doors – secure the exterior Tower door with a pew rope tied from the interior door handle around the top of the wooden coat rack. The Glass entrance doors, Courtyard door, Welcome Center doors, and exterior Chapel doors (front and side) should be locked from inside.
 - Have the cleric announce lockdown and evacuation instructions – if there is an *exterior threat*, all those in the **Sanctuary** should be moved out through the transept doors to interior rooms within the building – the Library and classroom behind the Library and down the stairs to the Pre-School area located in the basement under the Parish Hall.
 - **People in the Welcome Center, Kitchen and other parts of the building** should evacuate to the Pre-School area.
 - While sheltering in the Pre-School, get low, near walls, away from windows and doors. If sheltering in a classroom, lock the door and barricade it.
 - While in lockdown, maintain silence and darkness – no talking and no lights.
 - No one may leave the Pre-School until the all clear is given by the police.

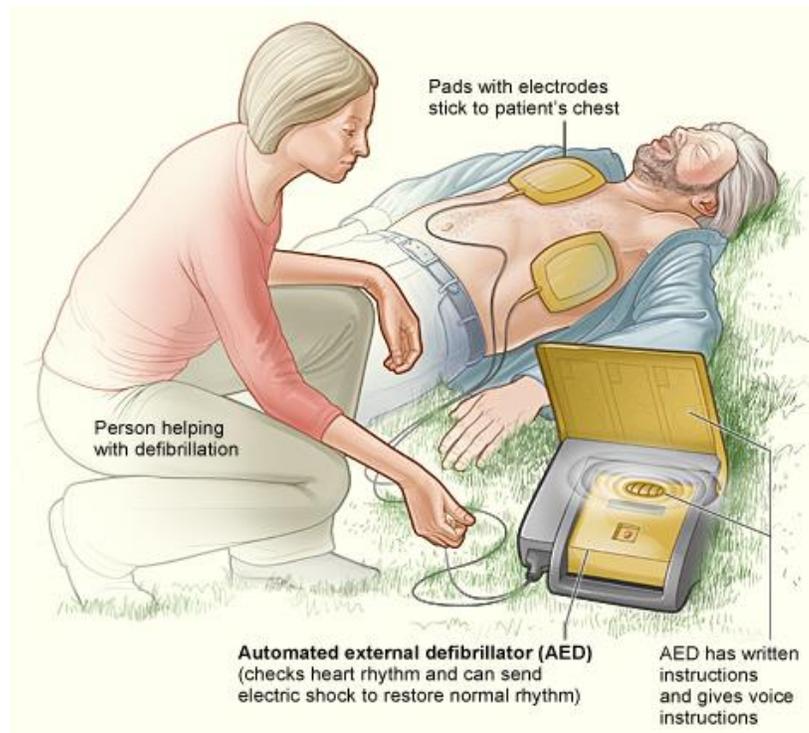
- In the event of an *interior threat* within the Sanctuary, call **911**. Evacuate if safe to do so otherwise shelter in place, staying quiet and low until the all clear is given by the police.
- In the event of an *interior threat* within the building, but outside the Sanctuary, call **911**. Evacuate away from the building (run, hide, fight) if safe to do so. Otherwise, look for areas to shelter that can be locked or barricaded.
- A **first aid kit** is in the cabinet near the front desk at the Welcome Center and in the cupboard in the Tower Room.
- 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. A wheelchair is located at the back of the Chapel if necessary. Have someone wait outside to direct the first responders. There is easy ramp access at the Welcome Center for 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
 - 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
- In the event of a weather emergency such as a tornado warning or a lockdown or Alert Carolina siren for *external threats*, evacuate the Church to the Pre-School area located in the basement under the Parish Hall through the transept doors.

- Should there be another safety issue such as building damage, inform the clergy and assist in moving people away from the affected area.

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.

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 Welcome Center desk with a note.
- Large-print prayer books for visually impaired worshippers are located in the Tower Room cabinet

Hearing assistance units are located in the Tower Room cabinet.