



USHERS AND GREETERS' HANDBOOK

Prepare to Serve - Updated August 2025

6341 Lake Oconee Parkway, Greensboro, GA 30642

TABLE OF CONTENTS

Introduction.....	page 3
Key Contacts	page 5
Service.....	page 6
About Ushers.....	page 11
About Greeters.....	page 13
Ministry Protocol.....	page 15
Usher Duties	page 18
Greeter Duties	page 21
Ministry Leadership.....	page 22
Current List of Ushers and Greeters	page 23
COKAS Emergency Action Plan	page 24
CPR Certification.....	page 27

INTRODUCTION

Welcome to the Usher and Greeter Ministry at Christ Our King and Savior Catholic Church (COKAS) at beautiful Lake Oconee. This handbook serves as a guideline for those currently involved in the Ministry as well as for those who may wish to get involved. COKAS is an amazing church with a wonderful Catholic community. As Usher and Greeters, we are very privileged to have the opportunity to serve at COKAS. The Ministry is important in many ways which will be further detailed herein. Ushers and Greeters are the first persons representing COKAS that Mass attendees come in contact with. Those first impressions are critically important and distinguish COKAS.

In addition to the beautiful physical plant and the great people of the parish, we have had and continue to be blessed with great Pastors, Deacons and Administrators, who wholly and fully support the Ministry in various ways.



KEY CONTACTS

Website

<https://cokas.org>

General Office

706-453-7292

Father Adam Blatt - *Pastor*

ablatt@cokas.org

Rev. Stephen (Steve) Pond - *Deacon*

spond@cokas.org

Rev. Greg Ollick - *Deacon*

gollick@cokas.org

Lily Vaughn - *Pastoral Administrator* - 706-453-7292 x4

lvaughn@cokas.org

Tamara Pendergast - *Receptionist* - 706-453-7292 x18

tpendergast@cokas.org

Dave Marrin - *Director of Operations*

dmarrin@cokas.org

Darlene McCumiskey - *Liturgy Coordinator*

dmccumiskey@cokas.org

Elias Benn - *Parish Communications Coordinator*

ebenn@cokas.org

Ralph Conti - *Ministry Head*

ministryinfo@cokas.org

PREPARE TO SERVE



As previously noted, the role of Usher and Greeter at COKAS is taken very seriously. Ushers and Greeters are the face of the church in many ways and act as first responders to various emergencies at Mass. As such, we must always be prepared for the unexpected, we must have an engaging and positive attitude, and we must be ready, willing, and able to serve when called.



Mission Statement - *“to ensure that everyone who enters our church feel welcome; to assist those with special needs as well as those who may need assistance, to ensure a safe environment and be well prepared for any situation that may arise at Mass.”*

We seek to adhere to the Usher and Greeters Motto of the 5 t's.

Teachable - we are always willing to learn something new.

Thoughtful - we are always looking to serve others.

Timeliness - we are always on time and timely to bring assistance to others.

Tactful - we are considerate of others.

Teamwork - we work together in a collaborative effort.

All active Ushers and Greeters must make certain that they have access to the MSP App, which is where we find both our profile and our scheduled Mass. All questions concerning the MSP App should be directed to John Fox at fox_john@outlook.com. All Usher and Greeters should make every effort to arrive at church 30 minutes prior to their assigned Mass. This will allow sufficient time to check in at the Kiosk in the Ministry Room and receive any potential special instructions.

Please be sure to wear the correct Badge based on your assignment. If for some reason you are delayed in getting to Mass or will not make Mass, please make every effort to contact the LEAD Usher and/or the Mass Captain assigned to your Mass. Unless otherwise directed by the LEAD Usher, we should assume our assigned positions after checking in. Refer to Usher and Greeter Duties in later sections of this Handbook for further details regarding roles and responsibilities. Above all else, we always want to project a warm smile and a welcoming tone to everyone.

Page 23 contains the Current List of Ushers and Greeters as of August 2025. Names shown in bold print and that have a “^” next to their name are the current list of LEAD Ushers.

Anyone who may be interested in becoming a LEAD Usher should contact the Ministry Head to set up a meeting to discuss. Any Usher in good standing and after two(2)years of consecutive service is eligible to be considered for Ministry Head, subject to Parish leadership approval.

Before any Usher or Greeter can be scheduled to serve, they must first:

1. Take the VIRTUS training and do a background check. The Virtus training and background check process and procedure is further outlined in the Ministry Protocol section of this Handbook.
2. Download the MSP App on their phone and fill out their profile to include preferred Mass times they would like to serve.
3. Attend an Usher and Greeter Training Session - which sessions are held periodically throughout the calendar year. If a session is not readily available, contact the Ministry Head for a brief one-on-one session.

Now you are ready to go! The following pages will provide you with pertinent information regarding the duties and responsibilities as an Usher and/or Greeter, in addition to outlining Ministry Protocols and Emergency Action Plan.

Welcome aboard. We are delighted to have you as part of the COKAS Usher and Greeter Ministry.

ABOUT USHERS



COKAS has implemented a LEAD Usher and Narthex Usher Program. LEAD Ushers have certain additional responsibilities at Mass. The Narthex Usher is generally responsible for the Narthex area, to include the Cry Room and to fill any void as may be needed. All Ushers have a responsibility to be at Mass in sufficient time to prepare to serve. It is highly recommended to arrive no less than 30 minutes prior to Mass. For Holiday and other Masses where a higher-than-normal attendance is expected, it is recommended to arrive between 30-45 minutes prior to Mass. LEAD Ushers “must” arrive no less than 30 minutes prior to Mass in order to set up the Mass Assignment Book, prepare the collection bags, provide any guidance and direction to the Usher and Greeter Team and meet with the Mass Captain regarding any Mass particulars. All LEAD Ushers must maintain their CPR certification status. All Ushers and Greeters are highly encouraged to attend any scheduled Usher and Greeter Meetings, particularly the annual meeting.

It is mandatory that all LEAD Ushers attend any “LEAD Usher” Meetings. All male Ushers must wear a Sport Coat and collared shirt during Mass.

ABOUT GREETERS



The role of Greeters extends beyond a simple welcome; they serve as the first point of contact for visitors and guests. Greeters must also be keenly aware of what may be happening outside the Church regarding any suspicious activity or persons. It should not be lost that those first minutes of interaction with Greeters could make the difference as to whether or not some people actually return to COKAS. Should a Greeter encounter any unruly or suspicious activity or persons, they should immediately seek out the LEAD Usher(s) and inform them of such.

Greeters must be warm, friendly, and prepared to assist those with special needs. If a Greeter requires any assistance whatsoever, they should seek out the Narthex Usher or other Ushers for assistance.

Greeters are to use their own discretion regarding what they wear ;however appropriate attire is highly recommended. Greeters are to use their own discretion during inclement weather with regard to moving indoors to greet. The safety, health and welfare of our Greeters is very high priority.

MINISTRY PROTOCOL

In an attempt to bring continuity to the Usher and Greeter Ministry, COKAS, in concert with Ministry Heads, has taken steps to establish specific protocols during Mass times. One protocol in particular is dealing with emergency situations at Mass. Please refer to the COKAS EMEGENCY ACTION PLAN for detailed information.

Aside from worship, the safety, security, health and welfare of everyone at Mass is of the utmost importance, hence every Usher and Greeter should be well versed in the Emergency Action Plan, as we are the first responders, per se, during Mass.

All Ushers and Greeters must be current regarding any required background check and VIRTUS Training (Protecting God's Children Program). Those designated as LEAD Ushers have certain added responsibilities at Mass, particularly as it relates to emergency situations, including, but not limited to having a current CPR certification status.

COKAS has implemented a **“Safe Environment Compliance Process” (SECP)** for all new Ushers and Greeters prior to their being scheduled.

- i) Ministry Head and/or Volunteer should send an email to Lily Vaughn (lvaughn@cokas.org) to include the following information:
- ii) Name (First, Middle, Last). Please include any nicknames, email address, Ministry position and primary language
- iii) Front office (Lily / Tamara) logs the information into their Safe Environment Spreadsheet and forwards the volunteer's name/email address as well as the Ministry Head's name/email address to Director of SECP.
- iv) Director of SECP will send the volunteer a link to the background check and a link to Virtusonline.org. The Ministry Head will be copied on the email.
- v) Once the Director of SECP receives notification that the background check is complete, they will notify the front office, who will in turn notify the volunteer and Ministry Head.

vi) Volunteer will be responsible for registering and attending the in-person VIRTUS training class.

vii) Ministry Heads are responsible for keeping an up-to-date volunteer list and ensuring all volunteers within their ministry understand and are compliant with the Safe Environment Process.

viii) Twice per year, Ministry Heads will receive a list of volunteers for their ministry listing non-compliant volunteers.

All volunteers in any Ministry must renew the Virtus training every five (5) years. This can be done on line at www.virtusonline.org.

Mass is special, a time for peace, prayer, and introspection; a time to be with the Lord as well as with members of the COKAS community. As Ushers and Greeters, we must be fully committed to assisting, protecting, communicating, and taking action, when required, as part of our service.

We strive to have a Co-Ministry Head for numerous reasons such as succession planning as well as having a back-up in the event of a situation where the Ministry Head is not able to fill the role, either temporarily or permanently .

USHER DUTIES

- Ensure that everyone feels welcome at Mass.
- LEAD Usher is the Team leader at the Mass they are assigned.
- LEAD Usher shall ensure that all Usher and Greeter positions are filled at Mass.
- LEAD Usher at each Mass shall assign various tasks to the Usher and Greeter Team in accordance with the COKAS Emergency Action Plan policies and procedures.
- Assist anyone who may need such assistance.
- Always be available and prepared for any situation that may occur at Mass.
- LEAD Usher is the Team liaison to the Mass Captain.
- LEAD Usher Responsible for filling out Mass Assignment Form in Ministry Room.
- LEAD Usher is responsible for logging Mass headcount.
- LEAD Usher is responsible for making sure Mass collection(s) are bagged and placed into the safe. Two Ushers must be present during bagging and placing collection is safe.

- LEAD Usher is responsible for selecting Gift Bearers and Advent Candle lighters.
- LEAD Usher is responsible for ensuring the COKAS Emergency Action Plan is followed in the event of an emergency.
- Narthex Usher is responsible for making certain the front entrance doors are locked only after the 5 PM Vigil Mass. Front entrance doors are not locked at the 8 and 10 am Masses.
- All Ushers are required to list their availability and Mass preference in the MSP App in order to be scheduled. All active LEAD Ushers will have a “^” designation next to their name in MSP.
- LEAD Ushers must be at Mass no less than 30 minutes prior to Mass and remain at Mass until the Sanctuary is basically cleared.
- Be warm and cheerful, have a welcoming attitude.
- Be capable of performing certain duties during an emergency, such being able to physically move someone to a flat area to deliver CPR.
- Always be properly attired, Sport Coat and collared shirt for men. No torn or faded blue jeans.
- Females, no leggings.

- LEAD Ushers are to advise Mass Captain of Mass Counts to ensure there are sufficient Hosts for distribution.
- “All” Ushers are to assist with seating as may be necessary.

LEAD Ushers must report to the Mass Captain when they arrive at church and check in, as the Mass Captain may have special instructions for Ushers at a particular Mass.

GREETER DUTIES

Again, we cannot stress enough the importance of Greeters. You are the face of the church in many regards, especially for first-time visitors and guests.

- Greeters always work in pairs at the main entrance doors welcoming people to Mass.
- Greeters must be willing to perform certain additional tasks that may be assigned to them by the LEAD Usher in the event of an emergency. If you are not able to perform such duties, please advise the LEAD Usher immediately.
- Greeters should be at Mass no less than 30 minutes prior to Mass, check in at the Kiosk in the Ministry Room and be sure to put the Ministry Badge on before assuming your station.
- Greeters must be warm, cheerful, friendly and have a welcoming attitude. They must be vigilant, punctual, and reliable.
- No shorts, torn or faded blue jeans, no leggings.
- Be acutely aware of what may be going on outside of the church building within your line of sight.

MINISTRY LEADERSHIP

Ministry leadership is subject to change from time to time. At the moment there is no set term limit for the position. Any Usher in good standing with a minimum of two(2) consecutive years of service and who is interested in becoming Ministry Head should let the Director of Operations, the Director of Liturgy or the current Ministry Head know of their interest. It should be noted that the position requires the Pastor's final review review and approval.

Ralph Conti - Ministry Head



[] - Co-Ministry Head

Liturgy - Ushers and Greeters	Torsiglier	Arthur
Liturgy - Ushers and Greeters	Allen	Judith
Liturgy - Ushers and Greeters	Blankenheim	James
Liturgy - Ushers and Greeters	Bunker	Douglas
Liturgy - Ushers and Greeters	Busing	Debra
Liturgy - Ushers and Greeters	Ceccato	Ernie
Liturgy - Ushers and Greeters	Clayton	Rick
Liturgy - Ushers and Greeters	Conti	Lori
Liturgy - Ushers and Greeters	Conti	Ralph
Liturgy - Ushers and Greeters	Drinkwine	Clarence
Liturgy - Ushers and Greeters	Dutton	Mike
Liturgy - Ushers and Greeters	Ethridge	Phillip
Liturgy - Ushers and Greeters	Farelli	Greta
Liturgy - Ushers and Greeters	Ferguson	Dolores
Liturgy - Ushers and Greeters	Fitzpatrick	Kathryn
Liturgy - Ushers and Greeters	Fox	Beverly
Liturgy - Ushers and Greeters	Fox	John
Liturgy - Ushers and Greeters	Garrett	Glenn
Liturgy - Ushers and Greeters	Grippando	David
Liturgy - Ushers and Greeters	Grunnet	Michael
Liturgy - Ushers and Greeters	Harrington	Edward
Liturgy - Ushers and Greeters	Holihan	Barbara
Liturgy - Ushers and Greeters	Holihan	Mark
Liturgy - Ushers and Greeters	Jensen	David
Liturgy - Ushers and Greeters	Jorgensen	Mary
Liturgy - Ushers and Greeters	Kearney	Laura
Liturgy - Ushers and Greeters	Krzemien	Andrew
Liturgy - Ushers and Greeters	Kuntze	Todd
Liturgy - Ushers and Greeters	Leach	Noreen
Liturgy - Ushers and Greeters	Lee	William
Liturgy - Ushers and Greeters	Macchia	Richard
Liturgy - Ushers and Greeters	Mason	Kenneth
Liturgy - Ushers and Greeters	Matthews	Martha
Liturgy - Ushers and Greeters	Meyer	Roger
Liturgy - Ushers and Greeters	Necel	William
Liturgy - Ushers and Greeters	Ollick	Janice
Liturgy - Ushers and Greeters	Orr	Debra
Liturgy - Ushers and Greeters	Renzi	David
Liturgy - Ushers and Greeters	Schonhoft	Jerry
Liturgy - Ushers and Greeters	Sterrenberg	Todd
Liturgy - Ushers and Greeters	Topper	Michael
Liturgy - Ushers and Greeters	Weber	Kenneth
Liturgy - Ushers and Greeters	Winslow	Timothy
Liturgy - Ushers and Greeters	Yold	Mary

COKAS EMERGENCY ACTION PLAN

The primary purpose of the COKAS Emergency Action Plan (Action Plan) is to confidently address as many emergency scenarios as possible that may occur during Mass. Ushers in particular, are essentially the first responders to any emergency during Mass and therefore are primarily responsible for addressing the emergency to the best of their ability and maintaining order during an emergency. It is therefore particularly important that all Ushers and Greeters as well be as well versed with the Action Plan as possible so as to be prepared to deal with various emergencies. LEAD Ushers are required to be CPR trained and certified and must maintain a current CPR Certification as long as they remain active LEAD Ushers.

Whereas non-life-threatening medical emergencies are typical, there may be times when an individual is in a life-threatening situation, such as a stroke or heart attack. All Ushers, LEAD Ushers in particular, must be prepared as you may be called to potential life-saving action.

The Action Plan also provides information pertaining to non-medical emergencies such as severe weather, fire, power outage, protestors, and an active shooter situation.

A copy of the Action Plan can be found in the Ministry Room off the Narthex. All Ushers and Greeters should carefully read the Plan and become familiar with the procedures and protocols.

Unfortunately, we cannot predict every possible emergency situation that may occur at Mass, nor can any of us be expected to be completely and totally prepared for every possible situation that may occur at Mass. As such, every Usher and Greeter is being asked to be as vigilant as possible during Mass and to be as prepared as possible for an emergency.

Should anyone feel that they may be unable to assist during an emergency or simply do not wish to participate during an emergency, please advise the LEAD Usher prior to Mass. This communication is critically important as there may be no time to hesitate.

during a serious emergency where someone's life may be in danger.

The best way to be prepared for anything is to practice on a regular basis. Unfortunately, we realistically cannot practice emergencies as a team, therefore it is highly recommended, LEAD Ushers in particular, that we all review and re-review CPR and choking techniques on a regular basis so as to be as prepared as possible.

Those who are assigned to call 911 make certain you absolutely read the protocol in the Action Plan for calling Greene County 911 and do your best to either commit COKAS's street address to memory or have it readily available when calling 911.

Let us pray for the safety, health and welfare of each and every person attending Mass, not only at COKAS, but every place of worship around the world.

CPR CERTIFICATION

COKAS is blessed to have one of its own Ushers(Phillip Ethridge)as a Certified CPR Instructor.

Phillip has agreed to do the training at no cost to any “active” Ushers and Greeter. Phillip has opened up his training classes to all Parishioners.

Phillip accepts tips, which he graciously donates back to COKAS. See the Bulletin for more information regarding Class location, dates and times.

Phillip E. Ethridge Jr.

706-816-3322

www.alifesavingcpr.com/home