



Usher Ministry Manual

Let mutual love continue.
Do not neglect hospitality, for through it
some have unknowingly entertained angels.
(Hebrews 13:1-2)

Introduction

Thank you for your commitment to this very important ministry at St. Timothy's.

The role of the usher is to serve and assist all in attendance during the worship services by meeting individual needs of people attending and maintaining order for a spiritual experience.

Usher Responsibilities

Before Mass Begins

- Arrive at church 20 minutes before Mass.
- Check in with the head usher for the Mass.
- Eight or more ushers are needed (for the monetary collection). If you notice there is a shortage of ushers as you are attending Mass, please consider filling in.
- Please wear a name tag (found in the credenza) so you can be easily recognized as an usher.
- Welcome other volunteers who offer to help with ushering. (For example, new ushers might double up in passing collection baskets to become better acquainted with the procedures.)
- Place bulletins in the racks and straighten up the carts, if needed.
- As you do these things watch for people who may want Communion brought to them.
- Take the burnt candles out of the votive stands, and replace with new candles, which can be found in the credenza. Check the condition of the lighters.
- Pick up stray bulletins and trash.
- Check credenza for any special notes about your Mass.
 - Place baskets on wooden stands by the altar for any special collections, if not already done. See the Director of Liturgy for assistance, if needed.
- Assist anyone who needs help with seating.
- If reserved seating is necessary, there are signs for the pews in the right most drawer of the credenza. Direct people to their reserved seats.

- **Gift Bearers:** If no one is already signed up to carry the gifts to the altar after the collection has been gathered, the ushers and greeters should work together to find and invite a group of at least three people to do so. These individuals do not have to be related or be a family. Some people may be hesitant because they don't know what to do. You can show them the laminated card that explains what they need to do. Add their names to the signup sheet and let the head usher know.
 - Ask them to come to the back of the church after the collection basket passes them. Explain the money basket goes first in the procession with the gifts, then the wine, and then the bread, which is the order that they hand the gifts to the priest or deacon.
 - If baptisms or first Eucharist is to be celebrated at Mass, a minister or the deacon will give them further information. The family of the baptized or first communicant will be bringing up the gifts.
 - Ushers should only help carry the gifts to the altar as a last resort, if no one else is willing or able.
- Confirm whether the **processional cross** is carried in at the beginning of Mass (normally during the Advent/Christmas and Lent/Easter seasons). Check the sacristy for the schedule of who carries the cross that day.
 - If you know the person, check in with him or her.
 - If you don't know the person, bring the cross to the back of the church. If no one comes, one of the ushers can carry it up.
- Remember to smile and say "Hello" to those attending Mass as you move around the church.
- Remain available at or near the back of the church for latecomers.

During Mass

- Assist people, especially any late-comers, with seating.
- Be aware of any information about Mass that is displayed on the credenza.
- Count attendance during the scripture readings.
 - Diagram for the head count is in the white binder, with copies for each Mass on the clipboard in the credenza drawer.
 - Do the count from the balcony from each far end.
 - Include the choir, musicians, priest, acolyte, deacon
 - Include those in the east and west crying rooms
 - Don't forget the balcony seating

Collection Procedures

- When the Creed begins, be ready to distribute the baskets.
- There is a diagram in the credenza (see attached).
- Collection baskets can be found in the credenza.
- Decide which ushers will go to which aisles.

- Pass the baskets to the front pew of each section of pews, then follow them with your eyes until they reach the back row.
- Gather baskets from each section and put money into the large basket for procession to the altar.
- Distribute basket, wine and bread to the gift bearer volunteers. Say thank you!
- Instruct them to walk slowly, in the following order: collection basket, wine, bread.

Communion

- Locate anyone who needs assistance with Communion.
 - At weekend Masses be prepared to move to the front to meet the communion ministers as they begin to move to their positions, and direct them to people needing assistance.
 - Ushers are usually the last to receive communion so that is a good time to ask the minister to follow you to anyone who was missed earlier.
 - To help identify people, try to start on one side, moving front to back, cross along the back and then on the other side, go more toward the front and back again.
 - Watch for people raising their hands.
 - For holy day Masses, ask the ministers around the altar to follow you back to anyone needing communion brought to them as they begin communion.
- Be prepared to help direct those parishioners on the side pews to go to the center if the side lines are backed up. This helps keep the flow moving.

End of Mass

- Plan to staff all doors with ushers and greeters who will hand out the weekly bulletin.
- Head usher will assign a team of two ushers (not related to each other) to take the collection to the sacristy as soon as possible. **Two people minimum should be with the collection at all times.**
 - Pull blue bags from top far right drawer
 - Bag money and checks neatly - sort envelopes together and then cash.
 - Separate different collections into different bags – very important.
 - Youth basket envelopes go into a separate envelope labeled “Youth” and then in a blue bag.
 - Write down the numbers for each bag on the orange log sheet.
- Make sure there are no other collections to be bagged. (Listen to the announcements or read the bulletin).
- During carnival time, check the red boxes on the steps for envelopes with tickets.
- Verify if there is a courier present to help take the money to the office (names are located in binder in right-most sacristy drawer). If no courier please inform the liturgist or the priest.
- See liturgist or an experienced usher to see how to secure the bags at the office.
- Return baskets to the credenza.

Fire Alarm Procedures

Always stay calm during any emergency; act with purpose, not frenzy.

- Before turning any alarm off, be sure it is not an emergency.
- Check “cover” alarms (in- house ringing only) at each door-replace cover to shut alarm off.
- If second alarm is ringing, an out-going alarm has been pulled. If you are sure it is not an emergency, this can be turned off in west front entrance to the church (near the piano).
- After turning off the alarm, call the alarm company (number and instructions are posted on sacristy bulletin board)
- Notify presider that all is well (if it is). He will then announce everything is OK.

First Aid

- First aid kit found in usher’s closet.
- Better to call 911 than not. Use your cell phone or find someone who has a cell phone. If able, direct EMTs to door closet to the person needing care. Note the numbers on the doors and usher diagrams.
 - Might be best in some circumstances to move the person to the door by the 89th Avenue exits for more room, but never move someone unless they can walk on their own.
 - After called, meet EMTs at the door; direct them to the person needing assistance.
 - Please get the name, address and phone number of the individual.
- Be aware of the defibrillator (AED box) located at the back of the church. It is on the opposite wall from the credenza.
- If someone gets sick in the church, there is a powder to sprinkle over the spot and then sweep it up later. Otherwise, you can call the custodian on duty during Mass. (See phone number posted in the sacristy.)

Other things to know

- Church phones-only if really needed-no long-distance access.
- If things are left anywhere, bring to the sacristy or office.
- Remain quiet during Mass.
- Guard fire alarms especially during larger liturgies - always at the Christmas and Easter Masses.
- Know locations to direct people as necessary:
 - Entry / exit numbers marked above doors inside and out
 - Hearing devices are in the sacristy. Be sure you understand how they devices work so you can provide assistance to those wanting to use the device.
 - AED (defibrillator) is on the wall opposite the credenza at the back of church
 - Restrooms