



## Saint Anne Catholic Community

*WORSHIP. SERVICE. FORMATION. CELEBRATION.*

# Ushers / Greeters Guide

## GATHERING

- ❖ Plan to arrive at church 15 to 20 minutes prior to the start of Mass.
- ❖ Notify the Usher Coordinator of your arrival and put on your name tag.
- ❖ Be sure all front doors to the main worship space are open.
- ❖ Pick up your head count tabulator.
- ❖ Check with the Usher coordinator for special assignments (i.e. reserved seating for a family celebrating a wedding anniversary, to select a family to take up the gifts, or a couple to dress the altar).
- ❖ Take the collection baskets to your assigned section. Place your baskets behind the pillars or under the last row of pews to enhance the appearance of the worship space.
- ❖ Once you are at your assigned section of responsibility, police the section for “down kneelers”, left behind bulletins, song sheets, missalettes, and out of place hymnals (return bulletins, missalettes and song sheets to the Gathering Space).
- ❖ Be sure the lights are on for interior stairs up to the mezzanine.

- ❖ Ushers assigned to mezzanine responsibilities should check for padded kneelers left on the floor. Replace these kneelers in the chair pockets prior to Mass.
- ❖ Be available to greet and assist parishioners in finding seating in your assigned section.

This is the point for you to exercise your primary responsibility as an usher/greeter: to make people feel welcome, comfortable and to enhance each person's sense of belonging to the St. Anne faith community and enable them to pray. It is a known fact that most Catholics like to sit in the same section even the same seat of pew at their mass. *Greet them, introduce yourself, and get to know their names, take them to their favorite seat.* Do not limit your welcome to those you know. Reach out to all. Make your section their *Church home.*

However, in your best diplomatic manner, do not leave spaces empty in the seats and pews. Encourage them to resist the urge to sit at the end of the pew. Ask them to "move in" to make room for their fellow parishioners. Also encourage people to sit near each other in the front chairs and pews. This action on your part will provide less disruption and enhance everyone's experience at mass.

Close all main Church doors when the presider starts the opening prayer. Ask late comers to remain in the Gathering Space during each of the following parts of the Liturgy of the Word: the opening prayer, readings, the psalm, and the gospel. When each part of the Liturgy of the Word is complete, the door usher should thank the waiting group and invite them to enter the Church. Ask them to process quietly and quickly down the ambulatory to the back of the Church. Section ushers must be aware of their approach to their area.

For those parishioners who arrive late and seek a seat in your section, avoid disturbing the service by asking them to wait at the back of the ambulatory until the completion of each reading, the psalm, the gospel and the prayers of the faithful. Be aware of the empty spaces and help them find places to sit so they can enter the liturgy as smoothly as possible.

## SELECTION OF THE GIFT BEARERS

Ideally the Gift Bearers are chosen or have volunteered in advance. If it's your responsibility to find someone to perform this ministry, the task must be completed before the Mass begins. Once you have made your selection, write each of their names on a 3 by 5 file card and give the card to the Cantor.

Before the Gift Bearers enter the church to find their seat, instruct them to be alert for the start of the collection. This is their clue to proceed at once to the gift table area. The usher will be waiting at the gift table area with instructions.

Because the Gift Bearers represent the whole assembly, those asked to serve in this role should reflect the diversity of that assembly.

Sometimes the Gift Bearers might be a family with parents and children processing together.

Sometimes they might be a single parent family.

Sometimes they might be older parishioners.

Sometimes they might be single people.

Sometimes they might be members of a ministry of our parish.

Members of all races and colors are always welcome.

Give everyone a chance to experience this important ministry by choosing parishioners from the above diverse group. Being asked to serve is a privilege bestowed on them by the whole assembly.

## **CHILDREN'S LITURGY OF THE WORD**

- ❖ Gathering Space Usher to open two adjacent Church doors directly in front of the ramp used by the children, for the procession to the chapel. Once their exit is completed, close the doors.
- ❖ When the presider has finished the Homily and begins the Creed and the General Intercessions the usher notifies the catechist in the chapel to return the children to the Church.
- ❖ The returning children are to remain in the Gathering Space until completion of the General Intercessions.
- ❖ Children's Liturgy of the Word occurs only at the 9:00 and 11:00 am Sunday Masses.

## **SPRINKLING RITE**

When the Sprinkling Rite is part of the Mass celebration, the presider will proceed to the Baptismal Font to ask God to bless the water. When the presider arrives at the font, the Church doors are closed and the parishioners arriving late are asked by the ushers to remain in the Gathering Space. As soon as the presider ends his prayer, the sprinkling ministers and the presider move to the aisles to start sprinkling the standing congregation. The late arrivals may enter the Church at this point.

## PARTICIPATING IN THE MASS

As ushers are models of hospitality and service for others in the assembly and should also be models of participation in the common worship of the Church. With so much to do and so much to keep in mind, participating in all parts of the liturgy may be the biggest challenge that an usher faces in providing service to the community.

- ❖ Please join with the assembly during sung parts of the Mass.
- ❖ Please give your wholehearted attention to the Word of God by the lectors and pries or deacon.
- ❖ Please participate in the “Our Father” by joining hands and reciting it with the others in the assembly.
- ❖ Please kneel during the Eucharistic Prayer.
- ❖ Please help the people concentrate on their prayers during the communion procession by minimizing verbal contact with them.

Even though other usher duties will demand your attention, a sincere effort to focus and participate in the Mass will show your devotion as a member of the assembly.

## **GENERAL INSTRUCTIONS FOR THE GIFT BEARERS PROCESSION**

When the presider proceeds to his position at the altar and turns to the assembly to await the gifts, the usher in charge starts the Gift Bearers down the west ramp. They process to the right of the altar and up the stairs to the presider. (This avoids the procession having to deal with the server's kneelers on the left steps of the altar.) As a practical matter, the Gift Bearers best processional order is bread and wine followed by the large gift basket. If other family members are present, they simply accompany the group.

Although the presenting of the gifts is a very brief ritual it has great significance. This presentation are the gifts of the assembly which will be used for Eucharist. It must be carried out in an unhurried manner with grace and dignity. Once the Presider has received the gifts and acknowledged the Gift Bearers they return to their seats.

## **SPECIAL HOSTS**

For health reasons, some individuals require low gluten hosts. When requested, these special hosts will be on a separate gold priest's paten and are part of the gifts. Health reasons dictate that these low gluten hosts are kept strictly separate from the regular hosts. This is very critical for some people.

## SUNDAY COLLECTION

The collection of the offerings of the faithful is not just a practical matter designed to meet the financial needs of the budget. It is an integral part of the liturgy and should be treated with care and dignity. The monetary offerings of the assembly shows their willingness to follow Christ's command to care for the marginalized. Keep this in mind as you start the collection.

- ❖ Distribution of the baskets should be smooth and dignified, not rushed and careless.
- ❖ Give people adequate time to deposit their offering comfortably.
- ❖ Show your respect and reverence for their offering by your attitude and patience.
- ❖ Manage the hand to hand flow of baskets down each row by being on the spot to receive and distribute the basket to the next row.
- ❖ Keep a close watch on each of the baskets in your pew section. Move quickly to prevent a directional flow problem.
- ❖ Once all rows in your section have completed their offering, collect the baskets and walk promptly to the area with the gift bearers are assembled and waiting.
- ❖ As you walk, consolidate your collection into one basket. (Be careful not to drop any part of the offering during the process.)
- ❖ By this consolidation of collection baskets you will be able to quickly deposit your combined collection into the large processional gift basket containing the plastic security envelope. After depositing your basket please stand aside to allow access for others.
- ❖ The entire collection must be put into the large gift basket and the security envelope sealed in view of the assembly by standing between the font and the pillar on the right.
- ❖ All ushers should return to their section of responsibility at once so that they may fully participate in the Mass, except the two ushers who collect the empty baskets and return them to the usher's room. These two ushers must also put out enough bulletins on the tables for the end of Mass.



## PROCEDURES FOR SUNDAY COLLECTIONS

The use of Tamper Proof bags for the Sunday/Holy Day collections is a mandate of the Archdiocese. Churches that do not abide by this practice will not have their collection insured should it be lost or stolen.

The bags are numbered by a member of the parish office staff, and the numbers are recorded and logged in a binder in the rectory office.

When the ushers come back from collecting the donations, they should congregate at one spot, at the back of the Church, in full view of the assembly, pouring the baskets into one bag.

- ❖ This is best accomplished with one usher holding the deposit bag throughout the entire process.
- ❖ Ushers step up one by one and pour or place the contents of their baskets into the bag which is already contained in the tall basket.
- ❖ The smaller masses will use the current bags. For the 9am and 11am masses, we are increasing the size of the bags. This means that as much air as possible must be taken out of the bag before it is sealed.
- ❖ When all the funds are in the bag and the bag is sealed, the gift bearers should be directed between the font and the pillar, as the presider's signal that the gifts are ready to be brought to the altar.
- ❖ A simple hole made by a pen can let additional air out if needed before it is placed into the safe.
- ❖ Any additional envelopes that are given to an usher can simply be dropped into the door of the safe that the bags go into.

## CLEANING UP THE CHURCH

The work of the usher/greeter begins before Mass, but also requires your work and attention once the assembly has left. Good hospitality requires that the Gathering Space and Church present a neat, organized and welcoming appearance for parishioners attending the next Mass. Joyfully volunteer your service for a few minutes to accomplish this task, knowing you helped leave God's house in good order will be self rewarding.

- ❖ Take the left over bulletins and worship aids to the usher's room.
- ❖ Put misplaced hymnals in the pew racks and chair pockets.
- ❖ Return missalettes to their table in the Gathering Space.
- ❖ Pick up worship aids and bulletins left in the Church and return them to the Usher's room.
- ❖ Pick up "personal" items left behind (i.e. glasses, hats, etc.) and put them in the Sacristy.
- ❖ Turn off the lights for the interior stairs to the mezzanine.
- ❖ Replace the sign cards on the north ambulatory chair seats designated as seating for those with disabilities.

## THE CONCLUDING RITES

Many of us have developed the unfortunate habit of leaving before the liturgy is completed. Some may have a legitimate reason for leaving early. At the liturgy it becomes a matter of irreverence and lack of respect for the members of Christ's body. So, what is an usher to do?

- ❖ First: None of us are in a position to be judgmental. Say nothing. Saying anything will probably do more harm than good.
- ❖ Second: We can set a good example by being fully involved in the Mass ourselves.
- ❖ Third: Do not open the main Church doors until the final procession nears them. This indicates that the procession should be the first to pass through them. Only then should all main doors be fully opened.

Other usher/greeter final tasks:

- ❖ Once the presider and deacon pass through the doors, the usher at the door should offer to take their songbook so they can greet people as they leave. Take the special indexed songbook into the sacristy.
- ❖ Ask people standing near the exit door to step aside to allow the servers in the procession with the cross and candles to pass through.

## DISTRIBUTION OF PARISH BULLETIN

The bulletin is full of news and information about all aspects of Parish Life. It contains meeting and service schedules, the names of new members, announcements from the Pastor, forthcoming weddings, Baptism announcements, collection results, appeals for help with ministries in need etc. Invite everyone to take one home.

- ❖ Bulletins are placed in the Gathering Space by the ushers that return the collection baskets to the usher's room. Five distribution locations are used at the 9:00 am and 11: am Sunday Masses. Three distribution locations are used at the other weekend Masses when the Mezzanine section is closed.
- ❖ Usher/Greeter assigned to handing out the bulletin should go to their location for bulletin distribution immediately after the exit of the presider.

- ❖ As you hand a bulleting to each parishioner this is another chance for you to be a model of hospitality. Look them in the eye, give them your best smile and wish them farewell with, “Have a great week” or some other appropriate words.

## **MEDICAL EMERGENCIES**

Regarding a person who gets sick on Campus.

The Parish Staff has agreed that the following is to be followed at all times.

- ❖ Do *not* hesitate when someone falls ill.
- ❖ **CALL 911 IMMEDIATELY** no matter what the sick person says.
- ❖ From the sacristy phone or other church campus phones
  1. Dial 9 then 911 (do not wait for dial tone after dialing 9)
  2. WAIT, they may not answer immediately
  3. BE PREPARED TO REPORT when asked:
    - Nature of emergency
    - Specific Location
    - Your name
    - The phone number from which you are calling  
Sacristy = 847-382-5300 ext 274
- ❖ Locations:
  - CHURCH ADDRESS = 125 N Ela St
  - SCHOOL ADDRESS = 319 E Franklin St.
  - CHAPEL = immediately west of 319 E. Franklin St. (no separate address)
  - PARISH CENTER or RECTORY = 120 N. Ela St.
  
- ❖ Provide someone to direct the Emergency Team that arrives.

First Aid Kits:

First Aid Kits are located on the shelves to the left in the Usher’s room.

**THE AUTOMATIC EXTERNAL DEFIBRILLATOR LOCATION:**

The Automatic External Defibrillator is located on the column opposite the interior doors to St. Anne School. There is signage on the post that designates the location of this life saving equipment.

In an emergency situation you may be asked by a certified AED and CPR trained usher to bring the A.E.D. equipment to the location of the emergency. Go to this post with all haste, retrieve the equipment and take it quickly to the scene of the emergency. Every second counts in this effort to save the life of the ill person.

### **ASSITANCE FOR THOSE WITH HEARING IMPAIRMENT**

We have 6 hearing devices for the hearing impaired. They are available in a secure closet in the sacristy.

When requested:

- ❖ Ask the Liturgist on duty to unlock the closet and provide you with a device unit and a new earpiece cover.
- ❖ Put on the new earpiece cover before handing out the unit.
- ❖ Ask the individual to return the unit to you.
- ❖ Remove the earpiece cover and discard the cover.
- ❖ Be sure the red light on the unit is off before returning it to the desk by the phone in the Sacristy.

### **WHEEL CHAIRS**

Wheel chairs are located in the usher's room. Please provide one quickly when requested. Ask the person who made the request if they need your assistance with the person who needs the chair. You may need to escort them to the section for those with disabilities in the north ambulatory.