

# *Procedures for Ushers*

## Holy Family Catholic Community

Ushers at All Holy Family Sites—This is a new document that was recently updated by the Worship Commission as of October, 2019. Please read and review it. Thank you for your servant leadership to Holy Family Catholic Community and thank you for ushering at Mass today! If you have any questions, please direct them to Paul Thelen, Director of Liturgy and Music, at the Parish Office.

### Before Mass:

1. It is encouraged that you pray with the readings of the day which are found in the bulletin.
2. Dress appropriately. Jeans, overalls, t-shirts and athletic shoes are not appropriate (exception: necessity to recruit ushers from the congregation to fill in). Dress pants or skirts, dress shirts or blouses and dress shoes should be worn. Sport coats, suits and ties are appropriate.
3. Arrive at least 15-20 minutes prior to the beginning of the Mass.
4. Turn on the appropriate lights for the time of day.
5. Put on an “USHER” tag. *New magnetic usher identification tags will be made available to you in the next month or so.*
6. Familiarize yourself with all emergency exits so that in the case of an emergency requiring evacuation of the church, you are able to guide the people to the closest exits.
7. Familiarize yourself with the location of emergency supplies, such as AED’s, first aid kits and fire extinguishers, in case they are needed. NOTE: Participate in annual training in the use of the AED’s.
8. Familiarize yourself with location of Lost and Found in case someone is looking for something they may have left behind.
9. Prepare yourself to know where the bulletins are located for distribution after Mass. (Do NOT hand out bulletins before Mass.)

10. Place the collection baskets where they will be used. Prepare the money bags and slips for after the collection.
11. Coordinate and/or organize people to bring up the gifts of bread and wine at the presentation of the gifts. There are sign-up books for people to sign up ahead of time if they want to present the gifts at a given Mass. *Office staff who sign up the Mass intentions will advise the person who is purchasing the intentions that they can volunteer to take up the gifts at that Mass. They will also inform the purchaser that they need to go to the site of the Mass ahead of time and sign-up to take up the gifts at that particular Mass. The staff will further let them know that they should introduce themselves to the ushers prior to the Mass so that the ushers know that there is someone to take the gifts up at the appropriate time.* Ushers, if no one has signed up, please recruit people to take up the gifts.
12. Know where the hearing devices/aids are located at your site so that you can make them available to people and or advise them as to the type of hearing devices that are at that site.
13. If there will be a Baptism during the Mass, set out the Oil, candle(s), towels and vessel for pouring the water. Put our “RESERVED” signs on the pews required by the family(ies).
14. Spread out at entrances and help people enter if they need a hand. Don’t “clump up” in one place talking amongst yourselves.
15. Greet all people (including children, teenagers, young adults and elderly) with friendliness, warmth and a smile. Remember-you may be the first and last person that parishioners will have personal contact with on a given Sunday. Why not help a person start off their day right? Advise families with young children to feel free to go to the ambulatory (Holy Family) or Narthex if they feel it is necessary. Ask if they need anything and welcome them back when they return. Make mental note of where doctors, nurses, EMT’s you may know are seated, in case there is a medical emergency.
16. If there are special handouts, such as Order of Mass for special occasions, hand them out as needed and/or place them on tables near the entrances to the church.
17. Be helpful and supportive to Parishioners as you direct them to a pew. Lead people down the aisle to a row with vacant seats, especially when seating becomes sparse. People should **NOT** be seated while the readings are proclaimed or while the homily is being preached. Wait until there is a break in between.

### During Mass:

1. Participate in the celebration of the Mass, preferably from the back pews, but also:
  - a. Be attentive to the surrounding environment. Watch for things that seem out of place, such as illness, emergencies.
  - b. Count the number of people in attendance and record on the sheet in the Usher's Room.
  - c. Take up the collection at the proper time.
  - d. Guide people to Communion, and join in the celebrating of Communion at the end of the line.
  - e. Lead Eucharistic Ministers to people in pews who aren't able to walk up to receive.

### After Mass:

1. Return to the entrances as the closing song begins and prop open the doors.
2. Hand out bulletins.
3. Wish everyone a wonderful day with friendliness, warmth and a *SMILE!*
4. If you handed out a listening device, follow up to be sure it is returned.
5. After most of the congregation has left, pick up litter, handouts or any personal items accidentally left behind in the pews.
6. Turn off the electronics.
7. Following the last Mass of the day, check to make sure lights are out and the doors are locked.