

# Holy Family Usher/Greeter Ministry - Mass Responsibilities

Scott Swenson 847-668-2015

Responsibility	Post Covid	
	Lead	Ushers
Arrive 15-20 minutes prior to mass to set up and prepare for Mass	✓	✓
Grab your Usher Badge and Lanyard from the Usher cabinets on the east side of narthex	✓	✓
Verify that the Security Cards are in the Usher cabinet in the Family Room (distribute or not)	✓	
<i>Security keycard allows entry to the Academy Basement - Assign Emergency Responsibilities - see next page</i>		
Check that the Log Sheet and Attendance Count for the weekend is out on the Usher cabinet	✓	
5PM Mass - Place that the ACTS Banners on the correct pews	✓	✓
Re-check the Liturgy Plan regarding any special Mass activities (you should have received in email)	✓	
Identify where the cross stand is located at the front of the church and bring the cross to the back of the church	✓	
<u>Select a family</u> to bring up the gifts	✓	
Make sure you have each Usher Station staffed for the Mass (ask volunteers for help if short)	✓	
<u>As Greeters</u> - You are the first face of the church and this is a very high priority for Father Terry!		
Prior to start of mass, Ushers should be stationed at the Narthex Doors & the East/West Entrances (if possible)	✓	✓
Until the start of the 2nd reading, 2 Ushers should be stationed at Narthex Doors to let people in the church.		✓
<u>Cross Procession</u> - get the Cross to process in and lead the procession (start when music director starts singing)	✓	
<u>Mass Count</u> : Ideal time for the count is at the conclusion of the Gospel from the outside aisles of church.	✓	✓
If Usher needs to count from an inside aisle (front 2 sections) - do this after the 1st Reader has left the Ambo		
Ushers enter their counts on Mass sheet and total the number of guests	✓	✓
<u>During Mass</u> : You are the eyes of the church. Keep your eyes looking for any issues, parishioners in need of assistance. If you would like to sit with your family - please stay alert or sit at the back of the church	✓	✓
<u>Gift Bearer Process</u> : At the end of POF, explain the process to the family - in the Narthex.	✓	
Listen for your queues. Presider will state that they will prepare for the gifts		
As music starts : Give the gifts to the family and line them up at the back of the main aisle		
After music director starts singing (or cue from presider) - Have the family start their procession to the altar		
<u>Communion</u> : Ensure that Ushers cover all Eucharistic Minister (EM) stations	✓	✓
<u>Open Doors</u> : As the Presider is thanking all the Mass Contributors Open the doors to the Narthex	✓	✓
Center Doors: Stand at the center doors so the Presider and team are first to leave those doors		✓
<u>Cross Recession</u> - as Presider gives final announcements (The Mass never ends . . .) get the cross for the recession	✓	
Carry the cross to the start of the fonts, face the sanctuary, and wait for presider to start the recession		
<u>After Mass</u> : Maintain a presence at Mass for 5 minutes after dismissal	✓	✓
Pick up any trash and extra bulletins in the pews and aisles	✓	✓
11AM Mass - Return 8 ACTS Banners from the Hard of Hearing and Font Accessibility Pews to Narthex Cabinet	✓	✓
Retrieve and return the Security Cards to the Usher Drawer in the Family Room	✓	
<u>Offertory (5PM and 11AM)</u> : Lead Usher and witness take collection from the Offertory Boxes to the Family Room	✓	✓
Sign plastic bag, seal plastic bag, open-up safe door, and drop bag in the safe	✓	✓
Sign the Collection Log and attach the security strip to the Log	✓	✓
At Sunday 11:00 Mass - Drop the Collection Log and Attendance Sheets in the safe	✓	✓
<u>In case of Emergency</u> : It is the Usher's responsibility to provide assistance and guidance wherever needed	✓	✓
Familiarize yourself with Holy Family's emergency procedures - located in the pews	✓	✓
<u>Fire</u> - Use all Doors out of the Church, East, West, Narthex and Sacristy	✓	✓
<u>Severe Weather</u> - Follow Instructions on Opposite Side of Instructions	✓	✓
<u>If someone needs care</u> , have an Usher stay with individual; Notify Front Desk and call 911 providing details	✓	✓

# Severe Weather Emergency - Mass



Security Keycards - Assign ushers to get Security Cards and go to assigned locations before Mass

BEFORE MASS : If Severe Weather is in the Area

Lead Usher speaks with the Head of Music team to identify a microphone to use in case of emergency.

Ushers check the school hallways for obstructions/ open doors and validate the teen center and room 083 are open/lights are on.

In Case of Emergency - Siren, Weather Instructions, Cell Phone Alert

Lead Usher : If you prepared before Mass - use the microphone identified to communicate instructions to the parish.

If this was unexpected - The Lead Usher enters Mass and works with either the presider or Head of Music Team to communicate instructions to the parishioners

Security Card Usher #1 - Responsible for opening the door to the basement at end of Rectory Hallway (near Door 10)

Security Card Usher #2 - Responsible for opening the door to the basement at end of Office Hallway (near Door 20)

Usher #3 - Responsible for the Church Basement

Usher #4 - Responsible for filling the elevator and making sure it is returned by those that just rode it

Additional Ushers should direct traffic in the Narthex - pointing people down hallways and stairwells to church basement

NOTE: If the Mass is small enough (<200) - Lead Usher can choose to only use the church basement -

Ushers all help with Church Basement using stairwell by loft, stairwell by the front office, and elevator

Lead Usher should call 911 when Church is under control - tell them that the Holy Family Mass is sheltering in place

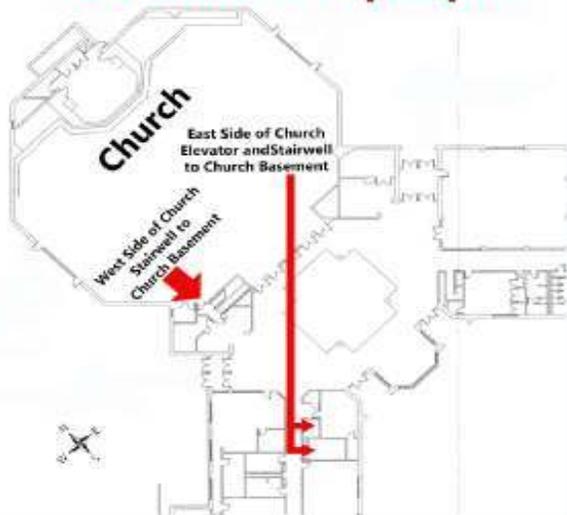
Lead Usher should verify that the church and Narthex are clear before seeking shelter

Stay sheltered until notified by 911 that it is time to stop shelter or you receive notification from phone

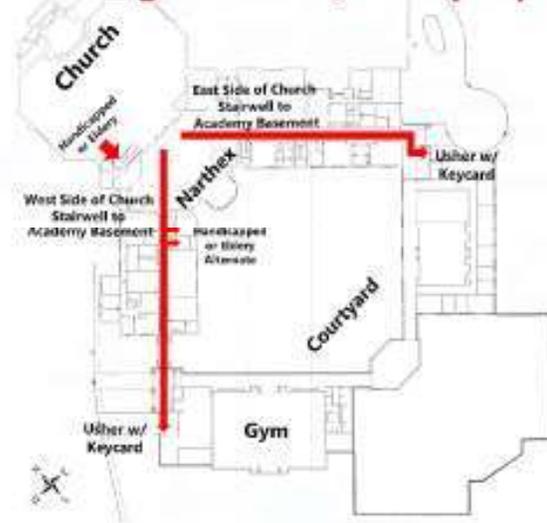
Holy Family Maintenance will also try to assist and keep in communication

AFTER MASS: Work with Maintenance after Mass to make sure that the basement is returned to its original state.

## Severe Weather Emergency Less than 200 people



## Severe Weather Emergency Large Crowds (> 200 people)



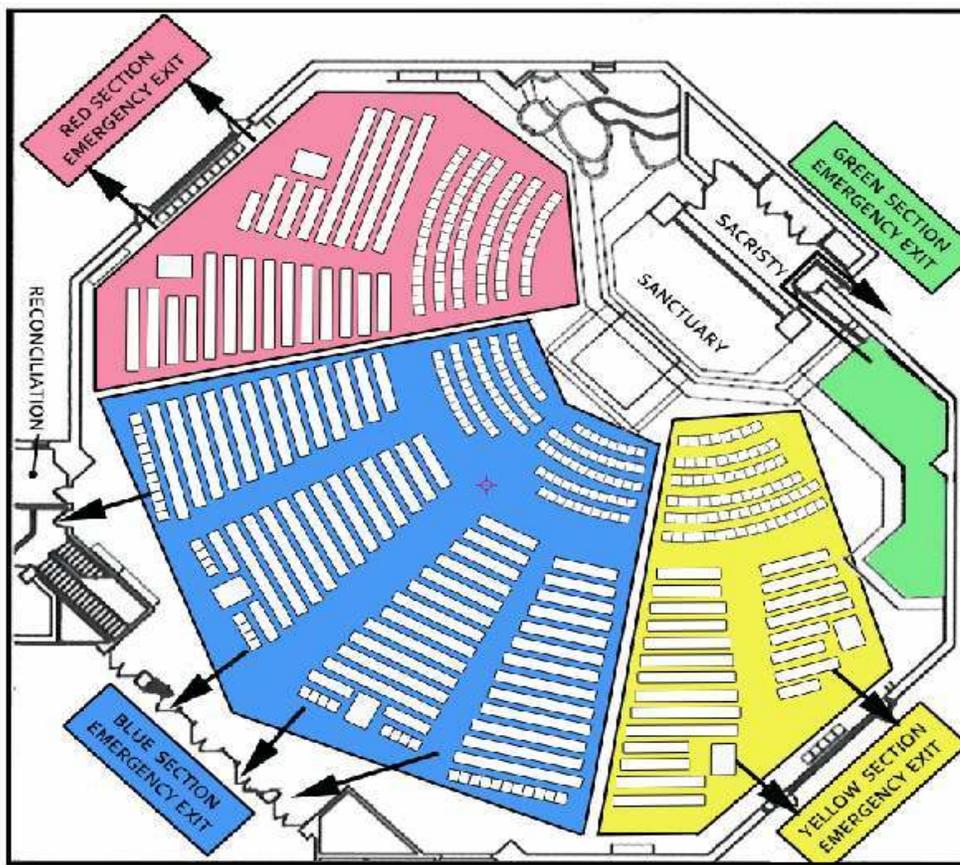
# Fire Emergency - Mass



If the fire alarm is going off and fire is not visible - Mass continues until an Usher or Maintenance can validate the alarm.

The Fire Alarm Panel is in the alcove of Door 5 (East Narthex Doors). Fire Department is automatically notified. Once the fire location is known, and an evacuation is warranted - work with the music director/presider to notify the parish. Inform the parish to exit the church using all available exits. The suggested plan is shown below. Ushers should open all doors possible.

Parishioners should exit the church and head to the Evacuation Areas away from the church and to the north. Evacuation Areas are to the northwest near the ball field and to the northeast in the overflow parking lot. Anyone going to their cars - **SHOULD NOT LEAVE**. This will hinder the Fire Departments arrival and ability to do their job. The Ushers, Staff, or Fire Department will be responsible for giving the all-clear allowing re-entry to the church.



# Health Emergency - Mass



Evaluate the Situation and the needs of the person

Determine if situation should be treated in place or person should/can be moved.

If treating someone in church - try to clear the rows surrounding them.

Call 911 - This is up to you and not the person experiencing the issue.

Get assistance for any task you may have to do (other ushers, staff, parishioners).

Help with providing aid or speaking with 911 - Keep 911 call near the patient.

Someone to meet the EMTs when they arrive.

If CPR is needed, have someone go and get the AED. Locations for the AEDs are shown below.

If First Aid is needed, Supplies are located in a red bag in the Usher Cabinet or on the wall in the Narthex kitchen

## CPR and AED use

If patient is unconscious and not purposely breathing have someone retrieve the AED machine

Place patient on flat surface, kneel next to them.

Interlace your hands, place them on their chest, your shoulders should be over your hands.

Perform chest compressions at the rate of 100 beats a minute (the beat of Staying Alive)

## Power on the AED and Follow the Voice Instructions

Apply the pads to the patients bare chest

AED pads - upper right chest and left side below the breast line.

Pediatric pads are available if patient is under 8 (55lbs). You can always use the adult pads.

Scissors and razor is in the supplies if needed to get good contact to the skin.

Plug the pads and follow the voice instructions

Shock is Advised

Charging

Stay Clear of patient

Deliver shock, press the orange button now

Shock Delivered

Resume CPR

Continue following the AED Voice Prompts

## Usher Medical Supply Bag

Usher Cabinet - Bottom Shelf



## Medical Supply Cabinet

Narthex Kitchen



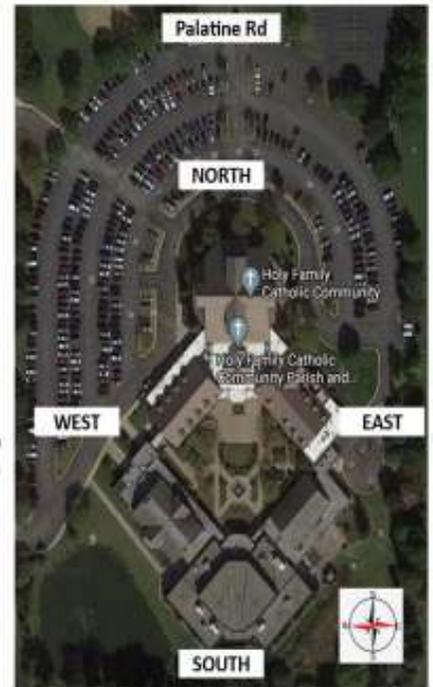
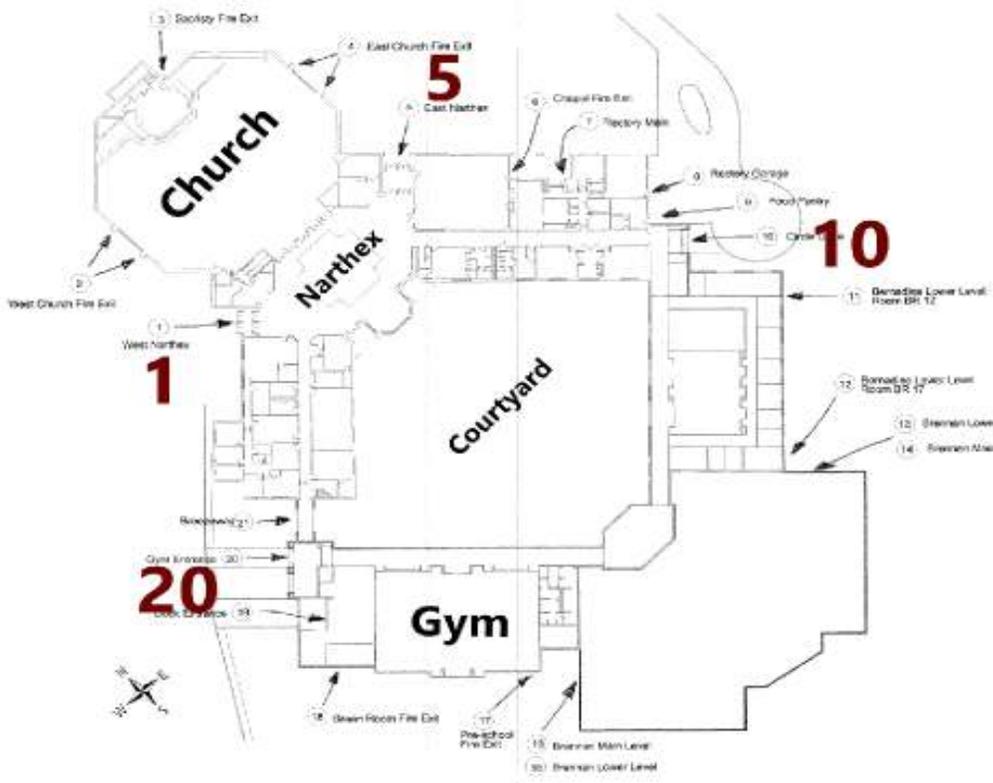
## AED Locations - Ground Floor



# Calling 911

Do not hesitate to call 911 - Emergency Services asks us to not hesitate to call them  
Stay on the phone with them -they will continue to help until emergency services arrive  
Know where you are. Holy Family - 2515 Palatine Rd, Inverness IL 60067  
Know your surroundings - where are you in the church?

- The Cross of New Life is the North side of the building.
- The Brennan Center/Multitorium is South side of the building
- Narthex Door 1 - West Narthex Entrance near the Main Office
- Narthex Door 5 - East Narthex Entrance near the Chapel
- Door 20 - Door closest to the Gym / Social Center
- Door 10 - Door closest to the Rectory and Common Ground



# Security Event - Mass



**Awareness = Time.** Time for you, time to notify the authorities, time to keep a threat from acting. Be alert at all times.

Identify threats as early as possible. Don't wait for something to happen.

When greeting before Mass, watch the entrances and even the parking lots.

If you identify a threat on the premises - CALL 911 as you move away from the threat.

Provide accurate and detailed information saves lives

**Soft Lockdown** - There is a threat in the community (outside of Holy Family) and the person is not in custody.

Building will be locked down - No one enter. No one leaves.

Emergency Services will notify the church when the threat has been removed.

**Hard Lock Down** - A threat has been identified and is inside the building.

# Immigration and Customs Enforcement



In the unlikely case of an encounter with federal officials and a staff member is not available

Ask the front office to try contact someone from staff

Be polite and inform them that you intend to cooperate

Ask the representative for identification, purpose of visit, and a business card

They must have a warrant or a court order

Document everything so you can leave all the information at the front office. Contact Sue Geegan or Scott Swenson to let them know that the information is there

# Holy Family System Alarms



**Security Alarm Panel** - Located to the right of the front office doors.

Monitors the entrances to the church and school when active.

Maintenance Staff control and understand its use.

They can be contacted by the Front Office if the alarm sounds.



**Fire Alarm Panel** - Located in the Alcove at Door 5 - East Narthex

Identifies where a fire has been identified.

Maintenance Staff can interpret and manage.

If you are talking to 911 - they may ask you for information from this panel.



**Safe Alarm Indication** - Located to the left-above the safe door in the Family Room

Alarm LED indicates the status of the Safe Door Alarm.

Green - You are free to open the door to the safe closet using the pin pad

Yellow - The safe alarm is being updated - ALARM WILL SOUND - DO NOT ENTER

Red - The Alarm is active - ALARM WILL SOUND - DO NOT ENTER



# Incident Report



Use if there is an issue requiring any significant interaction with another person or any calls to 911  
These are available at the Front Office in the file rack to the Office staff's right

## Holy Family Catholic Community – Incident Report

Date of Incident \_\_\_\_\_ Time \_\_\_\_\_

Location \_\_\_\_\_

Person Reporting Incident \_\_\_\_\_

Witnesses to Incident \_\_\_\_\_

Type of Incident

- Personal Injury
  - Physical
  - Verbal/Harassment
- Property Damage
- Theft
  - Person
  - Property
- Unauthorized Access or Use of Property
- Security Issue
- Public Health
- Illegal Activity
- Other: \_\_\_\_\_

**SAMPLE**

Was anyone injured?  Yes  No If yes, provide:

Name \_\_\_\_\_ Approx Age \_\_\_\_\_

Contact Information \_\_\_\_\_

Describe the type of injury \_\_\_\_\_

Describe the cause of injury \_\_\_\_\_

Describe medical treatment/first aid \_\_\_\_\_

If minor was injured, was the parent/guardian called? \_\_\_\_\_

Name/phone # called \_\_\_\_\_

When \_\_\_\_\_

Was 911 called??  Yes  No

If yes, who responded?  Police  Fire  Paramedics

Signature \_\_\_\_\_ Date/Time \_\_\_\_\_

On the reverse side, provide any details of the incident:

# Offertory Instructions



## Normal Procedures

Offertory Boxes are in the Narthex.

They are emptied after 5pm Mass and 11am Mass.

The Lead Usher and a Witness should empty the 4 boxes and bring the collection into the Family Room.

Place all of the collections into a deposit bag.

Both people should sign the bag.

Remove the security strip and seal the bag. Staple the security strip to the attendance log.

Open the safe door and deposit the bag into the safe, ensuring that it dropped into the safe.

Close the door to the safe room and rearm the security pad

## Offertory Plate Collection

Plates are positioned every other row at the end of pews of our communion rows.

When instructed by the presider, the parishioners pass the pew down one aisle and back up the next.

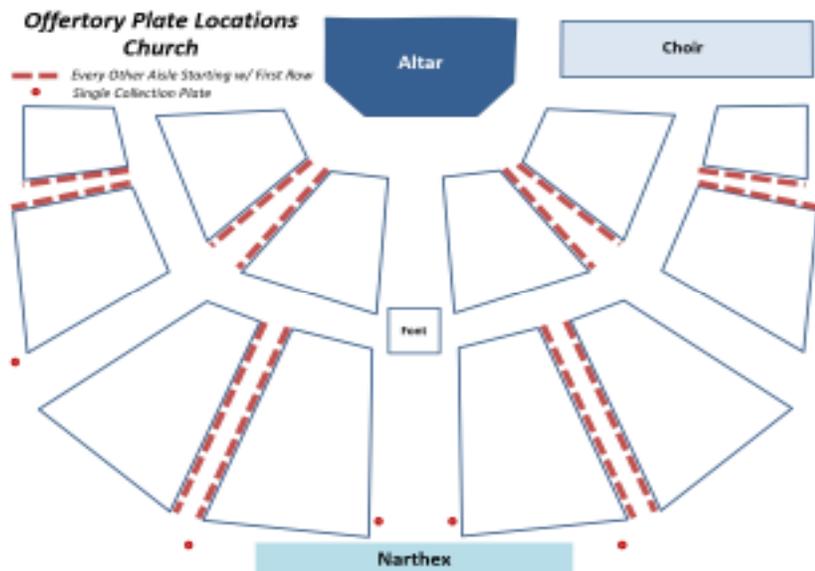
Usher collection baskets are located in the alcoves of the large columns at the back of the church.

Usher starts from the front of each section and transfers the offertory to the collection basket

Replace the collection plate in its original place at the end of the previous pew

When usher has completed the row, they combine offertories into one basket for deposit

If the collection is small, place in the Narthex Boxes unless instructed to deposit per above.



# ACTS Banners for Seats



## A.C.T.S. - Accessibility • Community • Table • Scripture

We have 8 locations in the church that we reserve for Disability Access

We have 8 banners that stay out and 8 that are placed for our weekend (and special) masses

Deaf and Hard of Hearing - First 2 Rows House Right (4 Banners)



Accessibility Sections - Fonts - First Row behind Center Aisle (4 Banners)



Accessibility Sections - Rear - Both sides along back wall of church (4 Banners) - Do Not Remove



Sound Sensitivity Section - Back west corner near column (4 Banners) - Do Not Remove

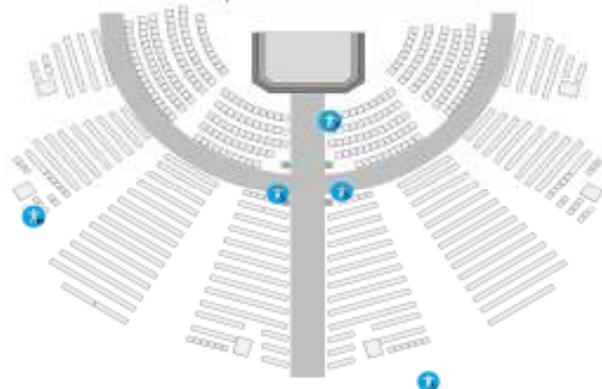


There are Busy Bags and Headsets available at the front office to be checked out for Mass

There is an additional set in the Ushers Cabinet for use at 7:30 Mass (Office is not open)

These sets should be returned to the office for cleaning upon their return

Location of the Accessibility Areas





# Introduce Yourself to the Staff

## Front Office Staff



**Debbie Lively-Weyers**  
Weekdays



**Connie Szersen**  
Saturday



**Mary Weiner**  
Sunday

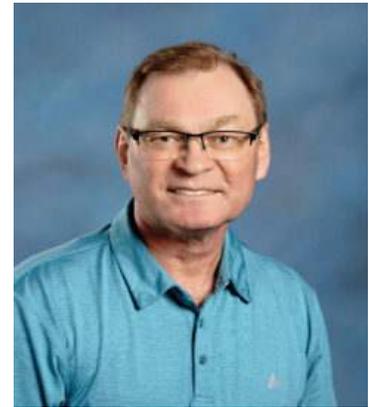
## Maintenance Staff



**Bob Clough**



**Ray Lacek**



**Oleg Starostin**



**Jay Kleeman**



**Chris Morlock**