

University Baptist Church
Policies, Procedures and Guidelines Manual

Guidelines for Ushers

OVERVIEW

The Ushers will be responsible for greeting and assisting all persons who attend services of the Church sanctuary or other locations as requested by the ministerial staff. Ushers are responsible for being familiar with church emergency plans and procedures, to include location of exit routes and fire extinguishers.

In case of a medical or security emergency, call 911 using the telephone in the vestibule. Be prepared to give church address and telephone number. The committee chair will keep in the vestibule an available list of church members who are trained in CPR and medical emergencies.

A. Responsibilities and Expectations – Ushers

- 1) New Ushers will attend an orientation scheduled by the committee chair or designee. Orientation will include discussion of Usher badges and appropriate attire.
- 2) Arrive in the vestibule at 10:30 am.
- 3) Ensure there is a supply of bulletins by the doors in the back hallway, especially on the side where the choir enters.
- 4) Open the double doors to the sanctuary.
- 5) Ensure that floor mats located in front of the sanctuary doors are laid flat to prevent guests from tripping.
- 6) Two or more Ushers should staff each door.
- 7) Greet and hand to persons as they arrive in the vestibule orders of worship, programs and other materials describing the Church, its services and ministries. When available, let parents of elementary-aged children know there are children's worship programs and crayons.
- 8) Make known the availability of assistance for special needs, including audio aids (transmitters with earphones are available in the top drawer of the chest), nursery services and a first aid kit (located in the bottom drawer of the chest). Know how to assist someone in the congregation in the event of sudden illness or other emergency.
- 9) If needed, direct guests to bathrooms and water fountains.
- 10) Young children may not sit in the balcony unless accompanied by an adult.
- 11) At 10:55 am, close the left door of the double doors. When the choir enters the choir loft, close the remaining door.
- 12) Occasionally the choir will process from the balcony or vestibule. In that situation, both doors should remain open until the choir has processed.

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- 13) At 11:05 am, check and lock both doors off the Fellowship Hall, the outside door near the Preschool Department, the two rear doors to the back parking lot, and the outside door near the office. Ensure that all emergency routes are not blocked.
- 14) During the Benediction, open the double doors to the vestibule as well as the outside doors.
- 15) During the period of the year when air conditioning is on in the sanctuary, open all rear doors following the first hymn and keep them open throughout the service.
- 16) Ushers will assist the Deacons with collection and communion when there are worshippers in the balcony. Collection plates are stored on the chest of drawers. The Deacons will bring communion trays to the Ushers.

B. Specific Guidelines for Ushers

- 1) Ensure all sanctuary lights are turned on by 10:30 am.
- 2) As seating becomes less available, the Usher will need to seat worshippers. There should be NO ENTRY into the sanctuary during:
 - a. Prayer
 - b. Scripture Reading
 - c. Communion
 - d. Singing by a Soloist
- 3) In order to ensure a safe atmosphere for worship, seat any guest in the back pews or in the vestibule that may be exhibiting alcoholic behaviors or mental disorders. It may be necessary to sit with them or if necessary, ask them to leave if their behavior is distracting or upsetting to other worshippers.
- 4) Periodically look for available seating prior to arrival of guests in the vestibule. This is especially important when the sanctuary becomes crowded.
- 5) Never point out a seat for a worshipper. Personally escort guest and family to the available row.
- 6) The Usher should tactfully ask those seated in a pew to move towards the center so others seeking to sit do not crawl over people to reach an open seat.
- 7) If parents desire their young children to sit with them, the Usher should seat the family closer to the back of the church in case the children get restless. Both the Greeters and Ushers will make known the availability of the Church nursery. The Usher should personally escort the family to the nursery if they choose to use this service
- 8) The Usher should be especially helpful to people with special needs, e.g. helping young parents with diaper bags. The Usher should try to seat wheelchair bound guests where they can see and hear the service and can easily access exit doors.

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- 9) Ushers should strive to learn the names of both members and guests and call them by name as often as possible. In the event you receive an inquiry regarding our handicap entrance, please direct the person to the rear parking lot and meet them there (if possible) and assist them as they make their way to the sanctuary, or assist them up the handicap ramp.
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