

SAINT ANDREWS' USHER/HOSPITALITY/SECURITY GUIDELINES (1 JULY 2019)

- 1. Ushers and Security Officers**, please arrive at church **no later than 15 minutes** before Holy Mass begins. Ushers/Security Officer, your roles are very important because you are the first persons that our parishioners meet when they come to St. Andrew's Catholic Church---especially our visitors and guests. You **set the tone** for the Holy Eucharist by making people feel **comfortable, welcome and safe** by monitoring attendees **Before, During and After Mass**; while discouraging those that may wish us harm.
- 2. Ushers/Security Officers**, upon arrival, **"sign-in"** in the sacristy so that Father Roberto knows you are in the gathering area welcoming people to Saint Andrew's; available to take up the collection and performing general safety/security duties during mass. The more **"seasoned ushers"** will organize the **Usher Team** to ensure all critical functions are covered. If you know that you are not going to be available for the weekend that you are scheduled, please arrange for a **trained substitute usher**.
- 3. Ushers**, please **review** St Andrew's Emergency Response Procedures and HEALTH CARE PROFESSIONALS qualified to assist the Ushers in the event of a **Medical/Fire/Security situation (posted in the sacristy)**. Also, familiarize yourself with the location of **First Aid Kit**, the **EMERGENCY DEFIBRILLATOR** for cardiac situations, and **Fire Extinguishers** located in the **Gathering Space** and in the **hallway near the Sacristy**.
- 4. 6 Ushers and "2 Security focused ushers"** are scheduled for each mass with the goal of deterring those that would disrupt mass/harm parishioners. **The Security Ushers** primary station is in the **Gathering Space at all times** (rotating for communion), monitoring the entrance doors and parking lot areas for suspicious arrivals (for example: strangers arriving very late; dressed inappropriately for season or carrying a suspicious package; avoiding eye contact or verbal interaction; or insists upon hanging out in the Gathering Space during mass. The **Security Ushers** ensure the **Gathering Space and basement access doors are locked** once mass begins, **monitor unaccompanied children** who visit bathrooms during mass, and **coordinate and direct all Emergency Response Situations**.
- 5. Prior to mass**, 6 Ushers are positioned in the back of church to assist with seating, greeting/screening and **lock the exterior doors** behind the **Choir Area and Votive Room before** mass begins. **Ushers remain standing** throughout the Mass to demonstrate **vigilance** with the exception of **Kneeling** during the Consecration of the Host. 15 minutes prior to Mass, 1 Usher is **dedicated to the "primary" Special Needs Entrance (Votive Room)** to greet and assist the **Special Needs/Seniors** who use this entryway. When Mass begins, the Usher locks the exterior and Interior doors, and discreetly join the Ushers in the rear of the church.

6. **After Holy Mass begins, the Security Ushers** ensure all exterior Gathering Space doors are closed and Locked to include the doors to Viet Hall/donut room and Sacristy. **The Senior/Seasoned Usher** confirms Votive Room and Choir area door are locked, and reports task achieved to Security Ushers.
7. **Ushering of “Late Arrivals” during the Readings/Gospel Reading:** Ushers will kindly ask the “late-comers” to wait to be seated until the Responsorial Psalm begins. We don’t want the people in the pew to be distracted during the Scripture readings. Or, escort them to a pew/chair in the back of the church. The Word of God is important for us to listen to and that happens best when there are no distractions.
8. **During the Creed:** 6 Ushers assemble in the back of Church and prepare to pass the collection baskets—the 2 Security Ushers remain in the Gathering Space. If you have a young son or daughter (grandson or granddaughter) who wants to help you take up the collection, let them!! We want to get them started early in helping out around the Parish. This logic applies to our “Greeters” at the Church as well.
9. **Bulletins are only to be distributed after Mass.** Please be ready to distribute them once the closing hymn starts. Return any left-over bulletins to the sacristy.
10. **At the end of Mass, remain vigilant.** Monitor the collection basket as it transitions from the altar to the Sacristy and Safe. **Inspect the church pew** area for trash and organize the prayer booklets etc. **Please leave God’s House in a pristine manner—ready for the next Liturgy.** Then join in the Gathering Space Fellowship/Festivities.
11. **IN THE EVENT OF A MEDICAL EMERGENCY:**
 - A. LOCATE A HEALTH CARE PROFESSIONAL
 - B. GET FIRST AID KIT/AED AND WHEN INSTRUCTED TO DO SO---CALL 911
 - C. SENIOR USHER RECORDS TIME/EVENT, CARE PROVIDER & ARRIVAL OF AMBULANCE
 - D. ASSIST CARE PROVIDER COMPLETE THE INCIDENT FORMS LOCATED BY THE AED.
 - E. PROVIDE PASTOR STATUS REPORT AND COMPLETED INCIDENT FORMS
 - F. RETURN EQUIPMENT TO IT’S DESIGNATED LOCATION

“THANK YOU, FOR ALL THAT YOU DO FOR THE PARISHONERS OF SAINT ANDREWS”.

FATHER ROBERTO