

WORSHIP ASSISTANT MANUAL

SECTION I: Ushers:

Before Service Begins:

- Strive for excellence in all we do. Be courteous, friendly, helpful and polite.
- Be sure to wear appropriate attire.
- Arrive at least 20 minutes before the start of service.
- If snowing, arrive with extra time to help shovel and salt the entry ways.
- Communicate with the scheduled Elder (or Communion Assistant) for the service.
 - Between the Elder and the Usher, it should be confirmed that all other worship assistants are present and aware of their responsibility. These include, Readers, Greeters, Communion Assistants, Acolytes, etc. (check bulletin).
 - Inform Pastor of any uncovered responsibilities.
 - If serving as a substitute, be sure to announce yourself to the other Usher and Elder.
- Turn on all lights.
- Turn on heat in the winter, if it's not on.
- Open sanctuary doors.
- Turn on floor fans (if needed).
- Turn on ceiling fans (if needed). (Ceiling fans should be on 24/7 during the heating season.)
- Open windows (if needed).
- Fellowship Pads (when used): For special holiday services (Lenten Season, Easter and Christmas) Pastor may elect to use the Fellowship Pads to collect attendance, prayers and visitor information.
 - Gather enough Fellowship Pads from the left bench in the Narthex and place one Fellowship Pad at the end of each pew nearest the center aisle. Make sure there are a few sheets of paper left and a pen or pencil inside.
- Check sanctuary for litter and make sure pews are in order.
 - Ensure Hymnals and Bibles are presented in an orderly manner in each pew.
 - Ensure pews are stocked with envelopes and pens.
- As people enter the sanctuary, hand out bulletins and offer special assistance to elderly family groups for special occasions, etc...
- If needed, help worshipers find open seats
- If needed, set up additional chairs in the side aisles

NOTE: If you are scheduled and unable to attend please try to find a substitute by referring to the names (and phone numbers) on the Usher Schedule. If unable to find a substitute, please contact the Lead Usher.

During Service:

- After the service begins, lock the entry door near the Fellowship Hall.
- Remain in the back of the sanctuary to be able to help seat late arrivers, manage the doors quietly and keep an eye on the narthex.
- Be attentive during the worship service for unexpected situations or emergencies. Deal with these as quickly and quietly as possible.
- Try to minimize noise coming from outside the sanctuary by either closing the doors to the narthex or sanctuary and kitchen
- Take a head count of everyone at the worship service
 - This count should include all people in the building, including anyone in the sanctuary, choir loft, Krampitz Hall, the nursery and the kitchen.
- Offering:
 - Both Ushers come forward, reverence the cross, and receive the plates from the Acolyte or Pastor
 - After collection, one Usher returns both plates to the Acolyte or Pastor, reverence the cross as plates are taken to the altar
- Communion: (At the communion table)
 - Both ushers go to the front pew as Pastor and Elders/Communion Assistants receive Communion.
 - Direct nominally 8 people to the communion table at one time; they may begin immediately.
 - Alternating sides of church and sides of table, communicants from one side may commune.
 - Ask people that may appear to be unable to receive at the table if they would like to receive communion in their pew.
 - Receive communion with the last group going to the table.
 - Inform and direct Pastor to any communicants that wish to receive in the pew.
- Communion: (Standing)
 - Both ushers go to the front pew as Pastor and Elder/Communion Assistants receive Communion.
 - Wait for the Pastor and communion assistants to bring the communion from the altar to the sanctuary floor.
 - Communion the east/left side of the congregation first, starting closest to the altar and working backwards row by row.
 - Ask people that may appear to be unable to receive at the table if they would like to receive communion in their pew.
 - When the east side of the congregation is done, wait for the Pastor and communion assistants to move to the west side of the church.
 - Communion the west side of the congregation, starting closest to the altar and working backwards row by row.
 - Receive communion with the last group going to the table.
 - Inform and direct Pastor to any communicants that wish to receive in the pew.

After Service Ends:

- Unlock the entry door near the Fellowship Hall.
- There is no need to stand and collect bulletins. Congregants may take them home.
- Do a visual sweep of the sanctuary and narthex. Collect loose papers, lost or forgotten items, etc.
- Do a loose plate offering count:
 - Both ushers go to the altar pit and count loose plate cash offering.
 - Do not open any envelopes (marked or not) but organize them in numeric order.
 - Complete one copy of the record of worship after each service. Both ushers sign the record, attesting to the attendance and cash collection.
 - The completed record is placed in the canvass collection bag.
 - The bag is to be placed in the drop-box in the Vestry.
 - Let the Financial Secretary know if the blank record of worship sheets are getting low.
- After the last service:
 - Turn off all lights, in all areas, including: all bathrooms, Krampitz hall, the kitchen and the light under military plaque. (The eternal lamp on the altar is not extinguished.) Verify that all candles lit for service have been extinguished.
 - Turn off all floor fans and turn off ceiling fans if not in the heating season.
 - Close all windows and doors (internal and exiting).
 - Ensure pews and pew bibles and hymnals are organized in an orderly manner.
 - Fellowship Pads (when used): For special holiday services (Lenten Season, Easter and Christmas) Pastor may elect to use the Fellowship Pads to collect attendance, prayers and visitor information.
 - Check each aisle and collect the top sheets where people added information and slide the Fellowship Pad to the end of pew nearest the center aisle.
 - Gather up all sheets and place in the drop box (safe) in the vestry where the collection goes.
 - If the Fellowship Pads will not be used the next week, please gather them all up and place inside the left bench in the Narthex.
 - Gather and dispose of any refuse that may remain in the pews.

Lead Usher: (Role and responsibility)

- Draft and coordinate the annual schedule of ushers and update as necessary and ensure every usher and the church secretary has a copy.
- Ensure all services, including holidays and special services, have adequate usher coverage.
- Help coordinate an annual appreciation and training for worship assistants.

SECTION II: Elders:

- Each service should be covered with one currently serving Elder and one Communion Assistant.
 - The First Service Elder should arrive at church at least 30 minutes before service.
 - The Elder should unlock the Church, if required.
 - Communicate with the Ushers to ensure that they are established for the service.
 - Check the bulletin to see who is also serving during worship.
 - Communicate with the other worship assistants to ensure that they are ready and able to perform in the upcoming service.
 - If a communion assistant is not present, discuss with Pastor before choosing an alternate.

- Approach the altar to receive communion after Pastor instructs the congregation to “be seated for communion”.
- Reverencing is done before entering the top level of the altar or immediately after stepping back off this level.
- Communing Pastor
 - The Elder should commune Pastor (both elements) after receiving communion.
 - The elder should offer the post communion prayer for Pastor.
- Pastor leads the sacrament with the offering of the Body of Christ.
- The Communion Assistant follows with the tray of plastic cups.
 - The Communion Assistant should ensure that there are at least 2 grape juice cups on the tray being offered.
 - The Communion Assistant should present the tray in a stable and respectful manner.
 - Some communicants will need help due to poor vision or unstable hands.
 - The words of the distribution are said as the tray is being presented: *“The blood of Christ, shed for you.”*
- The Elder follows behind the Communion Assistant:
 - The words of the distribution are said as the Elder presents the common cup.
 - The Elder should also bring the “purificator cloth” (napkin) to keep the lip of the cup clean after each use.
 - The purificator cloth is kept at the base of the cup, away from the communicant.
 - Rotate the cup after each use.
 - Add wine from the flagon, as required, between table services.
 - Use the purificator (spoon) to strain out any floating debris in the cup as soon as it is detected. (e.g. it is acceptable to leave communicants at the table to do this before returning to offer them the chalice.)
- Communion: (Standing)
 - The order of communion is the same as the ‘seated’ communion.
 - The east side of the church is communed before the west side.
- If there are communicants in the pew, check with the Pastor so see if the tray or chalice should be brought to the pew. The appropriate assistant follows Pastor.
- If the consecrated host is dropped it should be picked up and kept discretely in hand until it can be placed back on the altar in a location that will be covered at the end of the sacrament.
- Reverence the altar after stepping down at the end of the sacrament only. (Do not reverence when bringing the sacrament to a communicant in the pews.)
- After the end of Second Service:
 - The Second Service Elder remains in the building to lock up or ensure that other members with a key are still in the building and will be responsible for locking up.

SECTION III: Communion Assistants:

- Each service should be covered with one currently serving Elder and one Communion Assistant.
 - The Communion Assistant should arrive at church at least 15 minutes before service.
 - Communicate with the Elder and Ushers and note that you are ready to serve.
 - If the Communion Assistant cannot serve, contact Pastor before finding an alternate.
- Approach the altar to receive communion after Pastor instructs the congregation to “be seated for communion”.

- Reverencing is done before entering the top level of the altar or immediately after stepping back off this level.
- Pastor leads the sacrament with the offering of the Body of Christ.
- Followed by the Communion Assistant with the tray of plastic cups.
 - The Communion Assistant should ensure that there are at least 2 grape juice cups on the tray being offered.
 - The Communion Assistant should present the tray in a stable and respectful manner.
 - Some communicants will need help due to poor vision or unstable hands.
 - The words of the distribution are said as the tray is being presented: *“The blood of Christ, shed for you.”*
- The Elder follows behind the Communion Assistant:
 - The words of the institution are said as the Elder presents the common cup.
 - The Elder should also bring the “purificator cloth” (napkin) to keep the lip of the cup clean after each use.
 - The purificator cloth is kept at the base of the cup, away from the communicant.
 - Rotate the cup after each use.
 - Add wine from the flagon, as required, between table services.
 - Use the purificator (spoon) to strain out any floating debris in the cup as soon as it is detected. (e.g. it is acceptable to leave communicants at the table to do this before returning to offer them the chalice.)
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- If there are communicants in the pew, check with the Pastor so see if the tray or chalice should be brought to the pew. The appropriate assistant follows Pastor.
- If the consecrated host is dropped it should be picked up and kept discretely in hand until it can be placed back on the altar in a location that will be covered at the end of the sacrament.
- Reverence the altar after stepping down at the end of the sacrament only. (Do not reverence when bringing the sacrament to a communicant in the pews.)

SECTION IV: Acolytes:

- Acolytes and responsibilities for Acolytes are covered in a separate Acolyte Manual. The manual is located in the Vestry and posted on the web site.

SECTION V: Readers:

- Arrive at church at least 20 minutes before worship.
- Check the bulletin and announce yourself to the Usher and or Elder.
- Prepare the reading and verify pronunciation of difficult or unusual words in the Lectionary Book.
- It may be helpful to make notes or marks indicating pauses or stresses on your copy of the appointed reading.
- The reading should be prefaced by:
 - Announcing the church calendar date
 - Announcing the Book, chapter and verse of the reading.
 - For example: “The old testament reading for the first Sunday after Pentecost is from Isaiah Chapter 5, verses 1 thru 8.”

- If the reading is responsive, also announce this and where the responsive reading may be found.
- The end of each reading should be concluded with “This is the Word of the Lord”.
- No reverence is required either going up to or leaving the lectern.

SECTION VI: Greeters:

- Arrive at church at least 15-20 minutes before the worship service.
- Check the bulletin and announce yourself to the Usher and or Elder.
- Join the Ushers at the entrance to the sanctuary as people start to assemble for worship.
- Be alert for first time visitors (not always easy to do). Ask: “Are you visiting with us today?”
- Smile and offer handshakes to all that pass by.
- Be sure any known visitors are welcomed and directed to the welcome wall (cross, brochures and monitor on wall).
 - Invite them to receive a gift bag (Holy Cross coffee mug & pen, etc.) which are located inside the leather benches near the Vestry door.
 - Ask them to sign the Welcome Book on the table near the Welcome Wall.
- Feel free to leave the greeting position and join the visitor if the visitor seems open to conversation or has questions.
 - If possible, discreetly inform Pastor of any known visitors before worship.
 - Visitors should never be made self conscious or uncomfortable.
 - Many visitors will just prefer to remain inconspicuous and that wish should be respected.
- If possible, reconnect with any visitors after worship but don’t force a conversation if the visitor is trying to leave.
- Please find a replacement if you are unable to serve at your assigned service a few days before your assigned date.

SECTION VII: Audio Visual (AV) Team:

- AV Team Coordinator:
 - Is responsible for creating the weekly coverage schedule at last quarterly and publishing the coverage schedule to the Pastor, Church Secretary and all the AV Team volunteers.
 - Is responsible for coverage when the assigned volunteer cannot make service and nobody else can substitute
 - Obtains Sermon recordings each week from AV Team volunteers on a USB drive and converts the audio into a file format and size that can be uploaded to the Holy Cross Clarence Website.
 - Before the next service or as soon as possible, email the Holy Cross web-master (currently Francis Cote) the weekly sermon file for upload to the church website.
- AV Team Volunteer:
 - Arrive at church at least 15-20 minutes before the worship service.
 - Sanctuary Screen:
 - Before Service – hit the “On” button on the white control panel box to lower the sanctuary screen upon arrival, open the Laptop in the choir loft and use MS PowerPoint to display the weekly announcements (currently Harry Grimes pre-loads the announcement slides each week).

- After Announcements – hit the “Off” button on the white control panel box to raise the sanctuary screen. Exit PowerPoint and close the laptop lid. There is no need to power down the laptop.
- Welcome Wall TV:
 - Before Service - Turn on the Narthex Welcome Wall TV using the remote (power on) in the desk to the left of the double doors to the sanctuary entrance.
 - Using the remote, change the input to USB drive, select pictures to display the weekly announcement slides (currently Harry Grimes pre-loads the announcement slides each week).
 - After Service – Turn Off the Narthex Welcome Wall TV by hitting power off on the remote.
- Praise Band Slides:
 - AV Team Volunteers scheduled on the same day as a Praise Band Service are responsible to run the slide show during the worship service
 - Before Service:
 - Arrive 45 minutes in advance of service
 - Power on the speaker amplifier (bottom component in the AV rack)
 - Power on the digital mixer sound board
 - Power on the sanctuary screen using the white control box
 - Download the worship slides from the Google drive website. (See Scott Brooks for special training for this step)
 - Download the proper MS PowerPoint file for the service and save to the Desktop, fix any formatting issues, allow time for a Praise Band member to check the slides for the proper song slides.
 - After Service:
 - Close the PowerPoint file for the Praise Band Slides and the morning announcement slides
 - Power off the sanctuary screen using the white control box
 - Power off the digital mixer sound board, hit setup and left most knob directly under the small display screen, place dust cover on the mixer
 - Power off the speaker amplifier (bottom component in the AV rack)

As always, the Pastor, church leadership and the congregation thanks all of you who participate in helping our worship to be meaningful and pleasing in God’s sight.

May God bless you in His service.

Active Shooter Addendum

Ushers are the gatekeepers of our church and may be the first to notice and react to an active shooter situation. The objective is to have the least amount of loss.

Observant ushers help provide one layer of protection that can stop or delay a violent person before they reach the congregation. Ushers are authorized to deny access to persons who exhibit signs of agitation, anger, intoxication, aggression or threatening body language. Ushers are encouraged to monitor our church parking lots and/or close and lock church doors about 10 minutes after the service has started. Please meet those who come late to the door, let them in, and help them find a seat.

In the case of a threat, call **911** for help from law enforcement.

For all members, the slogan to remember should an Active Shooter situation arise is.....

.....**Run. Hide. Barricade. Fight.** Familiarize yourself with possible escape routes and move toward exits. Move as quickly and quietly as you can. Leave personal belongings behind. There's nothing in one's purse or briefcase that's more important than one's life. Items can be replaced. Life cannot. Getting out of harm's way must be the first priority. If not able to run, then HIDE. Lock and barricade doors with heavy furniture or other items. Turn off lights and cover windows. Try not to alert the shooter to your presence. Remain hidden until identifiable law enforcement personnel give an "all clear" sign. The recommended course of action is to get out safely and take out the intruder if possible. Keeping a clear head in a crisis situation is paramount. When first responders arrive on-site, always keep your hands visible and follow all instructions given.

The church leaders and ushers have taken extra precautions to provide a safe environment. We thank God for the blessing of being able to freely assemble and worship Him.