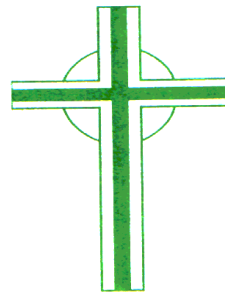


Sunday Worship
Usher/ Welcome Team Manual



Hope Presbyterian Church

January 2012

Sunday Worship Usher/ Welcome Team Manual

Table of Contents

Usher/ Welcome Team Mission	5
Usher/Welcome Teams	7
Usher/ Welcome Team Support Area	8
Usher /Welcome Team Manual.....	8
Usher and Welcome Team Members	8
8:15 Worship Procedures	9
11:00 Worship Procedures	12
Acolyte Procedures	16
Sanctuary Lighting Procedures	17
Pew Rope Procedures.....	18
Personal Listening Systems.....	19
Sanctuary Sound System Procedures	20
Sanctuary Hymnal and Bible Procedures.....	21
Emergency Procedures	22
Photography Policy	23
Welcome Team	24
Welcome Team Information & Guidelines	25

Usher/ Welcome Team Mission

Ushering and Greeting is an integral part of Hope's worship services.

Ushers and Welcome Teams work as a team to support worship activities and communicate Hope's hospitality through warm smiles and greetings.

Ushering and Greeting helps establish an attitude of reverence, hope, and love for Sunday worship.

Usher/Welcome Teams

Basic Roles and Responsibilities

The Head Usher is responsible to lead all activities of the Usher Team.

- Individual teams are assembled each year to serve one Sunday a month. (Each team serves the same Sunday each month, i.e. first Sunday, second Sunday etc.). Separate teams are assigned for the 8:15AM and 11:00 AM services.
- When only one worship service is held because of Christmas or New Year's Day falling on a Sunday or when there is a combined service during the summer months, the 11 AM ushers are responsible to provide ushers for the one service.
- Members of the Usher teams are asked to arrive 20 minutes before service begins to begin their duties. Head usher arrives 30 minutes before service begins.
- The Ushers facilitate the flow of worshipers in the Narthex including opening side doors, distributing bulletins, assistance with the Personal Listening System equipment, children activity packets, directions to the nursery, entry into the Sanctuary, etc.
- Ushers are responsible for placement of pew ropes, distribution of bulletins, lighting levels in the Sanctuary, support of sound system administration, assistance with seating during large services, attendance counting, acolyte coordination, turning on pre-recorded organ music at 11 AM service etc. One usher is assigned to the visitor/bread table immediately following the worship service.
- Ushers are requested to assist with cleanup of the Sanctuary and Narthex areas following each worship service.
- A list of substitutes is maintained to fill in when an Usher unable to serve.
- Ushers are requested to contact someone on the substitute list to fill in for them or switch services with another usher when they are unable to serve on their assigned Sunday. Ushers are requested to inform their Head Usher whenever they will be unable to serve on their assigned Sunday and who has agreed to fill in for them.
- Head Usher will serve as point of contact for special assistance during worship periods which includes assigning ushers to direct congregation in each section to Intinction Communion Stations or to Baptismal Font during special services. Urgent phone messages or other emergencies will be directed to Head Usher. Head Usher will monitor all activity in the Narthex throughout the service and be available to assist as required.
- Ushers are ***not*** responsible for building heating and cooling conditions and building security. The Building Superintendent is responsible for setting building temperature and locking and unlocking the building. The Head Usher can make temporary adjustments to Sanctuary temperatures should it be required to maintain a reasonable sanctuary temperature. Contact the Building Superintendent if there are any questions about building conditions or security. He can typically be found during worship in main office area, in the mechanical room adjacent to Usher Support Area, or circulating in other buildings.

Usher/ Welcome Team Support Area

- Usher/Greeter support area is located across from the water fountain in the Narthex. Located in the cabinets above and below the counter are:

Usher /Welcome Team Manual

- ◇ Personal Listening System equipment
 - ◇ Pew ropes
 - ◇ Offering plates
 - ◇ Usher name tags (organized by Sunday of the month and service)
 - ◇ Usher/Welcome Team Schedules posted on cabinet doors and in Manual.
 - ◇ Acolyte candle lighter and spare tapers
 - ◇ Attendance register inserts
 - ◇ Sunday attendance records
 - ◇ Telephone
 - ◇ Kleenex; Pens, pencils, lighter, in drawer
 - ◇ Pitcher to fill Baptismal Font
- Phone in Usher/Greeter support area is typically unplugged from the wall during service to not disrupt service. Use during worship services should be discouraged unless in emergencies; individuals needing a phone should be directed to use phone in Fellowship Building.

Usher and Welcome Team Members

- Usher and Welcome Team members serve for calendar-year terms.
- Ushers and Welcome Team members serve on a specific Sunday (first, second, etc.) and for a specific service (8:15 or 11:00).
- Team membership is tabulated on Usher and Welcome Team List found at the back of this Manual and on outside of cabinet doors in support area.

8:15 Worship Procedures

Before Worship Service - Usher Responsibilities

- Usher set up team (minimum of 2) arrives 30 minutes before service starts. The remainder of the Usher team arrives 20 minutes prior to service.
- Wear usher nametag.
- Unplug phone in Usher/Greeter Support Area
- Check pew areas. Remove any unnecessary papers or other items. Align *Sing the Faith* books, Hymnals and Bibles, if needed. Check location of attendance registers, remove any used sheets, and replenish attendance sheet pads and pens as needed.
- Locate supply of bulletins for service. If they are not in the Usher support area, check in the main office.
- Place several large-print bulletins with a few large print hymnals and Bibles on top of the book shelf behind last pew on the left center aisle. Large print hymnals and Blue Bibles and are stored on the first shelf of book case behind the left center aisle pews.
- **On Communion by *Distribution* Sundays**, place three hymnals, three Sing the Faith books and three bulletins on *each* center section front row pew bench (for communion stewards). Hymnals and Sing the Faith books may be found on storage shelf under the pew bench.
- Set overhead lighting (see Sanctuary Lighting Procedures).
 - ◇ Turn on master switch.
 - ◇ Set dimmers to maximum level, except for #5 which should be off when there is no choir.
 - ◇ Turn on Sanctuary side lights (two toggle switches to the right of master light control).
 - ◇ Lower #10 and #11 during the sermon.
 - ◇ When a choir is present at 8:15 a.m. service, have full lighting (all dimmers set to maximum level) until end of anthem. Then slowly reduce dimmers #5, #11, and #12 to approximately 50% level during sermon. Increase lighting back to maximum level during pastoral prayers.
- Place pew ropes (refer to Pew Rope Procedures).
 - ◇ Place pew ropes at both ends of center section pews to reserve last 4 pews for latecomers or choir (when in attendance).
 - ◇ Rope off both ends of side section pews to restrict seating to center section (may be adjusted for special or holiday services to accommodate larger worship attendance). Place short ropes near Pulpit and Lectern; start longer ropes at rear of sanctuary.
- Verify sound system is on and set properly only if sound technician is not available (see Sanctuary Sound System Procedures for more information).

- Confirm supply of congregation and visitor nametags (blank and personal plastic nametags) and pens or markers are in the baskets on table in center of Narthex.
- Confirm Personal Listening System equipment (receiver units and ear buds in bags) are located on table in center of Narthex.
- **Light Christ Candle if no acolyte is scheduled.** Schedule is posted in Narthex.
- For services with a scheduled baptism, check if two acolytes are available (one to light candle and one to place approximately one quart of warm water in baptismal font). **If no acolyte is available, usher will pour water and light Christ candle.**
- Organist will turn on the pre-recorded music at the 8:15 worship service.

As Congregation Arrives - Usher Responsibilities

- Prior to beginning of worship, Ushers are positioned as follows:
 - ◊ Two ushers at center doors to Sanctuary to greet, open door, distribute bulletins.
 - ◊ One usher at each side door to Sanctuary to greet, open door, distribute bulletins.
 - ◊ Ushers should remain at doors until service begins.
- Sanctuary doors should be closed 10 minutes before service begins.
- Acolyte should light Christ Candle 5 minutes before service begins. **Hold seating in center aisle while candle is being lit and acolyte returns to Narthex.**
- Assist those needing large print hymnals and Bibles (stored ~~in~~ on shelves behind last pew on center aisle).
- On Communion Sundays, place three hymnals, three Sing the Faith books and three bulletins on *each* center section front row pew bench (for communion stewards). Hymnals and Sing the Faith books may be found on storage shelf under the pew bench.
- Be attentive to all attendees who may need help with directions, and to provide an extra “welcome” greeting to all who attend worship.

During Worship Service - Usher Responsibilities

- When service begins, minimum of 2 ushers remain in Narthex to assist with latecomer seating. Late seating should occur *only* when congregation is standing and singing. No one should enter Sanctuary during the Call to Worship or during the periods of prayer.
- Adjust choir area lighting if choir is present. Have *full lighting* up until **end of anthem**; Then *slowly* reduce lighting on dimmers #5, 10, 11 to approximately 50% level. *Increase* lighting back to *full levels, slowly, following the sermon.*
- Monitor flow into and out of Sanctuary during worship. Assist to extent necessary with door entry. Help parents with noisy babies and children into Hope Room. Repeated trips by children to water fountain should be discouraged to reduce disruptions to service.
- Sunday Attendance Record form
 - ◊ Count choir and worship leaders.

- ◇ Count Sanctuary following “time with the younger Church. Count nursery.
- ◇ Leave completed Sunday Attendance Record form in the Usher/Greeter support area.
- Offering
 - ◇ 4 ushers assemble during hymn after sermon.
 - ◇ Ushers proceed forward when offering announced by Minister and take collection starting in the front.
 - ◇ Following collection, 2 ushers bring offering forward to point four feet from Chancel steps. Following prayer return to Narthex.
 - ◇ 2 ushers place offering in special zipper bag located in cabinet below counter in Usher support area and take offering to church office work room and deposit into blue safe. Ushers taking money to safe must be unrelated adults and not spouses.
 - ◇ Return all offering plates to cabinet in Usher/Greeter support area.
- Open and Secure Sanctuary doors at end of service as ministers proceed down aisle.

After Service - Usher Responsibilities

- One usher is to be assigned to the Visitor/Bread table to distribute a loaf of bread and a “Welcome to Hope” information packet to each “First time” visitor.
- Extinguish Christ Candle if no acolyte is scheduled, also Advent candles as needed.
- Reconnect phone in Usher Support Area.
- Straighten up Sanctuary area.
 - ◇ Pick up all loose papers (bulletins, inserts, etc.) and dispose. Recycle bulletins that can be used for 11:00 AM service.
 - ◇ Return used children’s activity packets to Usher support area. Remove used paper. (do not return to basket if materials have been used).
 - ◇ Pick up and dispose of communion cups.
 - ◇ Realign hymnals and Bibles. Refer to Sanctuary Hymnal and Bible Procedures for details. *Return any *large print* hymnals and Blue *large print* Bibles to shelves at back of Sanctuary.
 - ◇ Remove pew ropes on side sections and store in pew rope boxes as outlined in the Pew Rope Procedures.
 - ◇ Empty and dry Baptismal font, if used.
 - ◇ Replace pew ropes (should they have been removed during the 8:15 AM service) at the ends of the last 4 pews in the center section for use in the 11:00 AM service
 - ◇ Collect used Personal Listening System receiver units: be sure that all returned units are turned off. Replace used ear bud unit covers for non-designated units. Organize ear bud units and remaining receiver units for 11 AM use.

11:00 Worship Procedures

Before the Service Set Up - Usher Responsibilities

- Usher set up team (minimum of 2) arrives 30 minutes before service starts. The remainder of the Usher team arrives 20 minutes prior to service.
- Wear usher nametag.
- Assign one usher to the Visitor/Bread table to distribute a loaf of bread and a “Welcome to Hope” information packet to each “First time” visitor.
- Unplug phone in Usher/Greeter Support Area
- Check pew areas. Remove any unnecessary papers or other items. Align Sing the Faith books, hymnals, and Bibles, if needed. Check location of attendance registers and replenish attendance pads if needed.
- Locate supply of bulletins for service. If they are not in the Usher/Greeter support area, check in the main office area.
- Place several large-print bulletins with a few large print hymnals and Bibles on top of the book shelf behind last pew on the left center aisle. Large print hymnals and Blue Bibles and are stored on the first shelf of book case behind the left center aisle pews.
- **On Communion by *Distribution* Sundays**, place three hymnals, three Sing the Faith books and three bulletins on *each* center section front row pew bench and both diagonal front row benches (for communion stewards). Hymnals and Sing the Faith books may be found on storage shelf under the pew bench.
- Set overhead lighting (see Sanctuary Lighting Procedures for more information).
 - ◇ Turn on master switch.
 - ◇ Set dimmers to maximum level.
 - ◇ Turn on side lights (two toggle switches to the right of master light control).
- Place pew ropes (see Pew Rope Diagrams for additional information).
 - ◇ Rope off both ends of center section pews to reserve last 4 pews for choir and latecomers.
- Verify sound system is on and set properly (see Sanctuary Sound System Procedures, page for more information).
- Light Christ Candle if no acolyte is scheduled. Schedule is posted in Narthex.
- For services with a scheduled baptism, check if two acolytes are available (one to light candle and one to place approximately one quart of warm water in baptismal font). If no acolyte is available, usher will pour water and light Christ candle.
- **Organ music should be turned on 15 minutes prior to the late service. The organist will turn it off.** Refer to Recorded Music Operation in the Sanctuary Sound System Procedures for guidance on usher support of Sanctuary music before worship.
- Ushers confirm availability of Children’s Activity packets in basket under table in center of Narthex.

- Ushers confirm congregation and visitor nametags (blank and personal plastic name tags) are in the baskets on table in center of Narthex.
- Ushers confirm that Personal Listening System equipment (receiver units and ear buds bags) is located on table in center of Narthex.
- Straighten up any messed up area in Narthex and in Hope Room.

As Congregation Arrives - Usher Responsibilities

- Prior to beginning of worship ushers are requested to be positioned as follows: in Narthex should band distribute bulletins.
 - ◇ Two ushers at center door to Sanctuary to greet, open doors, and distribute bulletins.
 - ◇ One usher at each side door to Sanctuary to greet, open door, and distribute bulletins.
 - ◇ One usher at each diagonal aisle door to greet, open door, and distribute bulletins.
 - ◇ One usher at center table to assist with Personal Listening System distribution.
 - ◇ Other ushers in Narthex to assist with directions to nursery or respond to questions regarding use of Hope Room or worship activity, etc.
 - ◇ Head Usher should remain free to assist with special needs
- Sanctuary doors should be closed 10 to 15 minutes before service begins.
- Acolyte should light Christ Candle 5 minutes before service begins. **Hold seating in center aisle while candle is being lit and acolyte returns to Narthex.**
- **Light Christ Candle if no acolyte is scheduled.** Schedule is posted in Narthex.
- Assist those needing large print, hymnals and Bibles (stored in shelves behind last pew on center aisle) and large print bulletins placed on top of shelves.
- *On Communion Sundays, place three hymnals, three Sing the Faith books and six bulletins on *each* center section front row pew bench and two hymnals, two Sing the Faith books and two bulletins on *both* diagonal sections front row pew bench (for communion stewards). Hymnals and Sing the Faith books may be found on storage shelf under the pew bench.
- Restrict entry into Sanctuary's center doors and center aisle when choir arrives just prior to beginning of service, to allow choir's seating in last four rows of center section *and* also following the Introit as they merge into the center aisle during the first hymn (followed by the pastor(s) and Voice of Worship), proceeding down aisle to choir area. Encourage seating through side doors to diagonal aisles at this time.
- Ushers should remove pew ropes after choir members enter choir loft and area can be used for late seating. Place pew ropes in proper boxes in Usher cabinet.
- Ushers are always to be attentive to all attendees who may need help with directions, and an extra welcome or encouragement.

During Worship Service--Usher Responsibilities

- Minimum 3 Ushers remain in Narthex (one at each Sanctuary door) to control latecomer seating. Late seating should occur **only** when congregation is standing and

singing. No one should enter Sanctuary during Call to Worship or during the period of prayers.

- Adjust lighting: When choir is present, have all dimmers at 100 % until end of anthem; after the anthem, *slowly* reduce lighting to 50% on dimmers #5, #10, and #11. During pastoral prayers *slowly* return to maximum level for all dimmers.
- Monitor flow into and out of Sanctuary during worship. Assist to extent necessary with door entry. Help parents with noisy babies and children into Hope Room. Repeated trips by children to water fountain should be discouraged to reduce disruptions to service.
- Sunday Attendance Record form
 - ◇ Count choir and worship leaders.
 - ◇ Count Sanctuary following departure of children to Enrichment. Count from the back of the Sanctuary prior to offering.
 - ◇ Count nursery and Enrichment.
 - ◇ Place completed Sunday Attendance Record form in the Usher support area.
- Offering
 - ◇ 6 or 8 ushers assemble in Narthex during hymn following sermon.
 - ◇ Ushers proceed forward when offering is announced by Minister and pass collection plates starting in the front.
 - ◇ Following collection, 2 Ushers (each carrying one plate) bring offering forward to a point four feet from Chancel steps. Following prayer, return to Narthex.
 - ◇ 2 Ushers-place offering in special zipper bag located in cabinet below counter in Usher support area and take offering to church office “work room” and deposit into blue safe *Ushers taking money to safe must be unrelated adults and not spouses.
 - ◇ Return all offering plates to lower cabinet in Usher support area.
- Open and Secure Sanctuary doors at end of service as Ministers proceed down aisle.

After Worship Service - Usher Responsibilities

- Assigned usher goes to the Visitor/Bread table to distribute a loaf of bread and A “Welcome to Hope” information packet to each “First time” visitor.
- Remove any remaining pew ropes and place in proper boxes located in Usher support area cabinets.
- Extinguish Christ Candle if no acolyte is scheduled.
- Straighten up Sanctuary area.
 - ◇ Remove attendance register pages, place with Sunday Attendance Record in Usher support area and then place on Church secretary’s desk.
 - ◇ Pick up all loose papers (bulletins, inserts, etc.) and dispose in recycle bin. Return unused bulletins to Church office in box holding bulletins before service.

- ◇ Return used Children's Activity packets to basket including ones collected after 8:30 service and stored in Usher support area.
- ◇ Pick up and dispose of communion cups.
- ◇ Realign hymnals and Bibles. Refer to Sanctuary Hymnal and Bible Procedures for details. Return any *large print* hymnals and Blue *large print* Bibles to shelves at back of Sanctuary.
- ◇ Empty Baptismal Font and wipe dry.
- ◇ Turn off overhead and side lights (see information on dimmer controls).
- ◇ Collect used Personal Listening System receiver units and place in boxes on Narthex table. Replace used ear bud unit covers for non-designated units. Be certain all units are turned off.
- ◇ Reconnect phone in Usher-Support Area.

Acolyte Procedures

Before Worship

- Look for acolyte approximately 15 minutes before the service starts: schedule for acolytes is posted in Narthex
- Assist the acolyte with robe and finding lighter as needed.
- Assist the acolyte to be sure that the taper has a necessary wick.
- At approximately 5 minutes before worship light the taper for the acolyte.
- **Restrict worshipers from using center aisle while acolyte is proceeding to and from the chancel area.**

At End of Worship

- Assist acolyte to be prepared to come forward during last hymn.
- Acolyte should go down aisle during second verse of four-verse hymns and during first verse for hymns with three or less verses.
- Assist acolyte with return of robe and lighter as needed.

For additional information on acolyte guidelines, see Hope Acolyte brochure at back of Usher/Greeter Manual.

Acolyte Coordinator: Elizabeth Read 335-8129

Sanctuary Lighting Procedures

Overhead lighting is controlled from Master Control Panel located on column at back of Sanctuary. The Master Control Panel consists of a main “On/Off” switch, a master level dimmer control and 11 individual area dimmer controls. See table below for additional description of Master Control Panel. The only dimmers routinely adjusted are #5, 10, and 11. Adjust dimmers very *slowly* when changing lighting levels.

Side lighting, over windows and at back at Sanctuary, is controlled from two switches located at right of Master Control Panel on column at back of Sanctuary. Each switch controls one side of Sanctuary side lighting. An additional switch is located adjacent to doors at right and left of Chancel area to control the respective side lighting.

Typically, overhead lighting is set before service and not adjusted except for choir area (procedure included in Usher’s Procedures). Should service require special adjustments, ministers or music director will inform Head Usher before service of special requirements. Side lighting will remain on throughout service, except for special services.

Master Control Panel

Lever Number	Area Illuminated
1	Sanctuary lighting: Chancel steps right and left
2	Sanctuary lighting: Center two rows
3	Sanctuary lighting: Right and left rows
4	Recessed lights: Chancel ceiling
5	Recessed lights: Choir ceiling
6	Ceiling spots: First row left
7	Ceiling spots: First row right
8	Ceiling spots: Second row one-half 2 & 4 right and left
9	Ceiling spots: Second row one-half 1 & 3 right and left
10	Ceiling spots: Choir
11	Ceiling spots: Choir, cross, stained glass window

Pew Rope Procedures

Placement of Pew Ropes in the Sanctuary is used to encourage seating in more centralized areas and to reserve areas for special groups. Some pew ropes are removed at the beginning of service while others may be left throughout the service. Specific locations of pew ropes are described in the individual worship service procedures.

Pew Ropes are placed on the pews using the brass rings and hooks. There are two sizes of Pew Ropes, a short size that is placed on both sides of the last four pews in the two center sections, and longer ropes placed on the diagonal aisle side of the outside sections, beginning at rear of the sanctuary. Use one short rope in each side section to rope off *front* pews.

Please be careful when placing and removing the ropes to not drag or damage the ropes. When returning the ropes to their respective storage boxes, please gently coil the ropes and limit the number of ropes in the storage box to the number indicated on the box. The storage boxes are kept in the top shelves in the cabinets above the counter in the Usher/Greeter support area.

The Pew Ropes should only be used for placement in the Sanctuary and connected to the appropriate brass rings. Any other requirement to restrict areas within the Sanctuary should use another means.

Personal Listening Systems

A special sound system, the Personal Listening System, is provided for the hearing impaired. Individual System units are available at each worship service for both regular worshippers and visitors. The System will receive the broadcast from the Sanctuary sound system. The System consists of a receiver unit and an ear bud unit. These Systems will be available for pick up in the Narthex before worship service and returned to the same location after service.

The receiver units are battery powered and can be placed in a pocket or clipped to a belt. The ear bud units are stored in plastic bags and are available for pick up on the center table in the Narthex along with the receiver units.

Individual plastic bags containing the ear bud units are retained for regular users. A name is placed on the individual bags to identify user. Spare unused ear buds are available for new users.

Used ear bud units that are not asked to be reserved for future use will have the used ear bud unit cover removed and a new ear bud cover installed for next use. This is a responsibility of the Greeters and will be done at the end of each service.

Receiver units require checking to be sure that all units are turned off following each service.

Contact Tim Duffee for questions or problems with Personal Listening System Devices.

Sanctuary Sound System Procedures

Worship Service Microphone Operation

The Sanctuary sound system is kept adjusted by the trained sound system managers within our congregation. There should not typically be any requirement to make any adjustments for standard services. Only Nick Boltz or his designee may make adjustments to the sound system when sound technician is not available.

Recorded Music Operation

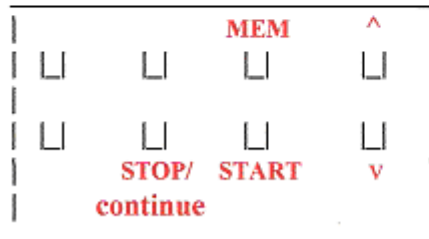
The Organist will have the responsibility for producing pre-recorded music to be used prior to worship services. The Organist is responsible to “turn on” the music prior to worship at the *early* service.

Head usher is responsible to turn on Pre-recorded music 20 minutes before the 11 AM worship service. Instructions are located left side of organ keyboard. See diagram.

Starting Prerecorded Organ Music at 10:40 AM on Sundays.

| Mem -3- |

1. Pull out keypad on lower left of organ keyboard.
2. If **Mem -3-** is not displayed press **MEM** and then **^** or **v** until **Mem -3-** appears.
3. Press **START** twice to play.



4. Press **STOP** to halt music.
Organist will normally stop the prerecorded music.

Sanctuary Hymnal and Bible Procedures

The following describes proper placement and placement of hymnals and Bibles in the Sanctuary.

Sanctuary Pew Hymnal and Bible Racks

- All hymnal and pew Bible racks facing seating should have one hymnal, one blue *Sing the Faith* book, and one red Bible. It is not required to place hymnals and Bibles in pew racks not facing seating areas.
- All hymnals and Bibles should be placed with fronts facing pews and right side up.
- Hymnals, *Sing the Faith* books, and Bibles shall be placed in racks under first row pews in similar spacing as found in racks facing second row pews.
- Attendance registers should be stored in the hymnal and Bible rack closest to the center aisle for the center two sections and closest to the diagonal aisle for the outside two sections. A pen or pencil should be placed in each pen/pencil holder rack between hymnal and Bible pew racks.
- Only Church literature planned for placement in literature racks (between hymnal and Bible pew racks) should be retained in literature slots. All paper and other items should be removed from hymnal and Bible racks following worship.

Storage of Extra Hymnals, Bibles, and Large Print Hymnals

- Extra hymnals, *Sing the Faith* books, and Bibles should be placed in the two bookcases at the back of the Sanctuary adjacent to the center aisle.
- **Place only large print hymnals on top shelf of bookcase to left of center aisle.**
- **Place all extra large print Blue Bibles in bookcase to left of center aisle.**
- Place all extra Red Bibles and regular hymnals in bookcase to right of center aisle.

Emergency Procedures

First Aid

A first aid kit is stored in the Usher/Greeter support area on the wall for emergencies requiring minor medical attention.

A wheel chair is stored in the closet closest to the big doors in the Usher Support area.

Major Medical Emergencies

A phone is available in the Usher/Greeter support area to call 911. You should identify your location as:

Hope Presbyterian Church

11512 Olson Drive

Austin, Texas 78750

Phone: 512-258-9117

Hope is in Travis County.

There is a City of Austin Fire Station with an EMS unit located a short distance away on Anderson Mill Road.

There are a number of trained medical professionals (doctors and nurses) in our congregation; one may be in attendance and could provide immediate assistance.

Fire Emergency

Should fire be discovered in the Sanctuary or any other building, immediately take the following action:

- Call 911 and report the fire at the above address.
- Go to front of the Church and inform the Minister who will make the appropriate announcement.

A fire extinguisher is located in the narthex for use on minor fires.

Emergency Evacuation Plan

Head Usher should be familiar with Sanctuary escape plan. Plan is displayed in Usher/Greeter support area. In the event of an emergency requiring evacuation:

- Assign a team member to each section of the Sanctuary to guide people to the proper exits. Recruit a volunteer to stand at each exit to further help evacuate the Church.
- Assign one usher to call 911 and report the emergency.
- In case of tornado, instruct those in Sanctuary to move to *middle* of room and drop down between pews for protection.

Photography Policy

Flash Photos

Flash photography is **not** permitted during worship services. Flash photography may be used following the end of the service.

Video Photography

Video photography is permitted if it is non-obtrusive and does not require any supplemental lighting.

Welcome Team

Individuals stand *outside* the sanctuary before worship in order to meet and greet all who approach the Worship Center. They extend a hand of Christian fellowship and love to all those who enter Hope's doors to worship and share with them the spirit of Christ at Hope!

RESPONSIBILITIES:

- Meet, greet and welcome everyone who comes to Hope church;
- Identify and escort visitors to the welcome table in Narthex and hand each family a loaf of bread and a visitor packet; and have them sign the visitor roster on the table.
- Accompany visitor to nursery/toddler/child classrooms as needed.
- Introduce visitors to pastors in Narthex and/or other members in narthex or sanctuary.
- Point out rest rooms in Narthex and the Hope Room for those with infants or toddlers.
- Assist members/visitors with special needs.
- Early service team members arrive at station 20 minutes before the 8:15 a.m. service
- Late service team members arrive at station 30 minutes before the 11:00 a.m. service.

WELCOME and BREAD/VISITOR TABLE in Narthex (front of courtyard windows)

- Welcome Team Lanyard Name Tagss, stored in wicker basket
- Visitor Sign-in clip board and pen for those who visit the bread/welcome table
- Visitor Information Packets (one envelope per family)
- Welcome Team folder with extra Sunday School Schedule/Campus Map
- First Time Visitor Bread Loaves (one loaf per family)

Welcome Team Information & Guidelines

Welcome Team Stations are on the path/walk to the side doors facing Olson Street and Spicewood Pkwy, and outside the Fellowship Center door used by folks walking from the Olson Drive parking lot.

The Visitor Table is located in front of the courtyard window wall in narthex of Worship Center. On this table is a basket with Welcome Team lanyard name tags, a visitor sign-in clip board, white visitor "Welcome" Packets, and a basket with homemade loaves of bread for visitors. Also on this table is a manila folder with copies of the campus map/ Sunday School class listings and location for use by the Welcome Team members. The visitor packet contains one of these map/schedules. They are updated as classes change.

Welcoming all who come to worship:

Wear your lanyard.

Be at your station 20 minutes before early service or summer worship and 30 minutes before the 11 AM worship service.

Be a welcoming presence to all by a smile, warm greeting, shaking hands etc.

***Introduce yourself** to anyone whose name you don't know, stating that you don't remember the person's name and **ask** for his/her name. Repeat the name, ask the spelling if needed.

*It is always OK to **ask** if someone is a member you simply have not met before (if in doubt about person being a visitor or a member).

*If person is a visitor, **Walk** with **visitor** to Welcome Table; follow First Time Visitor procedure.

Leave your station at time service begins.

Return your lanyard to the basket and attend worship.

Ushers inside the narthex will welcome late comers.

First Time Visitors:

If young children or infants are present, ask if nursery or toddler child care is needed. Walk family to the child care building and take them to the appropriate room. Introduce them to teacher.

*Accompany visitor(s) to the Welcome Table.

*Give visitor or family a Welcome packet and ask them to sign the visitor log.

*Give visitor or family a loaf of bread.

*Introduce visitor to pastor and/or folks nearby.

*Point out the rest rooms.

*Point out the Hope Room if they have an infant and/or young children.

*Walk the visitor(s) into the sanctuary and ask where they prefer to sit.

*Take the visitor to that area and introduce them to person(s) sitting in same row or in front or behind where they choose to sit.

*Return to your station.