

[Thank you letter from Leader]

Usher Ministry

In the cities of old, the gatekeepers had a crucial responsibility of determining what was safe to come in and go out through the city gates. The same is true in the ministry. Ushers must always be aware of where people are at and what's going on to ensure the safety and protection of all people, and to ensure that the people's focus is on God rather than on distractions/disruptions. Please arrive at church at least 15 mins before the service starts, and take some time to pray for the church service, church leaders, and the time/responsibility that God has entrusted you for the day. The responsibilities of the ushers are recorded below.

Physical Atmosphere: There are some things that we can do in the physical to set an atmosphere which prevents distractions and helps people focus on God. Please follow the below expectations.

- 1: Set the atmosphere for people as they walk in by: encouraging people to enter in quietly and in reverence of God's presence, advising people to keep food and drinks (beside water) out of the sanctuary, and by preventing people from entering during prayer or a solemn moment. In order to do this, please stand outside the door between Kellogg Hall and the hallway.
- 2: Check thermostats. The thermostat should be set to a temperature that is comfortable to the congregation.
3. Be attentive to the needs of the Pastor, and ministry leaders. This may mean getting people water, moving the podium, addressing sound needs, keeping an eye out on the banners (please tell the dance ministry director if problems occur with people hitting others or the projector), or anything else that leaders may indicate.
4. When worship starts, funnel the people into the service and encourage them to enter with a heart ready to worship. When worship starts, conversations should stop. Turn on the speakers in Kellogg Hall which helps people be aware that the service has started.
5. Prevent people from coming and going regularly. People leaving the sanctuary should only leave for help in ministry programs that they are signed up for or emergencies. Repeat offenders should be addressed. Please be sure to pass on names to Pastor Doug or the elders. ~~(All ushers will have access to the schedule of who will be leading the different ministries for each week. If something changes, the ministry leader should bring it to the attention of the gatekeeper or to change it on the master ministry schedule).~~
6. Help with the flow of ministry such as passing the offering plates or appointing someone to do it, etc...
7. Prevent distractions by addressing disturbances including talking, disruptive laughter, and crying babies during the service (please follow the spirit's lead on this, not every occurrence needs to be addressed).
8. Smoking is not permitted for regular attendees, and should be politely addressed.
9. We want to encourage the kids to participate in the various ways of worshipping God but must also be aware that it not become a problem, distraction, or seek attention from others rather than focusing on God. In order to address this there should be a regular teaching for the kids on how to worship God. The parents are responsible for their kids and should help guide them in this. The ushers should also be ready to address situations and steer the kids to the parents when the following situations occur: sword fights with the flags, tangling flags, drifting from the parents towards where others are dancing, random wondering through the sanctuary, etc...

10. Ushers should also redirect the parents' responsibility to keep an eye on their kids if they start playing games such as tag, running around, crawling under chairs, etc...

11. We are proud of the love that comes from the people at the Chapel, however, we must not use our time in worship and the service to express that by going around giving hugs to people as it takes away from where the focus should be. ushers should politely ask anyone who is doing that to refrain from that.

12. Once the service is over, altar ministry takes place in the sanctuary while all conversations should be taken to Kellogg Hall. Those who are not going to the altar ministry are expected to leave the sanctuary quietly and ushers are to help direct all conversations to take place in Kellogg Hall. Once the flow of traffic of people leaving to go to Kellogg Hall ends, the door should be closed to help keep it quiet in the sanctuary.

Safety measures:

All people are important to God and at the Chapel, therefore please follow the below expectations to ensure the physical, emotional, and spiritual safety of all.

~~1. Make sure that only scheduled people are helping out in the nursery/Sunday School, etc... on the day they are scheduled. If they are not on the schedule for that day they should not be there (if anything changes, these changes must be brought to the attention of the gatekeeper in advance). A schedule for all ministries will be posted by the church administrator so that the Gate keepers will know where everyone should be. All ministry leaders are required to wear a name badge and should have it on as you confirm that everyone is where they should be.~~

2. No kids or teens should be anywhere beside the sanctuary or the ministry that they are to be at (i.e. the field, other rooms, playground, etc..) The teen or child should be redirected to where they should be, and such incidents should be kindly brought to the attention of the parents to bring them awareness and to ask them to address the situation with their child. Repeat offenders should be brought to the attention of Pastor Doug or the elders so that they can approach the parents.

3. For the protection of the children, adults must also be in the sanctuary unless they are involved in a ministry. Again, this means that if they are not on the schedule for ministry they should not be around the kids. ushers must keep their eye out on the church grounds including who comes and goes to the bathrooms, who is in Kellogg Hall, etc... Some people may be flagged as concerns and will be advised directly that they must not be outside of the sanctuary. Ushers will be advised as to who these people are and they must be directed to the sanctuary. If they do not listen an elder must be informed immediately.

4. Be aware of what is going on during worship and the safety of everyone around the flags and dancers. Adults are responsible for their children and should always be aware of where they are, and ready to guide them. If a child walks out onto the area where people are dancing, and swinging flags they should be redirected to the parent unless some other adult there is taking responsibility for the kids.

5. Be aware of doors opening and closing (i.e. the door opening into the sanctuary, from media to hallway, and from hallway to Kellogg Hall). Keep an eye on the flow of people moving and ask people to stand clear from those areas.

The Greeters

Although the greeters do not have the same responsibility as the ushers, they are asked to be extra eyes for them, and therefore should be aware of all the ushers' responsibilities. In some cases, greeters may choose to address people directly, in other cases they may feel more comfortable passing the situation on to the usher. In addition to being an extra set of eyes to the ushers, greeters are asked to do the following:

- 1: Pass out bulletins to everyone coming in and be a friendly face to everyone coming in. (If bulletins implemented)
- 2: Be ready to explain the differences in service to newcomers(if we have 2 services), and to let any parents know where the Sunday School class will meet. Make sure to let newcomers know of the different ministries for infants and kids and where, when, and how to lead their kids there. (If the Sunday School class moves from its original location, the greeter and usher should be informed so that they know what's going on)
- 3: Help connect new families with others that they may get along with well (i.e. families with infants, or elementary school kids often look for other young families to connect with when visiting churches).
4. If it is the person's first time, give the person a welcome card and ask them to fill it out and drop it in the offering plate as it comes by.

Procedure for ushers and greeters. (If only 1 service, follow the 2nd service protocol)

In order to make all the above mentioned responsibilities workable we will follow the procedures below for the 2 different services:

1st service: There should be one greeter who stands outside the door in Kellogg Hall who passes out the bulletins, and who should be able to explain the services to new families. Once people are in the service, there is little need to stick around Kellogg Hall since there is no children's ministry. There should be one usher who sits near the back door ready to move around if needed. If others are outside of the sanctuary the usher should make sure to be aware of what is going on and who is where.

2nd service: Kellogg Hall door: There should be 2 greeters standing outside the door at Kellogg Hall (one for passing out bulletins, the other to be ready to give instruction to new families). This door should stay closed and encourage people to enter quietly in the hall. Once the flow of people coming in stops (or we start running out of room in the sanctuary), a greeter should go into the sanctuary and stand at the other back end of the sanctuary to be available to help seat people/keep order on that side of the sanctuary).

Sanctuary door: The usher should stand at the door to the sanctuary. The door should be open to be aware of things occurring both in and out of the sanctuary, but should be closed during prayer and quiet times. The ushers can be seated in the back corner once it seems that all people are in. The usher is on duty throughout the entire service and should always be aware of what is happening on the church grounds.

Communication and Authority

1. In order to avoid miscommunication, all changes should be addressed through the head usher. (In the absence of the head usher, it should go through the pastor). Therefore, if any deviations/exceptions to the above procedure is to be made it must be brought to the head usher who will be responsible to communicate that with all ushers/greeters. This protects the ushers and greeters from getting caught up in numerous people giving contradictory orders.
2. A log of notes should be made and held by the head usher regarding specifics such as whether a parent was addressed about an issue, so that all ushers will be aware of anything that has happened. This log is not for public use and should be kept between the ushers.

Recruitment of Ushers/Greeters

We want to encourage the whole congregation to be a part of this ministry but must also be aware that not everyone is ready or talented for the responsibilities required, and we must therefore be careful to seek out the right people for this job. Just as the disciples sought after God's direction for the right deacons in Acts 6, we must also seek God's direction for the right people in this ministry. To do that we will abide by the following principles:

- 1: All greeters/ushers must be active members of the church for a minimum of 3 months.
- 2: If someone seems to be a good candidate for this ministry, the suggestion should be brought to the head usher who will then make a prayerful decision as to whether that person would be a help in the ministry or not. The head usher will then approach the person himself, or allow the person who suggested it to invite the person himself.
3. Before inviting someone on, we want to know the person's life. As part of the process, we would ask a potential candidate for this position to shadow people doing the ministry and will ask all people to fill out an **application** and go through a **background check**.
4. If the head usher feels good about having the person officially set in the ministry, he will add the person's name to the schedule.