

St. Theresa Ministry of Hospitality -

General Information for Ushers and Greeters

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Come, you who are blessed by my Father.

Inherit the kingdom prepared for you from the foundation of the world.

For I was...a stranger and you welcomed me...

Then the righteous will answer him and say,

‘Lord... when did we see you a stranger and welcome you?’

And the king will say to them in reply, ‘Amen, I say to you, whatever you did for one of these least brothers of mine, you did for me.’ Matthew 25:34



Ministry of Hospitality Orientation Guide



Thank you for volunteering to be a Greeter and/or Usher at St Theresa of the Child Jesus Catholic Church. Greeters and Ushers set the spiritual environment of the church by presenting a joyful attitude, making all persons feel welcome and comfortable, providing information regarding the church and ministries and making sure that everything is flowing in proper order so that everyone is free to worship without interruption.

Duties of Ushers and Greeters:

- Welcome everyone as they enter the entrances of the church.
- Offer your name to people you do not recognize and answer questions they may have.
- Provide directions to restrooms, children's Mass/liturgy, etc., when requested.
- Dress in a neat and reverential manner as dress reveals the meaning we give to an event.
- Receive training which is presented in the fall and spring, or at special request.

Additional Usher duties include

- Collect and secure money from regular and special collection baskets in accordance with Parish Money Handling Protocol.
- Return the regular collection basket after Mass from the altar to the back cabinet
- Act as First Responder for any illness or injury within the congregation.
- Help limit movement back up the aisles in reverence to the Holy Scriptures and Eucharistic Prayer

All Ministers of Hospitality are familiar with the locations of emergency equipment and procedures including:

- Fire alarms and extinguishers (located near door entrances)
- AED (located in the upper north entrance on the wall by the chapel)
- First aid and bodily fluid clean-up kits (located in the rear cabinets of each wing and both sacristies)
- Wheelchairs (located in the east front entrance closet next to baskets/first aide and in the east rear entrance)
- Outside door signage for emergency responders (emergency responders will request the door number for quick response)

Scheduling and Check in:

- Use Liturgical Ministries Scheduler for communicating profile information and scheduling requests or requesting a substitute..
- Access the Liturgical Ministries Scheduler located in the bottom right corner of the parish website at www.sainttheresaiowa.org
- Upon arrival for a scheduled Mass, please check in on the kiosk laptop at the rear of church by the east back entrance.

The complete Usher and Greeter Guidelines are available online at the Parish website under the Boards & Ministries menu.

HELPFUL INFORMATION

AED (Emergency Defibrillator)	An AED Emergency Defibrillator is on the wall at the top of the north entrance near the small Chapel and Library.
Bathrooms downstairs	Multi-stall bathrooms are downstairs in the northeast corner. If the Parish Hall doors are locked they are still accessible via the north stairway.
Bathrooms upstairs	Two bathrooms upstairs. One next to the elevator in the back and the other at the stairway landing in back of the west wing.
Clean up items	The storage room next to the working sacristy has the brooms, more paper towels, and other tools for clean-up.
Children's Room	The children's room is located at the top of the west wing stairs, overlooking the altar. It has a nice view of the altar, speakers to hear the Mass, a selection of kids books and toys, and some space to move around.
Elevator	The elevator is at the main entrance (carport).
Entrances	Entrances have exterior numbers and signs on the doors. #1 Funeral Entrance on Merle Hay Rd #2 Car Port Entrance - on University under canopy #3 Parish Kitchen Entrance beyond door #2 #4 North Door parking lot between STCS & church
Fire Extinguishers	Near each exit, a fire extinguisher is enclosed in a silver-framed cabinet mounted in the wall. See map for locations.
First Aid Kit /clean up	A first aid kit, are also in each sacristy, and at the rear of each section. Clean up kits (cloth towels, gloves, vomit absorbtion powder, disposal bags are in the working sacristy and in the cabinet under the Holy Family statue at the rear of the Center Section.
Handicap section	Two handicap sections on the east wing; a few pews on each side. The seats are cushioned and have more space than typical pews.
Hearing assist devices	<i>Two styles of hearing assist devices are available in the vesting sacristy.</i>
Holy Water dispenser	Holy Water for home use is in a dispenser by the baptismal font in front.
Overhead fans	Overhead fan controls are on the east wall in the storage room directly behind the altar.
Refrigerator	Small refrigerator in both sacristies with water and orange juice. The small water bottles and juice are for diabetics or special needs. Cups should also be present.
Wheelchair	Two wheelchairs are available in the funeral entrance vestibule south wall. One wheelchair is in the closet at the back of the south section of the east wing.
Quiet, please!	Be attentive to your voice volume, especially during Mass. Voices travel far in our church. Be sensitive to people who may be in prayer before or after Mass time.