

[CHURCH NAME]

Church Usher Policy & Procedure (Sample)

Who are Ushers?

Ushers are people who welcome everyone who enters the church and always will reflect the warmth and welcome of Christ himself. They're always conscious of Christ's words: "I was a stranger and you welcomed me.". Ushers are friendly people who are hospitable to all age groups and nationalities. The Usher Ministry is open to all – women and men. Couples and families are encouraged to join this ministry.

Appropriate Attire:

A neat and especially reverential appearance is in keeping with the usher's role as a visible example of reverence, welcome and hospitality.

- a. Men should wear collared shirt, dress slacks (no jeans, shorts or t-shirts). Sport coat and tie is preferred by not required.
- b. Women should wear an appropriate dress of acceptable length. No sundresses.

Note: Everything ushers do sets an example for other members of the church. In addition, it's imperative that Ushers are extremely aware of their surroundings and anything unusual taking place in the church that may require a "security" response.

Scheduling:

The scheduling of Ushers is done by the Usher Ministry Leader. In order to handle the necessary responsibilities a total of at least 1 Captain and 4 Ushers will be necessary for the morning and evening Sunday services. A total of at least 1 Captain and 3 Ushers will be necessary for the Wednesday evening church service.

Seating:

The proper place for seating of Ushers is at the back of the church, near the main entrance, and at any location that provides a clear view of most entry/exit doors. Always being attentive to the needs of the faithful, they should sit or stand in those places which would enable them to best exercise their ministerial role and allow for optimal focus on safety.

Procedures Before Church Service:

- Arrive at the church 15-20 minutes prior to the start of the service to pick up your name badge and sign in.
- Greet people as they enter the church. Do not congregate in the same place; spread out to all sets of doors in the worship space. Make sure to keep any conversation reserved to outside of the sanctuary and to preserve the silence of the main body of the church.
- Help others maintain a sense of reverence and quiet, especially in the back of the church when the doors are open to the sanctuary. Be sensitive to the fact that some people are trying to pray and prepare themselves for the church service.
- Assist with seating if necessary. Point out places for wheelchairs when appropriate.
- Select the offering bearers and give them any necessary instructions. Those chosen need to come up after the collection passes by their seat. We usually need three people at a minimum.
- After distributing and gathering up the collections Ushers will go to the designated area. The entire collection will be processed inside the designated area with 2 of the 5 Ushers standing guard until the offering has been secured. There must always be at least 2 Ushers present when the offering bags are being processed.

Procedures During the Church Service:

- Once the church services have started, make sure the doors are closed between the Foyer and the sanctuary.
- It's appropriate that at least 2 or 3 Ushers stay in the back of the sanctuary area during this time to monitor the sanctuary.
- During the preaching, it's important to gently ask latecomers to remain in the back of the sanctuary until the appropriate pause so that they do not distract the congregation from their worship. Ushers should be stationed along the outer parameter of the assembly to help facilitate seating for latecomers and be aware of any safety concerns.

Procedures After the Church Service:

- Captain and Ushers are expected to remain 5 to 10 minutes after the service to hand out bulletins and/or straighten up the pews.
- Close the doors to form a sound barrier and a quieter place for those in the sanctuary are who wish to pray.

Important Information that all Ushers Should Know:

- There's a first aid kit and an AED (Automated Emergency Defibrillator) located on the wall in the Foyer by the SW door. Ushers should verify they're in place before each church service. There's a wheelchair that is kept in the back of the Recuperation Room, and in the event anyone requires medical assistance during a church service, assuming they're in a condition to do so, the wheelchair should be used for transport. In certain circumstances if someone takes ill during the church service and shouldn't be moved, an Usher should get the attention of a nurse or doctor in attendance while another Usher calls 911 and everyone starts praying for the ill person. See below for more notes on medical events.
- Registration forms and other resources are at the kiosk outside the office.
- Know where the Pastor(s) phone number(s) and other contact information is located in the bulletin.
- Know where the extra Newsletters, Pledge forms, information on the church is located. (Some can be found on the table in the Foyer).

In case someone falls, passes out, or is otherwise injured in the church:

- Determine what, if any injuries that person has. If the person appears to be in serious distress (broken bones, head injury, difficulty breathing, etc.), please call 911 immediately and call for prayer.
- If the person is alone, obtain the name and phone number of a friend or family member and call them to come assist them or check on them later if they have declined medical aid on site.
- Notify [Name of Contact Person] if any damage needs to be repaired. He can notify the janitor if there is a "mess" that needs cleaned up.

Signatures

Senior Pastor

Usher Ministry Leader

Revised: _____