

Catholic Community of Pleasanton 2008 - 2009

Ministry of Hospitality – Ushering

The Hospitality Ministry is an important part of our outreach as a church. It provides a setting in welcoming newcomers as well as longtime community members. This ministry allows us the opportunity to provide information and direction about our church. Some of the ways we show our hospitality are by assisting with locating seating, providing hearing devices to the hearing impaired, provide assistance to person with disabilities, assisting in the celebration of mass, and assisting with receiving of the Tithes & Offerings.

General Comments

- 1) We cannot stress this enough – If a personal emergency occurs and you are not able to come to Mass, refer to your printed minister contact list or go to the parish web site:

<http://catholicsofpleasanton.org/CCOPLiturgy.html>

It is your responsibility to find a substitute. Extra copies of the guidelines are also available in the Sacristy. On the web Site, go to **Ministry Schedule**, locate and click [contact information here](#) to open and obtain a list of substitutes to call. If no substitute can be found, call the assigned Liturgical Coordinator so that he/she will know the circumstances. Do not call the church office. Introduce yourself to the Liturgical Coordinator and let him/her know that you are the usher for the Mass. Access to the contact information list is pass-code protected. You can receive the pass-code from any Liturgy Coordinator.

- 2) If an usher comes to realize a particular need of the community or of a member of the community, he/she should minister to that need quickly and with the least amount of distraction.
 - a. In the event of a medical emergency which the usher cannot handle himself/herself and which requires help from the congregation, the usher should look around first if he/she recognizes a doctor or an EMT (Emergency Medical Technician) in the assembly. It is imperative that you do not create a panic but rather prevent one from occurring.
 - b. Call the Pleasanton Police non-emergency number 931-5100.
 - c. Communicate the situation with the Liturgical Coordinator.
- 3) Take care of people who need listening devices, worship aids, wheelchair access, or any other special considerations. Listening devices are in the office at St. Elizabeth, and in the vestibule at St. Augustine. Telephones are located in the Hall at St. Augustine, in the foyer outside the Sacristy at St. Elizabeth Seton.
- 4) At St. Elizabeth Seton, the building has a fire sprinkler system. Additionally there are 7 Fire extinguishers (ABC Type). Fire extinguishers (2) are located in the hallway of the Meeting Room side of the building, (1) is in the Eucharistic Chapel, and (4) are located in the Office side of the building. Take the time to learn where these life safety appliances are stored and how to use them in an emergency.
- 5) At St. Augustine, there are 5 Fire extinguishers in the main church. (3) are along the rear wall inside the sanctuary near the doors to the vestibule. (1) is in the Sacristy, and (1) is in the boiler room.
- 6) A First Aid Kit is located in the offices of both Churches The First Aid Kit can be removed from the case and moved to the scene of the injury if necessary. Please let someone know each time you use the kit so the materials can be replenished.

- 7) Liturgical Coordinators are the following:

| | | | |
|---------|-------------------|-----------|----------------|
| 5 p.m. | Don Pierini | 8 a.m. | Allan Espiritu |
| 9 a.m. | Michael Auer | 10 a.m. | Linda Loftus |
| 11 a.m. | Fran Ferlazzo | 12 noon | Larry Murphy |
| 4 p.m. | Michael Gallagher | 6:30 p.m. | Pati Freitas |

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Before Mass

1. Working with Liturgical Coordinator

Check with the Liturgical Coordinator for any special rituals such as sprinkling rite, RCIA, etc. and see what extra duties are needed.

2. Arrival and Badges

Arrive at least 20 minutes before Mass, sign in, and wear “Usher” badge. Remember to return the badges after Mass.

3. Collection Baskets

- a. Ensure baskets are in proper places, including at the Presider’s chair.
- b. St. Augustine collection baskets are located under the rear pews.
- c. St. Elizabeth collection baskets (round for first collection and green rectangular for second collection) are placed on the floor next to the front pews and the middle pews with a green dot. The front pew basket stops at the red dotted pew.
- d. A sealable moneybag is placed in the big collection basket for later deposit at the end of the Mass.

4. Collection Crosses

- a. St. Augustine Collector Crosses are on the sign-in table inside the church.



- b. St. Elizabeth Collector Crosses are on the vestibule cabinet farthest from the office.



- c. Maps of the stations are next to the Crosses.
- d. The remaining Crosses should be distributed five minutes before Mass.
- e. Ensure Crosses are returned for use in the next Mass.

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5. Family or Individuals for the Offering of the Gifts

- a. Ask a variety of people who are appropriately dressed (families, individuals) each week and do not ask “people who always do it”.
- b. Walk-through the process to make them comfortable to ensure a smooth process – before Mass.
- c. The bread and wine are placed on either side of the Corporal spread on the altar (but NOT on the Corporal)



- i. At St. Augustine: The Bread is placed on the “Choir side” and Wine on the “Ambo side” of the Altar. The Gifts are not elevated.



- ii. At St. Elizabeth Seton: The Bread is placed on the “East side” and Wine on the “West side” of the Altar. The Gifts are not elevated.
- d. The big collection basket is placed on the floor on the opposite side of the altar. At St. Augustine, the basket is placed on top of the step in front of altar. If a third family member is not available, the usher carries the basket.
 - e. The family bows as a sign of reverence and returns directly to their seats. At St. Augustine, all bow in front of the steps facing the altar. At St. Elizabeth, all step back from the altar and bow.

6. Persons with disabilities

- a. Recognize persons with physical needs and see whether they would like to receive Communion at their seats.
- b. Suggest them to sit in the front pews to allow Eucharistic Ministers to minister Communion to them.

7. Worship Aids and Missalettes

- a. Ensure Day Liturgy and Evening Liturgy (4 and 6:30) worship aids and bulletins are ready for distribution.
- b. At St. Augustine, they are in both vestibule cabinets.
- c. At St. Elizabeth they are on the counter outside the Sacristy.
- d. Worship aids are set-up at all the entrances 15 minutes from Mass by Ushers and Greeters.

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- e. Bulletins are set up at the entrances towards end of Communion.

- 8. **Audio, Lighting, and HVAC controls**
 - a. Familiarize locations of audio, lighting, and HVAC controls with the Liturgical Coordinator. (Locations of audio, lighting, and HVAC controls will be posted in the Sacristy.)
 - b. HVAC controls should be coordinated with the Liturgical Coordinator.
 - c. A printout of the locations will be posted in the Sacristy.

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During Mass

1. **Procession (start) and Recession (end of Mass)**
Ensure procession areas around the center doors and baptismal font (at St. Elizabeth) are clear.
2. **Persons with disabilities**
Notify Head Host and Cup Ministers of the location of those requiring Communion.
3. **Liturgy of the Word**
At St. Elizabeth, request late-comers to remain in the vestibule and enter through the side doors to the rear aisles and their seats between readings or when other appropriate movement is happening during liturgy.
4. **Children's Liturgy of the Word (CLW)**
Provide a two minute warning for CLW during the Prayers of the Faithful to return back to Mass.
5. **Collection**
 - a. Collection (first and second, if applicable) is immediately started after the Prayers of the Faithful.
 - b. Second Collections at St. Elizabeth Seton:
 - i. Begin First Collection (round basket) in each sub-section
 - ii. Begin Second Collection (green rectangular basket) AFTER the round basket has made it to the Second row of pews in each sub-section. This procedure will help us to keep the First and Second Collections separated.
 - c. The first collection is immediately given to the family for offering at the altar.
 - d. The second collection is placed in a heavy plastic bag out in the open, in public, with at least two ushers present. The bag is then sealed, the information filled in regarding what collection it is for, what date, and what Mass, in what location. The bag is then placed in the appropriate secure location in the church.
 - e. At the end of the Mass, the first collection is placed in the heavy plastic bag out in the open, in public, with at least two ushers present. The bag is then sealed, the information filled in regarding what collection it is for, what date, and what Mass, in what location. The bag is then placed in the appropriate secure location in the church. The money basket is returned to the vestibule cabinets at both churches.
6. **Family or Individuals for the Offering of the Gifts**
 - a. Summon selected family or individuals to prepare for the gift offering
 - b. The bread and wine are placed on the left and right of the corporal spread on the altar (but NOT on the corporal). Gifts are not elevated.
 - c. The big collection basket is placed on the floor on the opposite side of the altar. At St. Augustine, the basket is placed on top of the step in front of altar. If a third family member is not available, the usher carries the basket.
 - d. The family bows as a sign of reverence and returns directly to their seats. At St. Augustine, all bow in front of the steps facing the altar. At St. Elizabeth, all step back from the altar and bow.
 - e. The gifts are taken up to the altar after the first collection is completed. Second collection may still continue.

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St. Augustine



St. Elizabeth Seton

7. Communion

- a. Inform Eucharistic Ministers of persons wishing to receive Communion at their places.
- b. When a Eucharistic Minister has completed their station, direct them to assist in another station. When filling the short line, move people from the back of the other side to this line; moving from last row toward the front. If people are standing along the side, they can be directed to follow the people seated in the pew area.
- c. Ensure bulletins are placed by the exit doors.

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Conclusion of Mass

1. After the last blessing and before the recession, open the doors at the rear of the assembly room.
2. Station hospitality ministers at the front and rear doors to thank members for coming to Mass and to assist in distributing bulletins and collecting song books.
3. Assist visitors by courteously answering their questions and referring them to the Liturgical Coordinator or office staff for further information. If possible, introduce any prospective new members to the office staff. Assist in passing out any additional literature or referring people to sign up sheets, displays, etc. Be familiar with sign-up sheets and displays in the vestibule.

Preparing for the next Mass

1. Collect all worship aids and Missalettes from the pews and replace them at the entrances.
2. Ensure that trash from the pews is picked up as well.
3. Worship aids are discarded at the 11, 12, and 6:30 Masses.
4. Worship aids are set-up at all the entrances 20 minutes before Mass by Ushers and Greeters.
5. Place bulletins away in vestibule cabinets in St. Augustine, and on the counter outside the Sacristy in St. Elizabeth.
6. Ensure Collection Crosses have been returned.