

Hospitality is an important part of our outreach as a church and provides a setting in welcoming newcomers as well as longtime community members. The ministry of **Usher** is a very important component to living out our Parish Mission Statement, *"To know Christ better, live as He calls us to live, and make Him better known"*.

Our duties as Usher include, but are not limited to:

1. Attendance
2. Seating
3. Safety
4. Collection
5. Information
6. Visibility

Each of these is described in greater detail below.

1) Attendance – You will be scheduled to serve at a particular Mass; hopefully no more than twice per month. We depend upon you!! Arrive at least 20 minutes before Mass, sign in, and wear "Usher" badge. Remember to return the badges after Mass. If you cannot be there for personal reasons, it is YOUR responsibility to find a trained substitute by contacting other ushers. The contact list can be located on the parish web site: <http://catholicsofpleasanton.org/CCOPLiturgy.html>.

On the web Site, go to **Ministry Schedule**, locate and click [contact information here](#) to open and obtain a list of substitutes to call (password = sub4me). Access to the contact information list is pass-code protected – PLEASE do NOT share this information!! 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.

The Liturgy Coordinators are:

5:00 pm -	Joe & Gina Gourley	11:00 am -	Maria Grabowski
8:00 am -	Nino Pompilio	Noon -	Larry Murphy
9:00 am -	Michael Auer	4:00 pm -	Chris Sigua Charlie Grimes
10:00 am -	Mary Jo Smith	6:30 pm -	Rich Goddu Sandie Squires Lisa Schibler

2) Seating – Hospitality dictates that we offer guests a seat when they visit our homes and it is no different during Sunday Mass. We welcome people to Mass by making sure that they have a seat. Please ask **EVERYONE** if they would like assistance in locating a seat; this takes place prior to Mass and during natural “breaks” during Mass. Some of these natural “breaks” are during the transitions between readings, during the Collection and during Communion. Please do not force people to take a seat if they choose to stand – just be sure to ask.

Please ask people to refrain from standing in front of the “Cry-room” windows and exits. You are responsible for ensuring that the emergence egress routes are free from obstacles (including standing parishioners).

Please assist, as needed, those in wheelchairs or who are having difficulty walking.

3) Safety – Be attentive to the needs of the community and be prepared to minister to the needs quickly and with the least amount of distraction.

A. **Medical Emergency (beyond First-Aid)** - In the event of a medical emergency that is beyond the scope of basic First –Aid, call out to the assembly for a doctor, an EMT (Emergency Medical Technician), or nurse. **It is imperative that you do not move the person or create a panic. You are there to facilitate NOT to cure!**

- a. Call 911 using a cell phone or office phone.
- b. Communicate the situation with the Liturgical Coordinator.
- c. Keep the area around the affected parishioner clear.
- d. Follow the directions of any qualified medical personnel at the scene.

B. **Non-Medical Emergency (Basic First – Aid).**

- a. If possible, assist the affected parishioner to the vestibule.
- b. 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.
- c. Communicate the situation with the Liturgical Coordinator.
- d. Keep the area around the affected parishioner clear.
- e. Stay with the parishioner until family members can take over.
- f. Follow the directions of any qualified medical personnel at the scene.
- g. If necessary, call the Pleasanton Police non-emergency number 931-5100

C. Fire:

- a. **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.
- b. **St. Augustine** - There are 5 Fire extinguishers in the main church. Three (3) are along the rear wall inside the sanctuary near the doors to the vestibule; one (1) is in the Sacristy and one (1) is in the boiler room.

4). Collection/Gifts -

- a. **Collection Baskets**
 - Ensure baskets are in proper places, including at the Presider's chair.
 - St. Augustine collection baskets are located under the rear pews.
 - 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.
 - A sealable moneybag is placed in the big collection basket for later deposit at the end of the Mass. Please fill it out completely, as follows:
 - Date
 - Mass Time
 - 1st Collection (Plate)
 - 2nd Collection (if taken)
 - Childrens'
- b. **Collection Crosses**
 - **St. Augustine** Collector Crosses are on the sign-in table inside the church.
 - **St. Elizabeth** Collector Crosses are on the vestibule cabinet farthest from the office.
 - **Maps** of the stations are next to the Crosses.
 - The remaining Crosses should be distributed five minutes before Mass.
 - Ensure Crosses are returned for use in the next Mass.
- c. **Gifts Family or Individuals**
 - Ask a variety of people who are appropriately dressed (families,

- individuals) each week and do not ask "people who always do it".
 - Walk-through the process to make them comfortable to ensure a smooth process – before Mass.
 - The bread and wine are placed on either side of the Corporal spread on the altar (but NOT on the Corporal)
 - 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.
 - 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.
 - 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.
 - 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.
- d. **Persons with Disabilities**
 - Recognize persons with physical needs and see whether they would like to receive Communion at their seats.

5). Information

- a. **Wheelchairs:**
 - St. Elizabeth Seton – In the Office
 - St. Augustine – In the Sacristy Storeroom
- b. **Listening Devices:**
 - St. Elizabeth Seton – In the Office
 - St. Augustine – In the Vestibule
- c. **Worship Aids and Missalettes:**
 - Ensure Day Liturgy and Evening Liturgy (4 and 6:30) worship aids and bulletins are ready for distribution.
 - At St. Augustine, they are in both vestibule cabinets
 - At St. Elizabeth they are on the counter outside the Sacristy.
 - Worship aids are set-up at all the entrances 15 minutes from Mass by Ushers and Greeters
 - Bulletins are set up at the entrances towards end of Communion.
 - Please assist in removing and organizing used worship aids after each Mass
- d. **Audio, Lighting, and HVAC controls**
 - DO NOT adjust any settings at any time. Please notify the LC and they will notify Dcn. Gary, who will notify the appropriate people.

- **Please make sure that ALL doors and windows are closed during Mass.**

6). Visibility

When Jesus said, "*Be alert for you do not know the day or hour...*" he could have been addressing Ushers directly! As ministers of hospitality, all Ushers MUST remain alert at all times during Mass; alert to parishioners' needs as well as to the needs of the presider. This means that you MUST be inside the church (the vestibule doesn't count) and visible so that you can be easily identified and summoned as needed.

We still need to maintain door control at SES – this can be performed by a single usher since most parishioners are aware of the entrance procedures during Mass.

During Mass:

- **Procession (start) and Recession (end of Mass)** - Ensure procession areas around the center doors and baptismal font (at St. Elizabeth) are clear.
- **Liturgy of the Word at St. Elizabeth** - request late-comers to remain in the vestibule and enter through the side, grotto doors to the rear aisles and their seats between readings or when other appropriate movement is happening during liturgy.
- **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.
- **Collection**
 - a. Collection (first and second, if applicable) is immediately started after the Prayers of the Faithful.
 - b. **Second Collections at St. Elizabeth Seton:**
 - a. Begin First Collection (round basket) in each sub-section
 - b. **Begin Second Collection (green rectangular basket) AFTER the round basket has made it to through ALL sections.** 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.

○ **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.

○ **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.

Conclusion of Mass

- a. After the last blessing and before the recession, open the doors at the rear of the assembly room.
- b. 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.
- c. Assist visitors by courteously answering their questions and

referring them to the Liturgy 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

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

Thank you very much for answering the call to serve our community!!

Dcn. Gary Wortham