



SACRED HEART PARISH – GENERAL USHER GUIDELINES

*Do not neglect to show hospitality, for by that means
some have entertained angels without knowing it. -Hebrews 13:2*

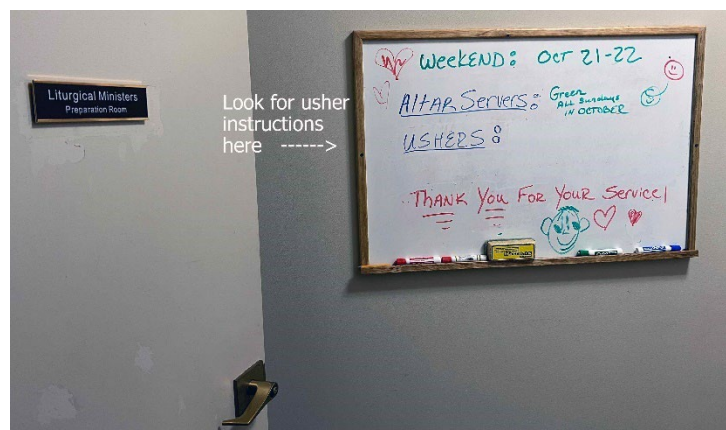
Timing	Action
General Information for all Ushers	<ol style="list-style-type: none">1. Ushers are welcoming, helpful, trustworthy, and reverent. Ushers prepare the church for Mass, welcome and assist parishioners with seating, take up the collection, distribute bulletins after Mass, and close the church after the last Mass.2. The number of ushers needed for a Mass varies from 0 to 8. No ushers are used at daily Masses nor for most school Masses. A typical weekend Mass requires 1 lead usher and 3 other ushers. 6 ushers are used for major Masses, when the Church is expected to be reasonably full. 8 ushers are used for Masses where an overflow is expected, e.g., Christmas Eve Liturgy.3. Ministry Scheduler Pro (MSP) is used to schedule and track all liturgical ministers. All ushers need an MSP account. When you volunteer via volunteer@sacredheart.org or communications@sacredheart.org an MSP account will be created for you. MSP lets ushers view their assignments, request a substitute, volunteer for an open position, and volunteer to substitute for a position. Most ushers find it useful to install the MSP application on their mobile phone.4. Each usher controls their MSP profile, which contains their contact information, desired service frequency, desired Mass time(s), and times when you cannot serve.

At Home	<p>5. MSP provides 6 usher signup positions for most weekend Masses. Only 4 are required, but this enables extra ushers to sign-up. MSP allows 8 usher sign-up positions for overflow Masses as designated in advance by the Worship Commission.</p> <p>6. Ushers and lead ushers do not have keys to the Church. Others are responsible for unlocking and relocking doors. If something you need is behind a locked door, the lead should ask the Sacristan.</p>
	<p>7. Before you arrive at Church call to mind that you are parish ambassadors. You are about to serve the Lord. Ask for His help to do your best.</p> <p>8. Wear attire that is simple, modest, and reverent.</p>
Before Mass	<p>9. Arrive at Church 20 minutes before Mass.</p> <p>10. As you approach and enter the church identify things that need to be addressed to make our Church welcoming and correct or report anything that needs to be addressed, e.g., cleanliness, accessibility, and safety.</p> <p>11. Ushers should be familiar with the location of the Liturgical Ministers room, the Sacristy, the restrooms, the fire extinguishers, the wheelchairs, and the folding metal chairs for extra Narthex seating. See the photos and floorplans.</p> <p>12. Check into Ministry Scheduler Pro on the iPad in the Liturgical Minister room.</p> <p>13. Usher 1 is the lead usher, who coordinates the usher duties at a Mass:</p> <ol style="list-style-type: none"> At 10 minutes before the Mass, if any ushers are not signed in, the lead finds a replacement from the assembly. The lead assigns and confirms which usher will take up the offertory collection for each section of the church.

- c. If an usher arrives after a replacement is signed-in, they have forfeited their assignment.
- 14. All ushers please check in with usher 1 to assist with set-up:
 - a. Open the doors between the Narthex and Nave.
 - b. Adjust the Nave windows for comfort. Only the custodians have access to the computerized thermostat controls.
 - c. Turn on Narthex lights.



- d. Ensure the exterior doors are unlocked and prop them open with rubber doorstops if weather permits. On the center brass exterior doors, do not use the floor locking pins as doorstops. This damages the doors. Use the rubber doorstops instead.
- e. Tidy pews and kneelers as needed.
- f. Check restroom tidiness.
- g. Position collection baskets for side ushers.
- 15. Check the whiteboard in the Liturgical Minister room



for any special instructions. Examples include “hand out

	<p>brown bags after Mass for return with non-perishable food items” or “assist parishioners returning brown bags” or “distribute kid treats after Mass”. If this is a Mass where brown bags are being returned, move at least 1 of the wooden collection bins into the Narthex. You will find them in the hallway near the restrooms.</p> <p>16. Seats are reserved for ushers (and your family if you wish to sit together) in the back pews of your designated sections for ushers. This is so that you can more easily see the whole congregation and assist people in need.</p> <p>17. 1 or 2 ushers should remain in the Narthex to assist late arrivals. Two chairs are reserved and marked for these Ushers adjacent to the two flags on either side of the rotunda. Please be mindful to participate in Mass while in the Narthex.</p>
<p>As Parishioners Arrive</p>	<p>18. Some Ushers need to be at doors:</p> <ul style="list-style-type: none"> a. With a warm smile, welcome parishioners b. Assist with the doors c. Assist with wheelchairs, etc. <p>19. Some Ushers need to be in the church to assist parishioners with:</p> <ul style="list-style-type: none"> a. finding their seats, b. hearing assistance devices (in the basket near the welcome table), etc. <p>20. Prioritize preparation and welcoming the congregation over socializing with other ministers.</p> <p>21. Parents with children are welcome to be seated in the Narthex using the folding chairs near the stairwell. Please assist parents who request this. Keep clear of all egress paths. Set the chairs near the glass walls.</p>

Just Before Mass	<ol style="list-style-type: none"> 22. Join the priest and other ministers for a prayer in the Narthex just before Mass. 23. Encourage parishioners to make their way into the Church.
Once Mass has Started	<ol style="list-style-type: none"> 24. Close the doors between the Narthex and Nave after the entrance procession. In the summer, leave the doors open to improve airflow. 25. Continue assisting with seating parishioners until the First Reading. At higher attendance Masses, you may need to assist people even past the First Reading. 26. If there are people to be seated after the First Reading begins, ask them to wait in the Narthex until the break between readings. 27. Two ushers are needed to seat people when we have higher attendance. 28. One usher goes up the aisles to find seating, or to ask parishioners to make room. 29. The other usher waits with the parishioners needing seating and using hand signals indicates how many need to be seated together. 30. The usher in the aisle signals how many there is room for in a particular location. 31. If this needs to be done when Mass has begun, try to be discrete and not disruptive to Mass. 32. Keep alert to people who arrive late who may need assistance. 33. Please model active and attentive participation in Mass when in the Narthex. Please invite folks who leave the Nave to answer a phone to take their conversation outside or down to the end of the restroom hallway. 34. When it is necessary to have people standing, please discourage them from sitting on the windowsills. The

	<p>marble slabs have been cracked by folks who have sat on them.</p>																																																																																																								
<p>Mass Attendee Count</p>	<p>35. During the Homily, the lead usher counts all Mass attendees. There will be a form on a clipboard in the Liturgical Ministers room to record the count for sections A through F, the choir area, the Narthex, and the A/V loft. If there are children in the assembly who have left for “children’s liturgy of the word”, the usher should walk down the Narthex hallway to count the children and their teachers.</p> <div data-bbox="639 674 1175 1297"> <p style="text-align: center;">Sacred Heart Mass Attendance</p> <p style="text-align: center;"><i>Fr. Joseph - Celebrant - All Masses</i></p> <table border="1" style="width: 100%;"> <thead> <tr> <th colspan="2">Day: SAT 10/14/2023</th> </tr> <tr> <th colspan="2">Time: 5:00 PM</th> </tr> <tr> <th>Section</th> <th>Number of Attendees</th> </tr> </thead> <tbody> <tr><td>Section A</td><td>14</td></tr> <tr><td>Section B</td><td>8</td></tr> <tr><td>Section C</td><td>31</td></tr> <tr><td>Section D</td><td>32</td></tr> <tr><td>Section E</td><td>21</td></tr> <tr><td>Section F</td><td>14</td></tr> <tr><td>Choir Area</td><td>1</td></tr> <tr><td>A/V Loft</td><td>2</td></tr> <tr><td>Narthex</td><td>2</td></tr> <tr><td>Total</td><td>125</td></tr> </tbody> </table> <p><i>UN GAME - 12:30 PM - Home</i></p> <table border="1" style="width: 100%;"> <thead> <tr> <th colspan="2">Day: SUN 10/15/2023</th> </tr> <tr> <th colspan="2">Time: 11:00 AM</th> </tr> <tr> <th>Section</th> <th>Number of Attendees</th> </tr> </thead> <tbody> <tr><td>Section A</td><td></td></tr> <tr><td>Section B</td><td></td></tr> <tr><td>Section C</td><td></td></tr> <tr><td>Section D</td><td></td></tr> <tr><td>Section E</td><td></td></tr> <tr><td>Section F</td><td></td></tr> <tr><td>Choir Area</td><td></td></tr> <tr><td>A/V Loft</td><td></td></tr> <tr><td>Narthex</td><td></td></tr> <tr><td>Total</td><td></td></tr> </tbody> </table> <p><i>SUN - Seahawks Away Game 10:10 AM</i></p> <table border="1" style="width: 100%;"> <thead> <tr> <th colspan="2">Day: SUN 10/15/2023</th> </tr> <tr> <th colspan="2">Time: 8:00 AM</th> </tr> <tr> <th>Section</th> <th>Number of Attendees</th> </tr> </thead> <tbody> <tr><td>Section A</td><td></td></tr> <tr><td>Section B</td><td></td></tr> <tr><td>Section C</td><td></td></tr> <tr><td>Section D</td><td></td></tr> <tr><td>Section E</td><td></td></tr> <tr><td>Section F</td><td></td></tr> <tr><td>Choir Area</td><td></td></tr> <tr><td>A/V Loft</td><td></td></tr> <tr><td>Narthex</td><td></td></tr> <tr><td>Total</td><td></td></tr> </tbody> </table> <table border="1" style="width: 100%;"> <thead> <tr> <th colspan="2">Day: SUN 10/15/2023</th> </tr> <tr> <th colspan="2">Time: 5:00 PM</th> </tr> <tr> <th>Section</th> <th>Number of Attendees</th> </tr> </thead> <tbody> <tr><td>Section A</td><td></td></tr> <tr><td>Section B</td><td></td></tr> <tr><td>Section C</td><td></td></tr> <tr><td>Section D</td><td></td></tr> <tr><td>Section E</td><td></td></tr> <tr><td>Section F</td><td></td></tr> <tr><td>Choir Area</td><td></td></tr> <tr><td>A/V Loft</td><td></td></tr> <tr><td>Narthex</td><td></td></tr> <tr><td>Total</td><td></td></tr> </tbody> </table> </div>	Day: SAT 10/14/2023		Time: 5:00 PM		Section	Number of Attendees	Section A	14	Section B	8	Section C	31	Section D	32	Section E	21	Section F	14	Choir Area	1	A/V Loft	2	Narthex	2	Total	125	Day: SUN 10/15/2023		Time: 11:00 AM		Section	Number of Attendees	Section A		Section B		Section C		Section D		Section E		Section F		Choir Area		A/V Loft		Narthex		Total		Day: SUN 10/15/2023		Time: 8:00 AM		Section	Number of Attendees	Section A		Section B		Section C		Section D		Section E		Section F		Choir Area		A/V Loft		Narthex		Total		Day: SUN 10/15/2023		Time: 5:00 PM		Section	Number of Attendees	Section A		Section B		Section C		Section D		Section E		Section F		Choir Area		A/V Loft		Narthex		Total	
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<p>Offertory and Collection</p>	<p>36. During the Universal Prayers (aka Prayers of the Faithful) all ushers proceed to the back of their assigned collection aisles with their baskets.</p> <p>37. When the congregations sits and the music has started or when invited by the priest, proceed to take up the collection.</p> <p>38. The Gifts of Bread and Wine will be sent up by the Facilitator ahead of the central aisle ushers. The bread and the wine symbolize all the offerings including the monetary collection. The monetary donations will not</p>																																																																																																								

	<p>be presented with the bread and the wine, as in the past.</p> <p>39. Sometimes the priest may want to mention something while you begin the collection and sometimes will ask the ushers to wait for a special announcement.</p> <p>40. Each usher carries two baskets and bows at the front of their collection aisle. Baskets are passed down each odd-numbered pew and returned via even-numbered pews. If a section is sparsely seated the usher should carry the basket to attendees. The aim is to take up the collection efficiently with dignity and thankfulness. Be sure to offer the basket to anyone who is standing or in the Narthex. Smile with gratitude.</p> <p>41. As soon as ushers finish their sections, bring the baskets to the table at the back of section C and combine the collection into the large basket.</p> <p>42. The lead usher and one unrelated usher (not a married couple or related in any other way) must always remain with the combined collection.</p> <p>43. Once all the offerings are combined, the lead and other usher take the collection basket up the Mary side aisle out the door of the church, and up the stairs to the sacristy.</p>
Depositing the Collection	<p>44. In the sacristy, transfer the collection into the security bag. (Do not count, arrange, or stack the money. It is to be stuffed in the bag, minimizing handling for confidentiality reasons).</p> <p>45. Remove the air, carefully remove the sealing strip, and completely seal it. If there is remaining air in the bag, simply puncture a small hole in it with a pen, so that the bag will be able to drop in the lower compartment of the safe easily.</p>

46. Record the bag number and print the usher names on the record sheet.

Sacred Heart Church
Bellevue, Washington

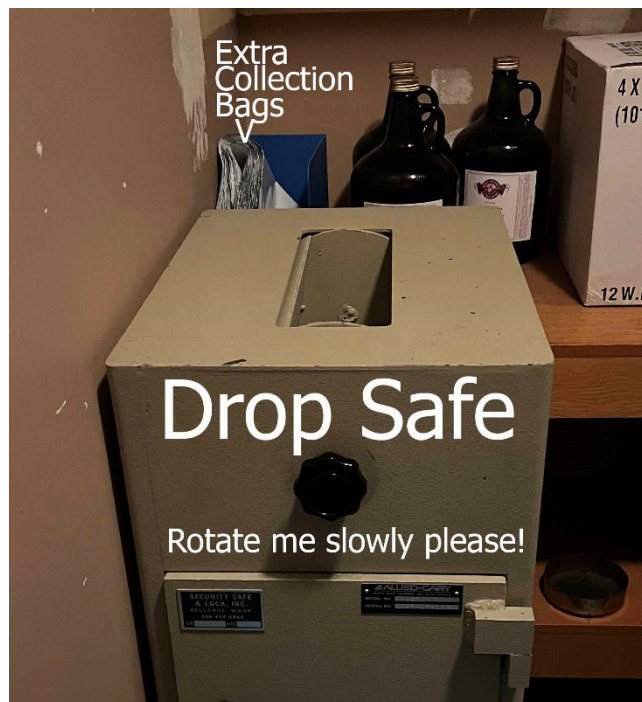
Weekly Collection
Sign-In Sheet

Date: _____

MASS	BAG #	Regular or Special Collection	USHER #1	USHER #2
Saturday, 5:00pm	_____	_____	_____	_____
Sunday, 9:00am	_____	_____	_____	_____
Sunday, 11:00am	_____	_____	_____	_____
Sunday, 5:00pm	_____	_____	_____	_____

Please Sign Legibly

47. Place the bag in the open drum slot atop the drop safe. The bag must be completely free to drop when the drum is rotated. Rotate the drum slowly. If the drum rotates too quickly, or if the bag gets “hung-up” while dropping, the bag may be trapped between the outside of the drum and the inner wall of the drum housing.



Eucharistic Prayer	48. These ushers return to the church discretely by means of the side door (bringing the empty basket). If the Eucharistic Prayer has begun, and the congregation is kneeling, remain at the back pew by the Mary Statue until the Eucharistic Prayer is finished.
	49. If Ushers have surrendered their seats to parishioners due to high attendance, please remember to drop to one or both knees during the consecration of the Bread and Wine and encourage others to do the same.
Communion	<p>50. When the priest is consuming the host, the Ushers proceed to the back of their assigned aisles.</p> <p>51. As the priest and Extraordinary Ministers of the Eucharist are moving to their stations, ushers move to the front of the aisle of their section and begin to invite people to communion, pew by pew. There is no need for adjacent sections to be ushered forward “in sync.” If a section is sparsely seated, usher guidance isn’t needed.</p> <p>52. Return to your pew after receiving communion for a few moments of reflection.</p>
After Mass	<p>53. As the announcements begin, gather in the Narthex. Distribute bulletins and assist parishioners as needed.</p> <p>54. When the Nave is largely empty, ushers should:</p> <ol style="list-style-type: none"> straighten pews (missals) put-up the kneelers place any items left behind in the “lost and found” drawer, i.e., the top drawer in the cabinet immediately inside the Liturgical Minister room close windows unless another Mass follows tidy up the Narthex check the restrooms turn off the lights in the Narthex

	<p>55. Debrief anything that needs to be addressed from the Mass with the lead usher.</p> <p>56. Be sure to affirm and thank each other.</p>
Accessibility	<p>57. Handicapped parking is available in the upper parking lot near the exterior door on the northwest corner of the church. Parishioners using wheelchairs and walkers will likely use this entrance. One usher should be at this entrance when people are entering or leaving.</p> <p>58. There are two wheelchairs in the church. One is in the Narthex near the choir loft stairs, and the other is in the hallway at the southwest emergency exit.</p> <div data-bbox="685 724 1125 1260" data-label="Image"> </div> <div data-bbox="643 1310 1269 1707" data-label="Image"> </div> <p>59. The exterior door on the northeast corner of the church has ADA-compliant automatic door openers.</p>

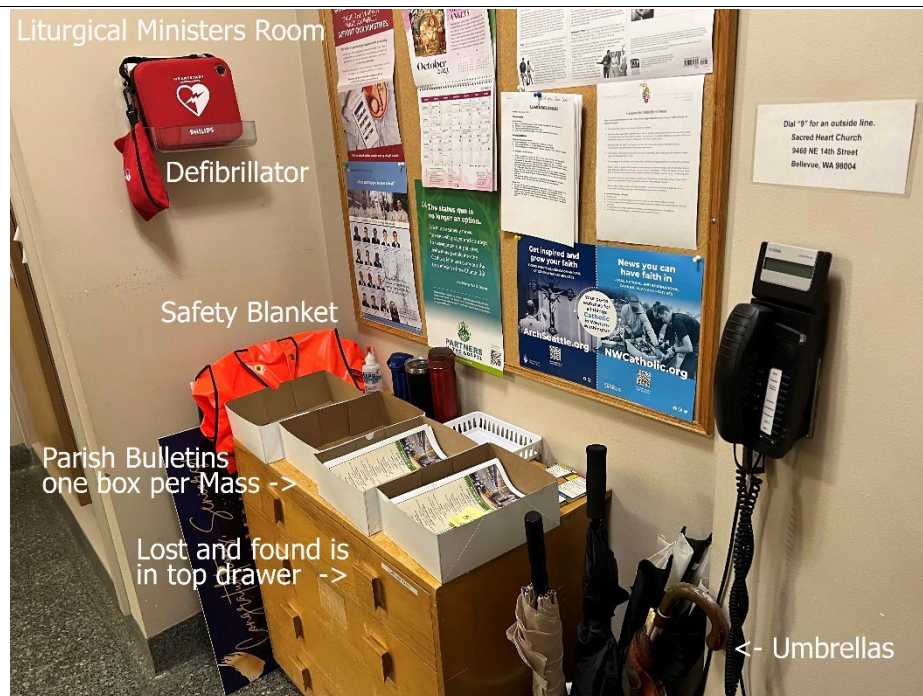
60. There are several hearing assistance devices on the table on the north side of the Narthex. These devices only work with sound system at Sacred Heart Church. Ushers should test these periodically to ensure the batteries are OK. Just turn on the device to a low volume and ensure the green light is illuminated. If not, try reseating the two AA batteries or find replacements in the Liturgical Ministers room.



Unusual
Scenario:
Fire

61. If the fire can be extinguished quickly, find a fire extinguisher, and put it out. See the floorplan for the locations of fire extinguishers.
62. If there is a larger fire, pull the fire alarm and immediately call 911 from a cell phone. Identify the address at Sacred Heart (9460 NE 14th Street). DO NOT HANG UP THE PHONE UNTIL TOLD TO DO SO BY THE DISPATCHER. The fire alarm is in the southwest emergency exit hallway outside the Sacristy door.

	
<p>Unusual Scenario: Health Emergencies</p>	<p>63. When necessary, all ushers assist in evacuating the church by helping people leave the building via the closest exit.</p> <p>64. In case of serious illness,</p> <ul style="list-style-type: none"> a. First usher remains with sick person. b. Second usher immediately calls 911 from a cell phone and communicates the situation. The address at Sacred Heart (9460 NE 14th Street) DO NOT HANG UP THE PHONE UNTIL TOLD TO DO SO BY THE DISPATCHER. c. Third usher goes to retrieve Defibrillator, Blanket, and Safety Kit located in the Liturgical Ministers Room.



- d. Fourth Usher goes to the priest and informs the priest of what is happening:
 - i. If a request for a doctor or nurse needs to be made.
 - ii. What can be shared with the assembly.
 - iii. The priest will then determine if the Mass should be paused to pray for the person, or to proceed, etc.
- e. An usher should wait in the parking lot to direct emergency help when it arrives. It is less disruptive if an ambulance parks in the circle (between the school and church) and EMTs enter/exit the church from the Narthex.

65. Vomit procedures

- a. One usher
 - i. Help person to the restroom in Minister's Room.
 - ii. Give them one of the folding chairs in the room.
 - iii. Offer them water.

- iv. Reassure the sick individual that this is not a problem.
- b. Second usher moves people as necessary from event location.
- c. Third usher retrieve vomit kit and neutralize with absorbent granules and section off the area.
- d. Sometimes cleaning will need to be done rather quickly as the smell can be bad. Not everyone will be able to handle this. Open nearby windows for fresh air.



66. There is a private restroom inside the Liturgical Ministers Room that is useful if someone is ill.



Unusual Scenario: Panhandlers	<p>67. Panhandling is not allowed on Catholic Church property. If necessary, after Mass, inform the priest and he will address the situation. While we have a responsibility to support those in need, we do so through St. Vincent de Paul and other organizations. Please simply ask panhandlers to contact 211 to be directed to the appropriate St. Vincent de Paul or other support system.</p>
Unusual Scenario: Parish Disturbance	<p>68. The Archdiocese of Seattle has published guidance for parish disturbances like targeted protests, picketing or attempts to disrupt liturgies. A copy of this guidance is hanging on the corkboard in the Liturgical Ministers Room and is included at the end of this document.</p> <p>69. Parish grounds, the church and school are private property. Protesters have the right to protest near a church, but they do not have the right to block access. They have the right to free speech, but not the right to distribute flyers or communicate with parishioners. Ushers should monitor people entering the church with any large, long, or bulky items. Politely ask people to return such items to their vehicle. Ushers can call local law enforcement if protesters show up unexpectedly, don't respect private property or make people feel threatened in any way. Remain calm. Ushers can escort them out of the church, but never with physical force. Request law enforcement if needed.</p>



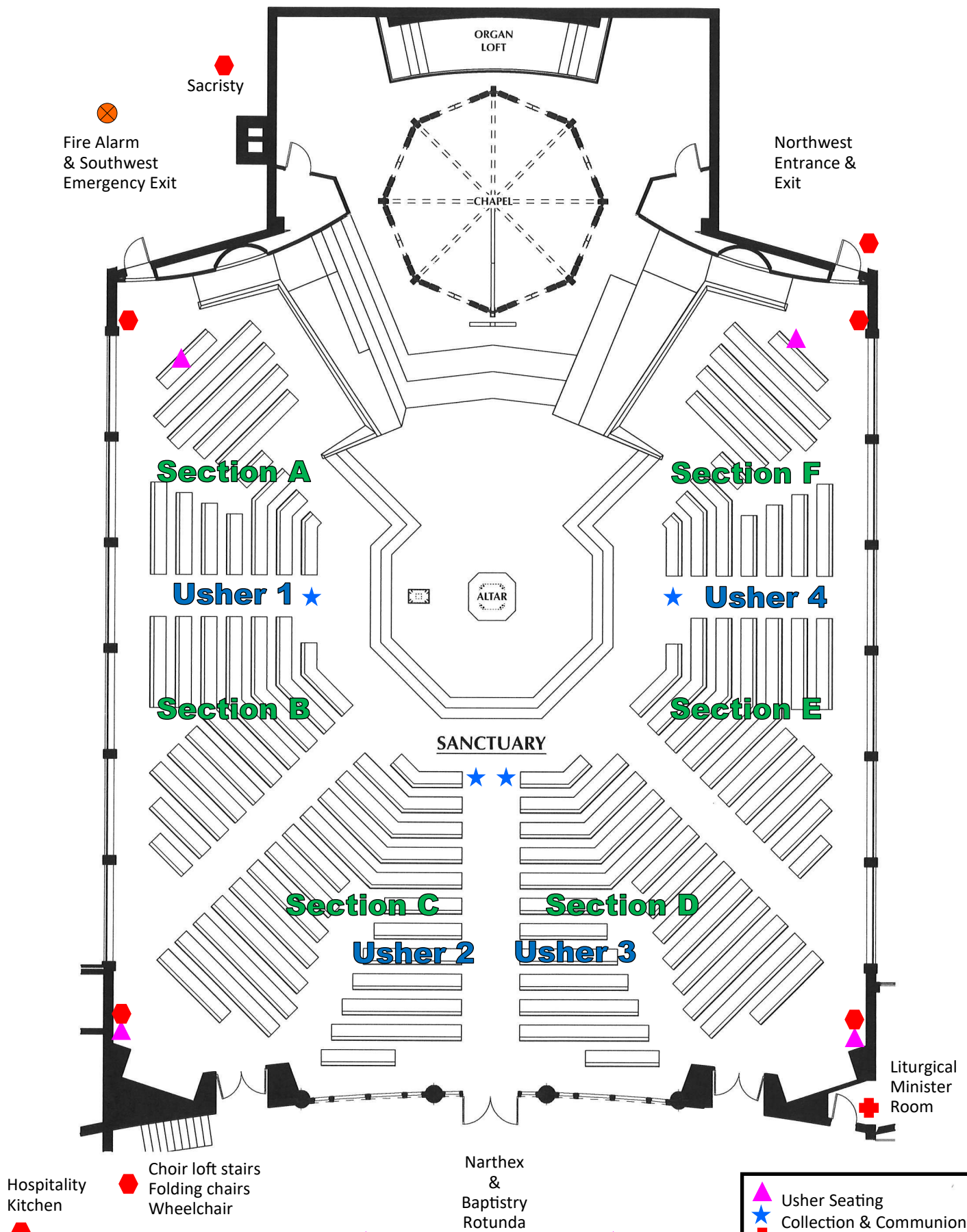
Guidance for Parish Disturbances

Here are recommendations in the event of any targeted protests, picketing or other attempts to disrupt liturgies:

- Parish grounds, church and schools are private property.
- Protesters have legal rights to protest near a church, but they cannot block access to the church or school. If protesters show up, invite them to conduct their protest on the public sidewalk or shoulder of the road without blocking any entrances to the parish driveways or parking lots.
- Protestors have the right to free speech, but they do not have the rights to distribute flyers or communicate with parishioners without prior permission.
- Call local law enforcement if protestors show up unexpectedly, don't respect private property or make people feel threatened in any way.
- Do not engage with protesters and instruct staff, volunteers and parishioners not to respond to protestors.
- Instruct ushers or parish staff to monitor people entering the church building. Look for any large, long or bulky items that might be protest signs or used to cause a disturbance. Politely ask people to return these items in their cars. Use commonsense to assess whether the items are necessary (e.g., a diaper bag, etc.).
- Place ushers in the back of the church to watch for any threatening or suspicious actions. These ushers should have cell phones in order to summon assistance if that becomes necessary.
- Once the Mass begins, consider limiting the number of exterior entrances into the building and/or Church and have people stationed at that entrance to monitor who is coming in.

If protestors disrupt a liturgy:

- Remain calm.
- Ask protester to leave the property and instruct ushers to escort them out of the building.
- NEVER use physical force. Request law enforcement assistance to remove protesters from the church if necessary.
- Do not continue the liturgy until the disturbance has ended and protesters have departed.
- Ask parishioners to wait quietly or ask them to offer a prayer for peace.



Floorplan 4 Ushers

