

TITLE: USHER'S RESPONSIBILITIES		PROCEDURE
DOCUMENT NUMBER:	FILE NAME: Usher procedure	
SECTION: SUBSECTION:	EFFECTIVE DATE: (27 Oct 2009)	
APPROVED BY: Siva Gnananathan & George Harron	REVISION DATE: (27 Oct 2009)	
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1.0 Purpose

This procedure is to give guidance for the responsibilities of the position of Usher.

2.0 Scope

2.01 Applies to all ushers of Harvest Bible Chapel Cambridge (HBBC) and their responsibilities during HBBC events.

3.0 Definitions:

4.0 Responsibilities:

4.01 Please be on time 9:45am!

4.02 The ushers will greet people as they enter the Worship Center. They should greet people with a smile, in a warm and friendly manner.

4.03 Wear your lanyard with your name tag at all times (they are kept on a door hook in the "Higher Ground" storage cupboard), please return them when you leave.

4.04 They un-lock the latch on both doors of the Worship Center by using the "Allen Key" located on a door hook in the "Higher Ground" Storage cupboard. One of the ushers keep that key and re-locks the latches once the service is over and places the key back on the door hook in the HG cupboard.

4.05 They place the "Friendship Register" on the left hand side of each row while making sure each register has a pen inside for writing. The Friendship Register is stored in the "Higher Ground" storage cupboard bottom shelf in a black recycle bag.

4.06 They bring out the 4 offering bags located in the "Higher Ground" storage cupboard middle shelf in a plastic bin, labeled "Offering". Two of the bags are to be kept with each usher to take up the offering.

4.07 Ushers make sure the Bulletins have the blank sermon notes insert inside them, if not please obtain the inserts from the "Higher Ground" storage cupboard & insert them inside each Bulletin.

4.08 They will hand out the Bulletin and other material as may be directed.

4.09 No food or drinks allowed in the Worship Center except water bottles.

4.010 Once the Worship Service has started they are not to let any late comers enter the Worship Center during any Scripture reading or Prayer time. In order to facilitate this, ushers are to close one door and remain in front of the other door. The late comers are to be let in only during singing.

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- 4.011 After taking the offering the ushers are to count how many people are in attendance in the congregation for that service, making sure this is done in a discreet way. Please include all people in attendance (new born to adults) including Worship team, people on sound, in Higher Ground ministry and Nursery. Report the count on the form provided with date & breakdown of the count requested. The blank forms are kept in an envelope marked "Attendance Form" in the offering bag plastic bin.
- 4.012 They will answer questions and give directions as required. They should be familiar with:
- a) Where the Children's ministry is and calls it by its name "Higher Ground".
 - b) The ages for the program Nursery – birth-2yrs; Climbers – ages 3-5; Explorers grades 1 – 4.
 - c) Where the coat racks are
 - d) Washrooms,
 - e) Familiar with the operation of Handicap lift
 - f) HBBC service schedule
 - g) Welcome Center
- 4.013 Two ushers are needed to collect the offering. When the offering is received they will hand out the offering bags and assist in collecting the offering. As the Elder announces that they are going to be praying for the offering the ushers are to take both offering bags and walk to the front of the Worship Center and stand there during prayer time and start passing out the offering bags once the prayer is finished.
- 4.014 When the offering has been completed the offering bags with the offerings will be put in the sound booth until the end of the service. (The Tellers will pick them up at the end of the service.)
- 4.015 Ten minutes after the service has finished help collect all the "Friendship Registers" making sure all the prayer requests/information is removed and given to Phil Holmes, registers are to be put back inside the black recycle bag & stored in the "HG" cupboard bottom shelf.

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Special Situations

- Parent's with small children
 - No strollers allowed in aisles
 - NO Wheelchairs are allowed in aisles, please remove couple of chairs from back row & replace with wheelchair.

- Disturbances
 - Immediately inform other Ushers
 - DO NOT touch anyone unless they become physical and create a threat

- Evacuation
 - Remain calm as you direct people to WALK to the nearest exit door
 - OPEN ALL DOORS and assist people to orderly leave the building
 - Assure parents that the children are being safely evacuated and to NOT head to the children's area. There are people dedicated to the evacuation of the children's area, and parents trying to see after their children will impede the evacuation of the building.
 - Inform parents that they will be notified of the HG evacuation gathering area once they themselves have evacuated and reported to an Usher, Elder or Deacon.
 - If a fire is detected please **call "911" using the pay phone located outside (right of entrance doors) the main entrance to church.**

- Medical emergencies
 - Immediately inform other Ushers
 - Offer whatever help is possible.
 - Call 911 using the payphone located outside (right of entrance doors) the main entrance to church.

5.0 Related Documents

6.0 References

Review Dates:
Revision Dates: