

# **INSTRUCTIONS FOR USHERS**

**Good Shepherd Lutheran Church  
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Shalimar, Florida 32579  
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**Revised April 1, 2010**

## COORDINATORS & SCHEDULERS:

8:00 AM - Bob Johnson (862-6946)

10:45 AM - Dave Scarborough (897-3251)

*THANK YOU for being an usher. You are truly dedicated to serving the Lord or you wouldn't be volunteering today.*

### I. GENERAL INFORMATION

- A. Schedules are normally developed and issued on a quarterly basis.
- B. Individual changes to schedules will be made by the affected usher, in advance if possible, to the Coordinator and the secretary at the church (651-1022) no later than **Wednesday at noon** to provide timely publication in the bulletin.
- C. Primary ushers (*normally 2*) will be designated by schedule and published in each Sunday's bulletin (*current and the following week*).
- D. Additional ushers (normally 2) will be recruited from the congregation before each service begins. Ushers's Rosters for both services are posted in the Bride's Room, and should be updated by coordinators as needed.
- E. Supplemental ushers will assist with the offering, communion (when necessary) and other duties requested by primary ushers.
- F. Special Services, such as Christmas and Easter, will require scheduling additional ushers for each of the services. Lent, Thanksgiving, Advent, and New Year's we will look to volunteers to meet the need.

## II. GENERAL INSTRUCTIONS

- A. Arrival Time: 30 minutes prior to service start time of 8:00 or 10:45 AM.
- B. As soon as you can, check with the primary pastor for possible changes in procedure and special instructions. This is especially important with the implementation of our ***“Prayer and Praise Services,” where departures from the norm most often occur.***
- C. Ensure proper bulletins are placed on the Pastor’s and Lectors’ benches (2 each) and Ushers’ chairs (1 each).
- D. Also check that offering plates (2 each side & 1 in choir loft) are available.
- E. Check A/C and Heat thermostats are properly set, adjust as necessary (*Instructions are posted at the thermostats*).
- F. Greet all arrivals in friendly fashion, provide with bulletin, (*there are some large print ones*) answer their questions, assist in their need for child care, hearing equipment (*located in Bride’s room*), etc. In general, make everyone feel welcome.
- G. Be prepared to direct people to the Cry Room (*through the Chapel or Omega Classroom*) and to the nursery in the Family Education Center.
- H. Know the location of emergency equipment: i.e. First Aid Kit (*upper rack of coat rack, across from Ushers’ closet*); wheelchair & walker (*across from Ushers’ closet*); Fire Extinguishers (*Sacristy & Narthex*); Fire Alarm Panel (*Sacristy*); and Fire Alarm Pull Stations (*Narthex & Sacristy.*)
- I. In a life-threatening emergency, call 911 & interrupt the service, ask for medical assistance (*List/pictures of member Doctors, P.A’s, and nurses is located in the Ushers’ closet.*)
- J. If there is a need to communicate with the Pastor during the service:

1. Walk up and speak directly with him during a hymn or other appropriate time - use the outside aisle near his bench;
  2. Hand him a note or leave one on his bench;
  3. **Note - Never worry about bothering the Pastor!**  
***“Better be safe than sorry”***
- K. ***It is very important to count the attendance!*** This count includes all people attending and participating in the service, including infants, and those individuals in the cry room and nursery. Please log this number in the black ledger book located in the Ushers’ closet. After a communion service, be sure to count the wine cups on the rail and enter this number in the black book also.
- L. Set up and clean up of communion ware is the responsibility of the Altar Guild. Lay Ministers will ensure the table is properly set before the service. But, as an usher, it doesn’t hurt to check it as well, and your action may negate an embarrassing situation.
- M. Check to ensure that one or more nursery attendants are on duty at the beginning of each service. If not, seek help from the Elder-In-Charge.
- N. **Be positive - and keep smiling, no matter what happens.**
- O. Pay special attention to visitors and in concert with the Greeters, introduce them to the Pastor, Lay-Minister-In Charge or regular members who can then help make them even more welcome. ***Remember this is why we are acting as Ushers and striving to aid in making the service meaningful to all those attending.***

### III. SPECIFIC DUTIES

#### A. Service at 8:00 AM

1. Check with the Pastor for additional instructions or changes in the service.
2. Check A/C & Heat Thermostat settings for current temperature and operation. Set as required.

3. Check amplifier/speaker system is turned ON, including the receivers for the portable mini-mikes. Main switch & light are located in the Control Console, left side. *(Normally, this is accomplished by the Lay-Minister-in-Charge.)* The console is located in the choir loft next to the piano.
4. Check that Sanctuary lighting is properly set. **Remember, turn on only one-half of the required lighting and then wait at least 5 minutes before turning on the remaining lights.**
5. Check that the offering plates and prayer cards are properly located. *(Two on each Ushers' chairs and one in the choir loft - right side on the railing.)*
6. Hand out bulletins, both adult (large print are available in limited number) and children's bulletins. Conserve bulletins if attendance dictates, because those for Second Service may not be the same. Also, secure headsets for hard-of-hearing if requested *(located in the Bride's Room).*

#### **B. During the Service**

1. If necessary, help latecomers find a seat and **show them in the bulletin at what point they are entering the service.**
2. Receive prayer cards at the appropriate time (normally during the Sermon Hymn, after the Children's Message). Deliver them to the Pastor at the chancel bench.
3. Take count of the total attendance, including infants, those in the Cry Room, Nursery, Choir Loft, and Chancel - everyone, including yourself! Be sure to enter the total in the log book (located in the Ushers' Closet next to the water fountains). We suggest taking the count just before the sermon when things have settled down.
4. Receive the offering as reflected in the Service bulletin (usually soon after the sermon) and deliver it with the other usher to the Acolyte via the center aisle. *(This procedure may change during Advent and Lent services.)*
5. Communion protocol, either service, requires 2 primary ushers to act as "gates" at the front of the Sanctuary aisles, thus ensuring orderly flow of communicants to the chancel rail. We suggest

releasing successive groupings as soon as previous group has half-way departed the rail. Be prepared to assist anyone showing signs of physical difficulty approaching or departing the communion rail. NOTE: 2 additional ushers are required to “pull” communicants.

6. A count of Communion cups, remaining in the communion rail provides the most accurate number of communicants. Do this right after the service when no one is at the rail in prayer. **Enter this number in the log book** (*located in the Usher Closet next to the water fountains*).

### C. After the Service

1. Pass out any literature as required (*normally found on or below the Ushers’ Table in the Narthex entryway of the church*).
2. Clean up the pews and general Sanctuary area by collecting used bulletins and trash, straightening out the materials in the book racks. Pick up misplaced or lost personal items and attempt to locate the owner, otherwise place the items in the Church Secretary’s office.

### D. Service at 10:45 AM

***(Instructions for 8:00 AM Service are valid for this service as well, with few additions, noted below:)***

1. Ushers should arrive no later than 10:30, which is the normal dismissal time of the Adult Bible Classes and Sunday School hour. Remember, some people especially visitors and those not attending the Education Hour do arrive at 10:30 AM.
2. During the Service actions are the same as the 8:00 AM Service.
3. After the Service actions are the same as the 8:00 AM service with the following additions:
  - a. Sound system must be turned off.
  - b. Sanctuary thermostats (2) must be reset to Cool 80; Heat 65; Fan-AUTO; and Mode-AUTO. All other thermostats in Bride’s Room, Chapel, Alpha & Omega Classrooms should be turned off unless otherwise directed and doors left open.

- c. Turn off all lights, including bathroom light/fans. But use caution - **don't trap someone in there without lights.**
- d. Collect pew register sheets and place in attendance book.
- e. Lock all 5 outside doors. If in doubt, check with Pastor or the Lay-Minister (Elder) on duty. **NOTE: This is a difficult task, because people tend to hang around talking and using the bathrooms one more time. You are not expected to stay until everyone has left the building. So just do the best you can and tell those remaining that they are responsible for the security of the building.**

#### IV. SPECIAL NOTES

- A. If possible, please check the premises at least once during the service. This includes the parking lot, Admin. Building, Education Bldg. and grounds. Why, you ask? Primarily to be looking for *"lost souls - visitors - loiterers - thieves - and even children of our members"* whose parents are unaware of the whereabouts of their offspring during the worship service. *(Greeters, Elders, Ushers, and others may work together to do this.)*
- B. The most misunderstood issue at this time is that of the security of the Administration/Brown Hall Complex and the Family Education Center. Your suggestions are solicited and will be brought to the attention of the Lay Ministers and staff with a request for resolution. You see, without a full-time custodian to *"lockup the shop behind everyone"* and with people coming and going long after services are over, we are bound to have doors and windows left open and lights left on. However, as Usher Coordinators, we feel that our Usher Teams cannot be expected to do everything for everyone else and therefore should not be responsible for the outlying buildings.

Thanks to each and every one of you USHERS for your service, cooperation, and dedication to seeing that each worship service is a meaningful experience. - *Bob Johnson*

