

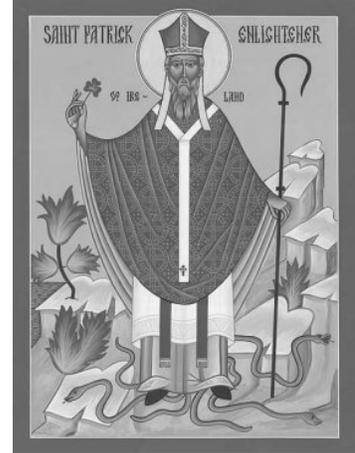
Saint Patrick Church

Victor New York

Guidelines for Ministers of Hospitality

Greeters/Ushers' Prayer

Lord Jesus, you welcomed all who came into your presence.
May I reflect that same spirit through this ministry of hospitality.
May your light shine in my heart this day.
Remove from me anything that would stand in the way of radiating your presence.
As people enter this Church to worship and praise you,
may they hear your voice in my words and see your love in my actions.
May my "welcome" reflect our joy at their presence
and my "farewell" encourage them to return soon. Amen.



Guidelines

- The purpose of the Ministry of Hospitality is to provide a warm spirit of Christian welcome and hospitality to all people who participate in the liturgical and sacramental celebrations at Saint Patrick Church. Dress presentably and appropriately as you set a first impression to all who come to worship.
- There will be 4 greeters/ushers at every weekend Mass. This number increases on special occasions, like Christmas and Easter. Greeters station themselves at the main doors of the church (2), ramp side door (1) and double doors in the hallway (1).

Individual Duties and Responsibilities

Head Usher/Greeter (Church Coverage)

- Ensures having at least four ushers/greeters to serve at each weekend Mass.
- Before Mass
 - Turns on the livestreaming program 15 minutes before Mass.
 - Greets parishioners at the main doors of the church.
- Liturgy of the Word
 - Counts attendance in church with usher/greeter three.
- Offertory
 - Serves in church with usher/greeter three.
 - Deposits the collection bag into the safe with usher/greeter three.
- After Mass
 - Distributes bulletins at the main doors of the church.
 - Turns off livestreaming program after Mass.

Usher/Greeter One (Parish Center Coverage)

- Before Mass
 - Greets parishioners at the hallway doors to the church.
 - Turns on flat screen TV, and ensures there is visual and audio reception.
 - Checks presence of parishioners in the Parish Center.
- Liturgy of the Word
 - Checks and counts attendance in Parish Center.
- Offertory
 - Serves in the Parish Center as needed.
 - Goes back to church to handle collection bag.
- After Mass
 - Distributes bulletins at the hallway doors to the church.

Usher/Greeter Two (Family Room Coverage)

- Before Mass
 - Greets parishioners at the ramp entrance of the church.
 - Opens the Family Room. Turns on flat screen TV, and ensures there is visual and audio reception.
 - Checks for presence of parishioners in the Family Room. And as needed, directs families to the Family Room.
- Liturgy of the Word
 - Checks and counts attendance in the Family Room.
- Offertory
 - Serves in the Family Room as needed.
 - Goes back to church to hand gift bearers the hosts and wine.
- After Mass
 - Distributes bulletins at the ramp entrance of the church.
 - After 4:30, 10:30 and 5 PM Mass, locks up the Family Room.

Usher/Greeter Three (Choir Loft Coverage)

- Before Mass
 - Greets parishioners at the main doors of the church.
 - As needed, directs parishioners to the Choir Loft, and turns on the light on the choir loft staircase.
- Liturgy of the Word
 - Counts attendance in church with usher/greeter three.
- Offertory
 - Serves in church with head usher/greeter.
 - Deposits the collection bag into the safe with head usher/greeter.
- After Mass
 - Distributes bulletins at the main doors of the church.
 - After 4:30, 10:30 AM and 5 PM Mass, locks up the main doors.

Before the Mass

- Arrive at least 15 minutes before Mass.
- Offer a prayer before you begin your ministry.
- Put on your nametag. Sign-in on the Liturgical Minister's Sign-In Sheet.
- Situate yourself at your designated station.
 - Offer warm greeting and welcome as people arrive. Be attentive with your body language: look people in the eye, smile, etc.
 - Address people by name.
 - Assist in opening the doors for people who use canes, walkers, and/or who carry medical devices, like an Oxygen tank.
- Usually the altar servers carry the Cross and Candles during the Procession and Recessional. If there are no altar servers, especially during the summer months, please assist in carrying the Cross during the Procession and Recessional. The Processional Cross is kept on its stand at the back of the church before and after Mass, and on its stand in the Sacristy during the Mass.
- The head usher checks if there are family members related with the Mass intention.
 - If present, invite them to bring the bread and wine during the Offertory.
 - Family members proceed to the back of the church immediately after the Prayer of the Faithful. Instruct them to follow the altar servers, if present, and to walk reverently. The priest or the deacon receives the gifts to be carried to the altar.
 - If there are no family members, invite other parishioners to bring the gifts. As last resort, the ushers bring the gifts during the Offertory.
 - Turns on the livestreaming by working on the computer in the Copy Room.

Participation at Mass

- During the Mass, ushers/greeters sit with the rest of the faithful, and should participate fully and actively in the Mass, by listening to the readings, and joining the faithful in prayer, responses and proper gestures.
- Be attentive to those who arrive when the Mass has already started. Find and offer them seats without causing distraction. For this reason, you may want to sit yourself on the chairs at the back of the church.
- Be prepared to direct or assist people to the bathroom and/or Family Room.
- Be attentive to emergency situations. See *In Case of Emergency Situation* below.

During the Liturgy of the Word

- Wait for people to get settled for the Liturgy of the Word.
- Whoever is assigned to count the attendance, please do so discreetly that you may not disrupt people's attentiveness during the Liturgy of the Word. Include in the count, the ministers in the sanctuary: priest, deacon, lectors and altar servers, the musicians and cantors. Kindly finish counting before the proclamation of the Gospel.

- Write down the count in the red binder in the closet at the back of the church.
- Sanitize your hands. Put the appropriate number of hosts in the two patens, with one large host in the presider's paten. *It is desirable that the faithful, just as the priest himself is bound to do, receive communion from the hosts consecrated at the same Mass* (General Instruction of the Roman Missal, 85). Depending on your Mass time, the number of hosts will range from 85-90% of the attendance.
 - Use the designated pyx for low gluten hosts. Close the cover of the pyx so as to avoid contamination with regular hosts and unnecessary touching of the hosts.

During the Preparation of the Gifts

- After the Prayer of the Faithful, using the central aisle, walk reverently towards the front of the church, with the collection baskets. Once you have reached the front pew, kindly make a profound bow before the Altar before collecting the Sunday offerings. Usher 1 does the collection in the Parish Center, and Usher 2, in the Family Room, as needed.
 - If there is only one collection, you may use the baskets with long handle.
 - If there are two collections, please pass two wicker baskets. Allow the first basket to get to the second pew before passing the second basket. Please assist parishioners as needed. Use separate bags for the first and second collections.
 - The collection of Sunday offerings should be done promptly and must not delay the liturgical action.
- Observe diocesan guidelines concerning the handling of the Sunday collection.
 - In order to avoid prolonged offertory, it is enough to fold the money bags before putting them in the basket for offering. As they are taken to the Supplies Room, two ushers must be present to seal the money bags.
- During the Offertory,
 - Let the altar server/s lead the procession.
 - The bread and the wine follow.
 - Then follow any additional gifts, e.g. collected school supplies, food for the cupboard, etc. (Order of the Mass, 33)
 - Lastly, the basket with the Sunday collection in money bags.
 - After being acknowledged by the priest, the money bag/s are given to, at least, two ushers for sealing and deposit in the safe.

After the Mass

- Be at your designated station. Hand out bulletins to parishioners.
- Let your words to the people as they leave encourage them to return to the next liturgical or sacramental celebration.
 - Encourage people to remain for the Final Blessing at the Dismissal.
 - Be attentive as your assistance may be needed to distribute materials to the faithful as they leave.

- Assist in the after care by rearranging misalettes and hymnals, putting up kneelers and picking up trash.

Handling Low-Gluten Hosts

- Please let the person himself or herself (or the parent) place the low-gluten host in the designated pyx. This is to avoid cross-contamination, as you yourselves also handle the regular hosts.
- After they put the low-gluten host in the pyx, have them close the lid of the pyx.
- Set aside the pyx/es from the paten with regular hosts, to avoid cross-contamination. Some parishioners who are intolerant to gluten are highly sensitive to it. So please keep the patens with the regular hosts and the pyx/es always separate.
- During Offertory, please instruct the gift bearers to keep the pyx/es and the patens separate.

Livestreaming the Weekend Masses

A. Turning On the Livestreaming. (At least 15 minutes before Mass begins.)

1. Log In, as needed.
 - Username: St. Patricks
 - Password: P@tricks
2. Click on 'XSplit Broadcaster' Icon.
3. Window appears, asking 'Do want to allow this app to make changes to your device?'
Click, 'Yes.'
4. Window appears, asking 'Update now?'
Click, 'No.'
5. Window appears, on the bottom right, see a countdown button. After the 10 second count down, it will change to 'Continue.'
Click, 'Continue.'
6. Window will show the Sanctuary.
 - a. Click on 'Outputs' on the header bar for drop down menu.
 - b. On drop down menu, click on 'YouTube Live...'
7. Window with YouTube icon shows up. Under Title, indicate the following –
 - a. Sunday of the Liturgical Year, e.g. 11th Sunday
 - b. Month and Date, e.g. July 4
 - c. Time of the Mass, e.g. 4:30 PM
8. Then, click, 'Start Broadcast.' Livestreaming starts. On the header, you will notice wordings in 'red.'

B. Turning Off the Livestreaming. (Immediately after the Mass ends.)

1. Click on 'Outputs' on the header bar for drop down menu.
2. Click on 'YouTube Live,' and this ends the livestreaming. On the header, the notice in 'red' disappears.

In Case of Emergency Situations

- In case a parishioner needs special attention, e.g. fainted or suffering from heart attack –
 - Alert the priest presider immediately that we may inform the first responder at Mass to assist in helping with the situation.¹ The list of first responders at each Mass is found in the Ushers' Closet, along with the lanyards that the first responders wear. Allow the first responder to attend to the parishioner.
 - The head usher calls 911, relay our situation, give them our church name and address (Saint Patrick's Church and 115 Maple Avenue, Victor NY 14564) and wait for them to arrive. Indicate the type of emergency. Upon arrival, guide them to the site of the situation.
 - Other ushers may assist in keeping order and freeing aisles for easy access to the place of the situation.
- First aid kits are found in the Usher's Closet (with cleaning stuff) at the back of the church and in the Sacristy (behind the French doors, by the sound mixer).
- Fire extinguisher is located in the Sacristy (behind the French doors, by the lighting switches).
- Important phone numbers:
 - Fire 394-2323
 - Ambulance 294-2400
 - Sheriff 394-4560

Updated June 19, 2018

¹ Let us consider having a designated person to wear a lanyard to identify him/her as operator of the AED.