

## Ushering Duties During COVID-19

### **Safety Precautions:**

- All ushers must wear a face mask and maintain a safe, six foot distance, while on duty.
- It is the ushers responsibility to help guests maintain a safe distance as well as ensure no one gets too close to the Pastor, organist, liturgist, or anyone else leading service.
- There will be no orange juice or coffee served to help avoid small gatherings.
- Face masks are encouraged throughout the entire service but will be mandatory while singing. The ushers should do their best to help people remember this, but do not need to police the congregation.
- There will be no offering plates passed around, instead there will be offering boxes placed in the Narthex.
- Bulletins, communion, and facemasks will be available upon entry of the church for parishioners to take themselves.
- Every other pew will be blocked off. Families or individuals will be seated at opposite ends of open pews. There will be a dowel rod placed in the center of the pew to help keep people separate.

### **Cleaning and Sanitation:**

- A 100% non-toxic solution is being used to clean the sanctuary between services.
- A four-process cleaning protocol has been implemented to avoid cross contamination eg. The bathroom rags don't get used in the kitchen or to wipe a surface outside of the bathroom.
- Frequently touched surfaces will be routinely disinfected between services.
- Hand sanitizer dispensers are placed throughout the church.
- The bathrooms are limited to two people at a time (this will not be enforced but recommended).
- The nursery has been cleaned out to only have toys that are easily cleaned eg. No soft surfaces.

### **Parishioner Entry Process:**

- Parishioners will be directed to the main entrance. All other doors will be locked.
- Guests will line up outside the main entrance, six feet apart. The sidewalk will be marked.
- As guests walk in, one at a time, they will sanitize their hands.
- A table will be inside the Narthex where guests will take a bulletin, drop their offering in a box, take a mask (if they forgot one), and communion (if it's being offered).

### **Head Usher:**

1. Assure you have all the ushers you need for the day.
  - Two ushers should be assigned to manage the line of guests waiting to come in, sanitizing guests hands as they enter. These ushers will be helping people maintain the six foot rule and should be ready to answer questions about the changes that have been made for safety as well as what to expect during the service.
  - Assign two ushers to help guests find their seats at either end of an open pew.
  - Assign one usher to stay in the Narthex to help latecomers after service has started.
2. The head usher will be assigned to the front door and will be encouraging people to take a bulletin, directing them where to leave an offering, and answering any questions.
3. Assign two ushers to count the number of attendees during the first hymn. This should include all the children. Record the information on the sheet you will find in the guest book podium and put the completed form into the basket with the name tags. There are lines for right side, left side, ministers & liturgists, choir, ushers, balcony and Narthex. The count should be as accurate as possible. Include all those involved in the service as well as attending. There is a calculator inside the guest book podium. Sanitize your hands after documenting.
4. Quiet must be maintained in the Narthex after the worship service has begun. Ushers are the ones who must enforce this. It is also the ushers responsibility to make sure people don't gather in groups at any point before, during, or after the service.
5. In any kind of emergency, work with the sexton and take charge. See the bullet point below concerning medical emergencies and assign the various duties to the usher team. Maintain a calm demeanor and get help.

### **Ushers:**

1. Dress code for the winter season (Sunday School Kick-off/Labor Day through Youth Sunday/Memorial Day): business casual, many wear a coat and/or tie. Summers are more casual.
2. The usher schedule is set for a month in advance. If you cannot work on your assigned day for any reason, notify the church office and/or the head usher for that week as soon as you know so coverage may be obtained.
3. In case of a medical emergency, the ushers and the sexton together are responsible for the following actions, to be assigned by the head usher, as needed:

- Call 911. The Chapel's address is 54 Bay Esplanade, Clearwater Beach. Cross street is Poinsettia. The office phone is 727-446-0430. Use a cell phone or the nearest church phone which is in the small chapel/family room (dial 9 to get an outside line).  
Assure someone is out front to await the emergency personnel and bring them to the injured/ill person.
- Get the first aid kit and/or AED (defibrillator) from the storage location in Chapel Hall.
- Provide crowd control for the safety of the injured/ill person as well as the rest of the congregation.

## **USHER INSTRUCTIONS**

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### **Sunday Mornings:**

1. Name tags are provided in a basket in the narthex for all worship leaders.
2. Two ushers will be outside with parishioners, answering questions and sanitizing hands.
3. Two ushers will help guests find their seats at either end of an open pew.
4. One usher will remain in the Narthex to help latecomers after the service has begun.
5. Latecomers should be held in the back until there is a break. During this time, sanitize their hands and suggest that they take a bulletin, drop offering in the box, or take a communion cup. Help them to their seat when the congregation is standing, during a hymn, when the children are leaving, etc. It is preferred they go up the side aisles, but please recognize that this is not always possible. Try to avoid anyone going in during the sermon, a prayer or choir piece. You have no control over those returning from the restrooms.
6. Distribute and collect Hearing Assistance Devices. A hearing system is available for Chapel services that is integrated into the audio system. All ushers should become familiar with the devices. They are the size of a cell phone and we have 2 options available:
  - Ear buds - The foam ear bud fits comfortably in one ear.
  - Wire loop - The wire loop provides a virtual connection to most newer hearing aids. The wire loop lanyard lays just around the neck. If the hearing aids connect automatically to phone calls when the phone receiver is placed against the ear, then this wire loop will do the same - no need to remove the hearing aid.
  - Leave used equipment in the Friendship Foyer to be sanitized after collecting them.

7. After the worship service is over, the offering boxes will be taken to the church office by the office manager and the sexton. The money and envelopes will be put into large envelopes and signed. The envelopes are then dropped into the safe in the copy room.
8. After service is over, two ushers should help people exit the church at a safe distance, assisting anyone who needs help.
9. It is all of the ushers duties to make sure parishioners don't gather in groups and help protect the staff from people getting too close.
10. Return your name tag to the basket after the service.
11. Sanitize your hands throughout the service as needed.

**Sanctuary door openings/closings:**

- Doors open ten minutes before service begins so ushers can sanitize and show people to their seats.
- Close after the minister goes up the aisle
- Open during choral benediction.
- Open both front doors by the time the minister gets to the back. She will not be standing by the door at any point before or after the service.