



QUUF Usher Handbook

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QUUF Usher Handbook

Thank you for volunteering to perform this very important task within our Fellowship. By serving as a QUUF usher, you are contributing to several important goals, as described in the Sunday Services Committee charter:

- Promote and maintain a *welcoming sanctuary space*
- Promote and maintain a *peaceful and respectful worship environment*
- Support the appearance of a *seamless service* with all elements contributing to a common theme

In general, there are *three major areas of responsibilities* within the role of QUUF Usher:

1. Help Sunday Service attendees enter the Sanctuary safely, efficiently, and respectfully before each service, then help them exit the same way
2. Take the collection during the service (& safely store it for our Finance team)
3. Help with safety and security procedures in the event of an emergency

In the following pages, we have provided you with information, instructions, and tips for successfully carrying out the role of QUUF Usher. As we grow as a community and into our spaces, this material will be updated. We also welcome your input and feedback. Please let us know if you have questions or suggestions.

Thank you for your service to our Fellowship!

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QUUF Usher Handbook

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Step-by-Step Instructions

Before the Service (First Service @ 9:15am)

1. Please **arrive 30 minutes before** your scheduled service begins
2. Go to the Usher Cupboard in the Sanctuary for your **supplies** (under 2nd set of windows):
 - o Put on your usher badge (**please also wear your QUUF name tag**)
 - o Place a basket of OOS on pedestal at each Sanctuary *side door*
 - o Keep one basket of OOS to hand out at main Sanctuary entrance
 - o Use Offering bowls to “save seats” for Ushers (left aisle seats, last row)
 - o Put “Reserved” signs on the 2 blue chairs in back row, far left-side aisle (seats are saved for people with special seating needs)
3. Check that **hymnals are available in each row***, especially in space near Sound Booth reserved for wheelchairs/scooters (***Marj will take care of all hymnals in 1st row**); there is also a large-print version (3 vol) in the hymnal cupboard; **please return it after use**
4. Look around the Sanctuary and check that things look in order (Chancel closet light is off and the door is closed, cupboard doors are closed, counters are cleared, etc.)
5. **Light one votive candle** in each of the four candle racks (matches are in Sunday Services cabinet); leave two tall, skinny starter candles **unlit** in sand at each rack
6. **Do your best with handling the doors; goal is to keep Sanctuary quiet until 9:10**
 - o Center and side Sanctuary doors remain *closed* until 9:10 (*Side doors may not easily stay closed; just do your best until Staff/B&G can fix this*)
 - o “Please Enter Quietly” signs should be displayed near each door (don’t block door access); people can enter as they please, but should do so quietly and the doors should remain closed until Greeter chime sounds
 - o **By 8:50**, one usher should be at the main Sanctuary entrance to **start handing out the OOS** to people as they enter; the other usher can be there, too, but **be on the lookout for people who might need help entering**
 - o At 9:10, as Greeters ring their chime, open all Sanctuary doors
 - o At 9:15, when Bruce begins the service by ringing the bowl (or the prelude):
 - close *center* doors (don’t latch them)
 - leave *side* doors open (be sure not to block them with chairs, signs, etc.)
 - one usher remains in the Foyer for 5-10 minutes to assist late arrivals
 - flip all signs to read “Late Arrivals Please Enter Through Side Doors”
 - it’s OK to let late people enter, but ask them to enter quietly at the sides, if possible

When we sing out the children, an usher should open the center doors for them to exit, then close all of the Sanctuary doors and be seated; if there are no children exiting, after the opening hymn an usher should close the side Sanctuary doors

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Step-by-Step Instructions

Before the Service (Second Service @ 11:15am)

1. Please **arrive 30 minutes before** your scheduled service begins
2. Put on your Usher badge (from previous usher or Sunday Services cupboard)
(Please also wear your QUUF name tag)
3. Check that Offering bowls are on the two left-side *center aisle* seats in last row
4. Check that the **two blue chairs in far back left corner** of Sanctuary are saved with “Reserved” signs (these are reserved for people w/ special seating needs)
5. Check that **hymnals are available in each row***, especially in space near Sound Booth reserved for wheelchairs/scooters (***Marj will take care of all hymnals in 1st row**); there is also a large-print version (3 vol) in the hymnal cupboard; **please return it after use**
6. Look around the Sanctuary and check that things look in order (Chancel closet light is off and the door is closed, cupboard doors are closed, counters are cleared, etc.)
7. Check that Orders of Service (OOS) are ready to go:
 - o Place a basket of OOS on pedestal at each Sanctuary *side door*
 - o Keep one basket of OOS to hand out at main Sanctuary entrance
 - o Make sure OOS have inserts inside
8. **Do your best with handling the doors; goal is to keep Sanctuary quiet until 11:10**
 - o Center and side Sanctuary doors remain *closed* until 11:10
(*Side doors may not easily stay closed; just do your best until Staff/B&G can fix this*)
 - o “Please Enter Quietly” signs should be displayed near each door (don’t block door access); people can enter as they please, but should do so quietly and the doors should remain closed until Greeter chime sounds
 - o **By 10:50**, one usher should be at the main Sanctuary entrance to **start handing out the OOS** to people as they enter; the other usher can be there, too, but be on the lookout for people who might need help entering
 - o At 11:10, as Greeters ring their chime, open all Sanctuary doors
 - o At 11:15, when Bruce begins the service by ringing the bowl (or the prelude):
 - close *center* doors (don’t latch them)
 - leave *side* doors open (be sure not to block them with chairs, signs, etc.)
 - one usher remains in the Foyer for 5-10 minutes to assist late arrivals
 - flip all signs to read “Late Arrivals Please Enter Through Side Doors”
 - it’s OK to let late people enter, but ask them to enter quietly at the sides, if possible
 - o When we sing out the children, an usher should open the center doors for them to exit, then close all of the Sanctuary doors and be seated; if there are no children exiting, after the opening hymn an usher should close the side Sanctuary doors

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Step-by-Step Instructions

Important Reminders:

1. Keep an eye out for **people who might need help** finding or getting to their seat, and offer to assist them:
 - o People with physical impairments, either in wheelchairs, scooters, walkers, or who just need some extra help
2. **Make sure all three aisles are clear** and open before the service begins, and that **they remain clear during the service:**
 - o **Wheelchairs, scooters, walkers, crutches, etc. cannot block any of the aisles**
 - o You can stow walkers, crutches, etc. in the Foyer, and **let the person know you will return them immediately after the service**
3. **No food or drinks** are allowed inside the Sanctuary; exceptions include *closed* water bottles, baby bottles, etc.; if someone doesn't want to give up their food or beverage, offer them a seat in the Foyer or Fellowship Hall until they are finished
4. **People who arrive late** (after the service begins) should be asked enter via the side doors
5. **Please follow the instructions for depositing the Offering into the office safe box**

Please remember to keep quiet in the Foyer during the service; even with the temporary Sanctuary doors closed, sound travels easily in the Foyer and into the Sanctuary

In Overflow Situations (when we're out of seats in the Sanctuary):

- Politely ask people to wait (standing, if possible) in the Foyer until after the children have left (you can count the number of children to make sure there will be enough seats later)
- Leave center doors open for viewing, but ask people to remain quiet in the Foyer
- **Do not block the side doorways** (with chairs, people, etc.)
- After the children have left, please help people in the Foyer get seated in the Sanctuary, then close the center and side doors (and then Ushers can be seated)
- If there are *no* open seats after the children have left, and we *still* have people waiting outside, **as a last resort** you can set up some chairs in the Foyer to accommodate them
 - o Leave center doors open for viewing, but ask people to remain quiet in the Foyer
 - o Please do not block access in/out the center or side doors
 - o Side doors should remain closed
 - o If you do set up chairs in the Foyer, **ushers should be prepared to remove them immediately after the service ends (get help w/ this)**, so people can safely exit the Sanctuary and use the Foyer space for gathering/socializing

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Step-by-Step Instructions

During the Service:

1. As soon as the Offering is announced, the **Ushers should be ready with the Offering bowls**, then come forward and begin at the front of the Sanctuary
 - o 2nd service: don't pass the bowl to the choir, unless you see non-choir members sitting there as well
2. **After the Offering has been collected**, the Ushers should take it into the Office:
 - o (Keep the office door closed, as noise travels right into the Sanctuary)
 - o **Don't sort or count the Offering**, just *put it into the Usher Envelope(s)*:
 - o Fill out one of the pre-printed Usher Envelopes (to the left of the copier), then sign, seal, and insert it *completely* into the safe box (in credenza under the mail boxes); if you need to use multiple envelopes, that's OK
3. **Be mindful of any noise** that may disrupt the service: *crying babies, people in the foyer, and kitchen activity are the main sources of excess noise*
 - o For infants and children that are excessively noisy, let the parents gently know that there is childcare available in the RE building
 - o Parents with small (crying) babies can take them into the office, close the door, and listen to the service on one of the headsets (basket is on center shelves)
 - o If necessary, gently ask people in the foyer to remain quiet
 - o Remind anyone in the kitchen to keep the sliding door closed and use the Kitchen/Fellowship Hall door for coffee set-up during the service
4. Ushers are the eyes and ears of the service, and since you are seated in the back of the Sanctuary, you may see things no one else notices:
 - o If you notice strange or disruptive behavior, *notify a staff member*
 - o **For real threat of danger (violence, weapons, etc.), dial 911 immediately (If using the office phone, you'll need to dial 9 first, then 911)**

QUUF Ushers: Please Use This Envelope for the Offering

Date: _____

Service (Check One): 9:15 ___ 11:15 ___ 10:00 (Summer) ___

Usher Signatures: _____

After signing and sealing this envelope, please insert it **completely** into the safe box (located in the credenza, beneath the mailbox area). *If you need to use more than one envelope to make it all fit, that's OK!*

5. **In the event of a fire, fire alarm, or other major emergency:**
 - o **the most important thing is to evacuate the building:** *(the alarm system will automatically trigger call to Fire Department)*
 - Remind people to exit the building, and then **gather on the sidewalk near San Juan Ave** (we need to keep the parking lots clear for emergency vehicles)
 - **Immediately return walkers or other equipment to people with mobility issues, then stay with them (or ask someone to do that) until all others have exited, so everyone can get out safely;** provide assistance as needed
 - Do not reenter the building until fire officials signal all is clear

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Step-by-Step Instructions

After the Service (First Service @ 9:15am)

1. Open all Sanctuary doors.
2. Remove OOS basket from hearing device basket, so devices can be returned
3. **Return any walkers or other equipment** stowed in the Foyer to their owners (you can try doing this during the final song, so you're not fighting the crowds exiting)
4. Provide any needed exit assistance for people with mobility issues
5. For people waiting for Dial-a-Ride or other transportation, offer them a chair in the Foyer, so they can see when their ride arrives
6. Use Offering bowls to "save seats" for second-service Ushers (left aisle seats, last row)
7. Return your Usher badge to the Sunday Services cupboard

After the Service (Second Service)

1. Open all Sanctuary doors
2. Remove OOS basket from hearing device basket, so devices can be returned (Sound person will pick them up and put them away)
3. **Return any walkers or other equipment** stowed in the Foyer to their owners
4. Provide any needed exit assistance for people with mobility issues
5. For people waiting for Dial-a-Ride or other transportation, offer them a chair in the Foyer, so they can see when their ride arrives
6. Return supplies to Sunday Services cupboard: Usher badges, baskets, Offering bowls, Reserved seat signs, etc.
7. Place a stack of OOS (with inserts) on the Welcome Table, then recycle the rest
8. Once everyone has left the Sanctuary, **respectfully blow out the votive candles** (Use candle snuffer, which you'll find near the chalice in the far-right cupboard on North wall)
9. Return all usher materials (badge, baskets, offering bowls, Reserved seating signs) to the Sunday Services cupboard
10. **Close and lock any open windows** in the Sanctuary
11. Ask one of the staff members who will be closing the building; ***let them know if anyone is waiting for transportation***
12. It is Staff's responsibility to close the building, but if *you* are helping out by doing this, see the section "Securing and Closing the Building" in this Handbook

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Additional Information

Frequently Asked Questions:

Q: I am uncomfortable telling a parent their child is too noisy (or uncomfortable telling anyone anything). What should I do?

A: For a noisy child situation, here are some things you can try:

1. Try discretely telling them: “We have people here with hearing challenges, so may I show you where you can still hear the service and your baby can make noise?”
2. Or, “Have you met Kathy? She runs our children’s program here. She can help find a way for both you and your child(ren) to participate.”

Q: Someone is doing something out of the ordinary or against the “rules”, like sitting the aisle, bringing food and drink (other than a closed container of water) into the Sanctuary, or they just have a special or unusual request; what do I do?

A: First, *remember to smile*, then politely remind the person we need to keep the aisles clear (for safety) and food and drink out of the Sanctuary (for cleanliness); offer to find them a seat they are comfortable with, or let them know they can take their food and beverage into the Foyer or Fellowship Hall.

It’s important to be welcoming and helpful to members and guests, and assuming the person isn’t doing something unsafe or disruptive, try to understand their request and offer alternatives; if necessary, ask them to step out into the Office for a conversation.

If you need help responding to a problematic or special situation, ask the person to wait while you find a staff person (or fellow Usher, Sunday Services Committee person) for assistance.

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Additional Information

Safety

The Fire Alarm

- **If the fire alarm sounds, or if you see fire/smoke in the building, evacuate the building immediately** (*the alarm system will automatically trigger call to Fire Department*)
- **Immediately return walkers or other equipment to people with mobility issues**, then stay with them (or ask someone to do that) **until all others have exited**, so everyone can get out safely; provide assistance as needed
- **Everyone should gather on the sidewalk along San Juan Avenue, between 22nd and 24th streets (keep the parking lots clear for emergency vehicles)**
- Do not reenter the building until fire officials signal all is clear
- The fire alarm can be triggered by either the smoke alarms (in the original buildings) or the fire sprinkler system (located throughout the entire facility); the sprinkler system is heat activated and sets off the alarm when the sensor detects water flow (the smoke alarm *cannot* trigger the sprinkler system, although it can set off the alarm)
- The alarm system uses a dedicated phone line to call DPI, our fire alarm system monitoring service; they call the PT fire department; PTFD responds directly to QUUF with firefighters and equipment
- FYI, DPI contacts our “call list” to notify us that the fire department is responding; Currently our call list is: Al Thompson, Bruce, Deb, Kathy S, Jim Golden, and Mack Boelling; the person contacted meets the fire department at QUUF and starts the internal Call Chain (B&G, Board Members, etc)
- Only the PTFD should turn off and reset the alarm

Fire Extinguishers (located at most of the doors exiting to the outside):

Foyer:

- Near the ADA accessible door
- At the main entrance (double doors), and
- At the end of the restroom hallway.

Sanctuary: near the NW door into the courtyard (next to the chancel closet)

New Kitchen: near back door

Fellowship Hall: on the wall next to entrance door that opens to the breezeway

The Den (The “Old Kitchen”): on the wall next to the outside door

Loft: on wall at top of stairs

Religious Education Building: on wall to your left as you enter the building from the breezeway

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Additional Information

Securing and Closing the Building

- **Doors and windows:** we have many! *If you are the last to leave*, please check that **all** doors and windows are locked in all buildings:
 - **Foyer** (main double doors, ADA accessible door, and door at end of restroom hallway)
 - **Kitchen (be sure to check/lock the back door!)**
 - **Fellowship Hall** and the **RE building** all have doors and windows that need to be secured when the building is empty; if you are the last to leave, please do not assume that doors were locked by someone else -- be sure to check them, even if you were not in that part of the building
- **Keys:** all outside entry doors are keyed the same as our original buildings; a key to the building is in the lockbox outside of the RE building; **to gain access to the office**, an office key is kept in the lockbox inside the south coat closet in the foyer; *please contact the office if you need the key codes to these lockboxes*
- **You can also lock up the main building *without* a key:**
 - Check and lock all of the doors from the inside, *leaving one of the foyer double doors unlocked until you are ready to exit*
 - “Lock yourself out” by pushing the button on the remaining double door knob, then exit (and make sure the door is fully closed and locked)
- **Lights:**
 - When closing the building, please make sure that all interior lights in the building are off, as well as bathroom fans
 - **In the evening, the breezeway and sconces on the outside courtyard walls of both buildings should be left on**
 - The light outside the ADA door in the foyer should be left on as well
 - Parking lot lights on the south side of the sanctuary are on a timer
 - There are also pathway lights that come on automatically around the front of the building

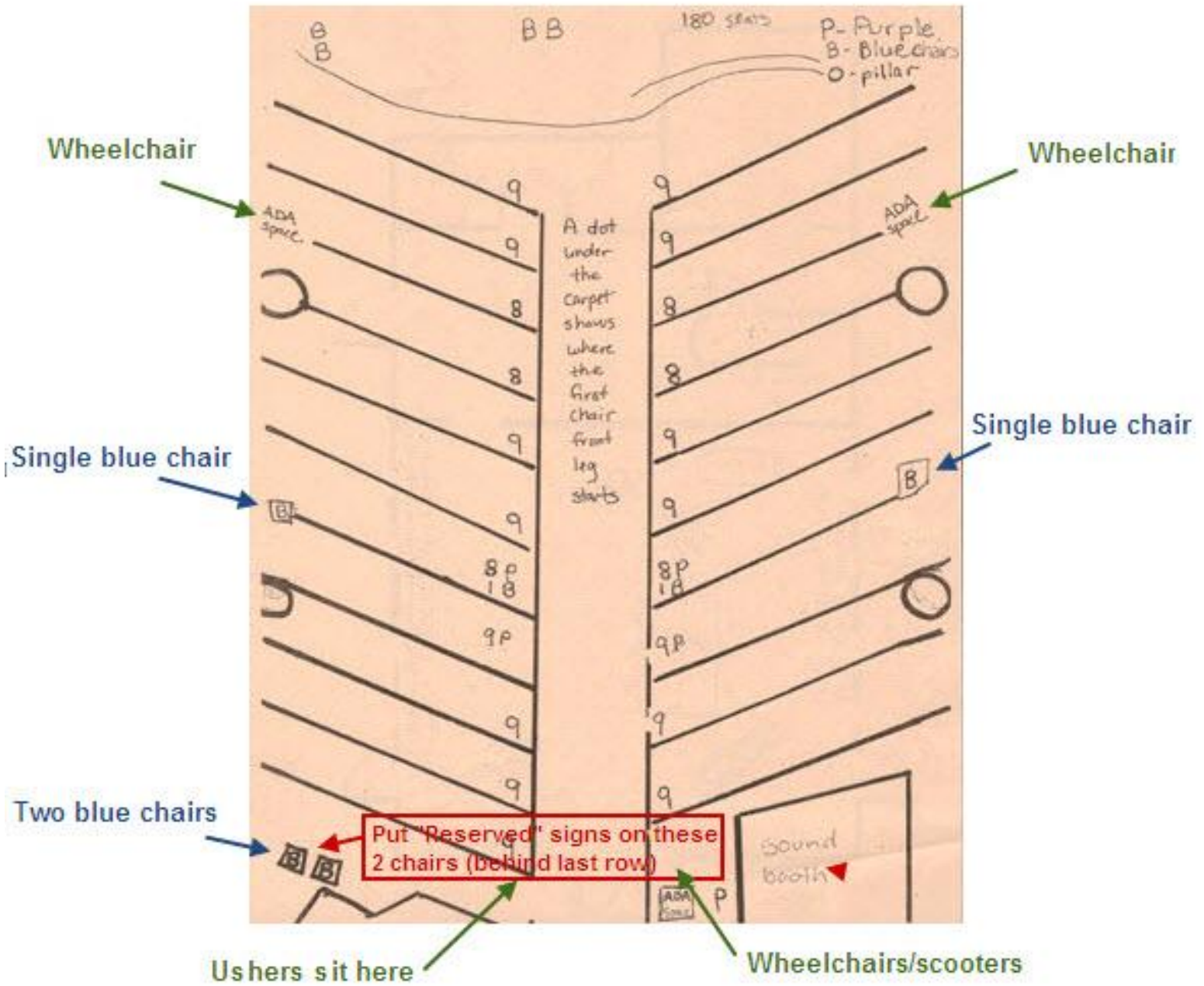
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Additional Information

Heating System

- Our heating system is automatically programmed on three timers for three zones -- two for the Sanctuary and one for the Foyer/Office
- If the room is too cool or too warm, the thermostat can be adjusted up or down 3 degrees using the wall units in the Sanctuary (2) or the wall unit in the Foyer
- **Please do not adjust the thermostats in the utility room at any time without permission from Al Thompson**
- Please email the office with your heat concerns/issues and we will do our best to make adjustments, if possible

QUUF Usher Handbook Sanctuary Seating Chart



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Quick Reference Checklist – First Service @ 9:15

Before the Service

- Please arrive **30 minutes before** service
- Get supplies** from Usher cupboard in Sanctuary:
 - o Put on your **Usher badge (and your QUUF name badge)**
 - o **Basket of OOS** on pedestal at each Sanctuary side door
 - o **One basket of OOS to hand out** at Sanctuary entrance
 - o **Offering bowls** (save your seats: back row, left-side aisle seats)
 - o **“Reserved” signs for 2 blue chairs in back row, far left-side aisle**
- Check that **hymnals are available in each row**, including wheelchair spaces near Sound Booth
- Light one votive candle** in each candle rack; leave unlit lighter candles in each rack
- Doors should be closed until (9:10)**; people can enter at will (quietly)
- “Please Enter Quietly” signs should be out near Sanctuary entrances
- By 8:50, start handing out OOS** to people as they enter; help those who need help being seated
- At 9:10, open both main Sanctuary doors**, so people can enter after Greeter chime
- At 9:15**, as soon as Bruce begins service:
 - o Close center doors (don’t latch)
 - o Leave side doors open
 - o One usher stays in Foyer to assist late comers; ask them to enter via side doors
 - o Flip signs to read “Late Arrivals Enter Through Side Doors:
 - o When children exit, ushers should open center doors for them, then close all Sanctuary doors and be seated

During the Service

- Collect the **Offering** (when prompted by Bruce/Speaker)
- Take the Offering to the Office**, place in pre-printed Usher envelope(s) (w/ date, service, signature), then put in safe box

After the Service

- Open all Sanctuary doors
- Remove OOS basket from hearing device basket (so devices can be returned)
- Return any walkers or other equipment** to their owners ASAP
- Provide any needed exit assistance** for people with mobility issues
- For people waiting for Dial-a-Ride or other transportation, offer them a chair in the Foyer, so they can see when their ride arrives
- Place Offering bowls** on the two left-side *center aisle* seats in last row for 2nd-service ushers
- Return your Usher badge** to the Sunday Services cupboard

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Quick Reference Checklist – Second Service @ 11:15

Before the Service

- Please **arrive 30 minutes before** service
- Put on **Usher badge (and your QUUF name badge)**
- Check that Offering bowls** are on saved Usher seats (back row)
- Check that the **two blue chairs in far back left corner** of Sanctuary are “Reserved”
- Check that **hymnals are available in each row**, including wheelchair spaces
- Check that **Orders of Service (OOS)** are ready to go:
 - o One basket of OOS on pedestal at each Sanctuary *side door*
 - o One basket of OOS to hand out at Sanctuary entrance
 - o Make sure OOS have inserts inside
- Doors should be closed until (11:10)**; people can enter at will (quietly)
- “Please Enter Quietly” signs should be out near Sanctuary entrances
- By 10:50, start handing out OOS** to people as they enter; help those who need help being seated
- At 11:10, open both main Sanctuary doors**, so people can enter after Greeter chime
- At 11:15**, as soon as Bruce begins service:
 - o Close center doors (don’t latch)
 - o Leave side doors open
 - o One usher stays in Foyer to assist late comers; ask them to enter via side doors
 - o Flip signs to read “Late Arrivals Enter Through Side Doors:
 - o When children exit, ushers should open center doors for them, then close all Sanctuary doors and be seated

During the Service

- Collect the **Offering** (when prompted by Bruce/Speaker)
- Take the Offering to the Office**, place in pre-printed Usher envelope(s) (w/ date, service, signature), then put in safe box

After the Service

- Open all Sanctuary doors
- Remove OOS basket from hearing device basket (so devices can be returned)
- Return any walkers or other equipment** to their owners ASAP
- Provide any needed exit assistance** for people with mobility issues
- For people waiting for Dial-a-Ride or other transportation, offer them a chair in the Foyer, so they can see when their ride arrives
- Return supplies to Sunday Services cupboard:** Usher badges, baskets, offering bowls, Reserved seat signs, etc.
- Leave extra OOS (with inserts) on Welcome Table
- Once (most) everyone has left the Sanctuary, **respectfully blow out the votive candles (Use candle snuffer)**
- Close and lock any open windows** in the Sanctuary
- Ask one of the staff members who will be closing the building; let them know if anyone is waiting for transportation**