



Usher's Manual  
Hales Corners  
Lutheran Church

11.5.14

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**Atrium Lights:** The light switches are by the East Doors and all the switches are labeled. If lights are not turned on when you arrive please turn them on.

**Building Services: 414-840-6776** Call this number when: there is a spill (vacuum, sweep, mop), trash needs to be emptied, hand soap, paper towel, or toilet paper needs refilling in the bathroom, ice on the side walk or in the parking lot, and anything that needs to be picked up or cleaned up in the parking lot.

**Care Ministry Counter** is where the drop boxes are located for Boxtops for Education, Campbell Soup labels, other school incentive programs, and forms for upcoming events and new volunteers. This is also the location for coffee and cookies on Sunday mornings.

#### **Children's Ministry:**

- **Children's Church:** This ministry is available during the school year and summer months. September – June Children's Church is offered at the following Worship services: Saturdays 5:30 pm and Sundays 11:00 am. June – August Children's Church is offered at the following services: Saturdays 5:30 pm, Sundays 9:15 & 11:00 am. Children who are age 3 – 2<sup>nd</sup> grade can sign up at the Children's Ministry counter.
- **D.O.C.K. (Discovery of Christ's Kingdom - Sunday School):** This ministry begins in September and runs through May on Sundays from 9:05 – 10:20 am. Children who are age 3 by September 1<sup>st</sup> of the current year through 5<sup>th</sup> grade can sign up. Sign-up is done at the Children's Ministry Counter.
- **D.O.C.K. Special Needs Class:** This ministry is for children and young adults with special needs and is held on Sundays from 10:45 am – 12:05 pm.
- **Infant Nursery:** The nursery is located in the back corner of the Sanctuary on the West side. This area is for parents to take their infants, there are no volunteers in this nursery. Rocking chairs, a changing table, and a few toys are provided.
- **Little Lambs Toddler Nursery:** Available during the following services - Saturdays 5:30 pm, Sunday 9:15 & 11:00 am, and holiday services. This ministry is available to children who are sturdy walkers to age 3 1/2.
- **Questions:** The Children's ministry counter can answer questions about the following ministries:
  - Building Blocks of Faith – Preschool Bible Event
  - Building Strong Foundations – 2<sup>nd</sup> grade Bible Event
  - Children's Church
  - D.O.C.K. Discovery of Christ's Kingdom - Sunday School
  - Timber Trails
  - Vacation Bible School (VBS)

**Church Office** is located down the East hallway on the left hand side. The church office is the location for the mailboxes for the following ministries: Pastors, Church Staff, Middle School Staff, and the General mailboxes for the Primary and Elementary Schools.

**Coat Room** is located just past the church office and across from Room 166 (Little Lambs Nursery).

**Coffee and Cookies** are available in the Atrium at the Care Ministry Counter from 8:45 - 11:00 am on Sundays.

## Common Grounds

- **Coffee Shop** is open every day of the week and staffed before and after the Worship Services. Coffee and a variety of snacks are available for purchase. When the Coffee Shop is not staffed there is a black box to deposit money for purchases.
- **Library** checkout procedures are on the book shelf next to the computer.

## Community Center Hours of Operation

- September – June (During the School Year)
  - **Monday – Friday**  
Fitness Club & Gym: 6:30 am - 12 pm  
Fitness Club: 3:30 - 10 pm  
Gym: 6:30 - 10 pm
  - **Saturday**  
Fitness Club: 6:30 am – 10 pm  
Gym: 6:30 am – 10 pm
  - **Sunday**  
Fitness Club: 12:30 pm – 10 pm  
Gym: 12:30 pm – 10 pm
- If you are interested in renting the gym, please contact Kelly Johanning at [kjohanning@hcl.org](mailto:kjohanning@hcl.org)

**Concierge Ministry:** The Concierge Ministry Servant will assist Hales Corners Lutheran Church Pastors and Worship staff in monitoring the activities in the Atrium before, during, and after the Worship services.

**Deaf Ministry:** This ministry is available at the 9:15 am service or other worship times and HCL events upon request. Contact Ruth Stuhr at 262-470-0576 or [ruth.stuhr@cuw.edu](mailto:ruth.stuhr@cuw.edu).

- **Assistive Hearing Devices** are located in the Usher's room, ask any usher for help.

**Elevator:** Located on the East side of the Atrium, next to the stair well.

**Faith Ink – Confirmation Ministry:** This ministry begins in September and runs through May on Sundays from 9:15 -10:30 am or 6:45 -8:15 pm at the Grange Campus, which is located on the corner of Grange and 112<sup>th</sup>. Children who are in 6<sup>th</sup> -8<sup>th</sup> grade can sign up for this ministry by contacting the Faith Ink Ministry Assistant Sonia Beaumont, [sbeaumont@hcl.org](mailto:sbeaumont@hcl.org), 414-529-6700

**Fire Alarm:** There are fire alarms across from the East and West stairwells, where the chairs and wheel chairs are located.

**Fire Extinguishers** are located in recessed compartments in the pillars by the guest and prayer books. The openings face the sanctuary.

**Ministry Counter** is for information about Ministries featured in Ministry Moments, Foreign and Local Mission efforts to share updates and other Ministry information as approved by staff.

**Hales Corners Lutheran Foundation** was established to promote and expand the mission and ministry of Hales Corners Lutheran Church. It allows individuals to be creative with gifts that will last more than a lifetime and encourage long-term growth of Christ's kingdom through HCL with funds independent from the church and school operating budget. The foundation supports ministries, mission outreach, life enrichment programs and education. Pamphlets are available under the Foundation tree by the West entrance.

**Hales Corners Lutheran Schools:**

- **Primary School (ages 1 - 4)**  
12555 West Janesville Rd.  
Muskego WI 53150-3003  
(414) 529-8870 Fax: (414) 529-8874
- **Elementary School (Age 3 – 5th Grade) – Grange Campus**  
5425 S. 111th St.  
Hales Corners, WI 53130  
(414) 529-6701 Fax: (414) 529-6712
- **Middle School (6th – 8th Grade)**  
12300 West Janesville Rd.  
Hales Corners, WI 53130  
(414) 529-6702 Fax: (414) 529-6710

**Hales Corners Non-emergency numbers:**

- **Fire Department:** 414-529-6168
- **Police Department:** 414-529-6140

**Infuse – High School Ministry:** This ministry is for teenagers in 9<sup>th</sup> – 12<sup>th</sup> grade

**Lost & Found** is located in a box behind the information counter. Anything of high value is given to the church office and any one missing it should call the church office during regular business hours 8 am – 4:30 pm at 414-529-6700.

**New Member Sunday** is the fourth Sunday of the month only during the odd months (January, March, May, July, September, & November). It begins at 9:00 a.m. and includes New Member Welcome at the 11:00 a.m. service. The front of section 6 (and the back of section 6 as needed) will be reserved by ushers for New Members and their families. Ways to receive information about becoming a member:

- Registration for Membership Forms located at the Information Counter or with the Guest book.
- Leave an inquiry form at the Information Counter
- Fill out a Guest envelope.
- Call the church office during the week (8:30 am – 4:30 pm).  
Online at [www.hcl.org](http://www.hcl.org) – email Jessica Ramdohr [jramdohr@hcl.org](mailto:jramdohr@hcl.org)

**Restrooms & Water Fountains:**

- **Restrooms** are located:
  - On the East side of the building just past the church office and across from the coat room
  - On the West side of the building as you enter the atrium
- **Water Fountains** are located:
  - On the East side of the building just past the church office and across from the coat room
  - On the East side of the building by elevator and East stairwell
  - On the West side of the building as you enter the atrium

**Sign-up Sheets** for ministries, events, etc... are located in a binder on the Information Counter.

**Steeple View** is an independent senior living retirement community in Muskego, Wisconsin. Life at Steeple View offers the independence and privacy of apartment living for active seniors in a supportive Christian atmosphere. Contact Steeple View for more information.

12455 W. Janesville Rd  
Muskego, WI 53150  
414-525-5500  
www.steepleview.org

**Sunday Morning Bible Study:** Bible Study is offered during the 9:15 am service (except on holidays) in room 144 (unless other arrangements have been made and publicized). The topics vary.

**Usher's Room** is located in the Sanctuary on the East side of the building. Following items can be found in this room.

- Ministry and Board of Directors mailboxes
- Usher and Greeter check-in/name tags
- Lay Worship name tags
- First Aid Kit
- Assistive Hearing Devices
- AED (Automated External Defibrillator) and Emergency pagers

**Wheelchairs** are available at the top of both the East and West stairwells.

**Worship Ministries** are opportunities for people to serve in many areas of worship. A flier that lists all these opportunities can be found at the Information Counter.

**Worship Times:**

Janesville Campus: Saturdays 5:30 pm, Sundays 7:45, 9:15 and 11:00 am

Grange Campus: Sundays 5:00 pm & Wednesdays 6:30 pm – communion at all services

**Communion:**

1<sup>st</sup> and 3<sup>rd</sup> Saturdays 5:30 pm & Sundays 11:00 am

(If the 1<sup>st</sup> of the month is Sunday, the 1<sup>st</sup> Saturday of the month will be the last day of the previous month.)

2<sup>nd</sup> and 4<sup>th</sup> Sundays 7:45 am & 9:15 am

Every Sunday 5:30 pm Wednesday 6:30 pm

Grange Campus – all services

## **Guidelines**

**Arrival:** Please arrive a minimum of 20 minutes before the service is scheduled to begin.

**Attendance:** *You are responsible to attend the service you are scheduled for. If a conflict occurs, please find an alternate. A phone and email list is provided for possible subs, this list specifies your service preference.*

**Check-In:** Please check in on the Usher's board that you are here as well as with the Crew Chief. Crew Chiefs, please also check in with the Concierge and Lay Worship Leader and take a pager. Pagers are located on the far wall of the ushers room, near the safe. Please be sure pagers are returned promptly after Worship so they can charge between uses.

Also, check out the *new* "This week in Worship" page that has been put up on the bulletin board to the left as you enter the Ushers room.

**Dress Code:** Business casual for all services. (Coat and tie are no longer required.)

**Name Tags:** Name tags are provided and kept on the East wall in the Ushers room. Please be sure to wear your name tag when you are serving. If a name tag is needed or needs to be replaced, please contact your Crew Chief or Nate Catura at [nate.catura@gmail.com](mailto:nate.catura@gmail.com)

**Schedule:** Many ushers serve every Sunday. Please let your Crew Chief know your availability (every other week, once a month, etc). Also, let them know if you will be absent any of your regular serving days.

## **During Worship**

**Attendance:** After the first set of songs is a good time to count attendance (not during the Offering). During busy services, please use the laminated section maps (located in the usher's room) to estimate how many people are in each section. For example, section 3 can hold 80 people, if it is half full, you write down 40. Add all section totals together and record that number in the Worship attendance book. \*The Worship attendance book is located on the counter facing the sanctuary to the far left. If it is a smaller service, you can take an actual head count.

**Baptisms:** Baptism families will be seated in the front of section 6. The name place cards are pinned to the Usher board (2 place cards per pew) and a list of names/service will accompany it. Please place the name place cards in the pews as soon as possible in order to reserve these seats. If there is overflow, please also use the front of section 7.

- 7:45 Crew, please place the name place cards for the 9:15 service and
- 9:15 Crew, please place the name place cards for the 11:00 service.

**Communion:** The Usher team needs to identify parishioners that need to be served at their seats. If it is possible to advise the Lay Worship Leader ahead of time, it is preferred. We also ask that an Usher(s) either make a sight connection with or meet the first and second lay worship teams/lines that are finished serving half way up the center aisle (to the divide) to let them know where they are needed to serve parishioners in their seats.

If there are not enough Lay Worship Assistants, you may be asked to help with Communion. Most commonly Ushers serve as Communion Runners, however in rare cases, also may be asked to serve.

1. Using a collection bin from section 1 or 2, be the first LWA in line to be served. Once you have been served, immediately follow the Pastor or LWA leader serving the wine, to collect cups. Once you are to the end of the line, replace the collection bin and take your position on the Altar.
2. Collect empty wine trays from the servers and provide full trays to the wine servers as their trays empty. Watch the wine tray in sections 1 or 2 as they will typically run low first if they take the tray that served the LWAs.
3. Ensure there is always blush wine available as an alternative in each of the server's trays.
4. Give an alert to the Altar Guild on duty if it appears that more wine will be required.
5. If new wine is brought out, take it to and hold it before a Pastor so that it may be consecrated.
6. It is also possible that the servers of the Host may run out. In this case there should be additional Hosts on the Altar that have already been blessed.
7. As trays are brought back to the altar, the extra runner will consolidate trays as needed so that we use as much of the blessed wine as possible.
8. After 7:45 am services, please take partially empty trays back to Altar Guild. This will help them prepare for the 9:15 service.
9. After the service, take the baskets of empty wine glasses back to the Altar Guild.



**Emergencies:** Before Worship begins, a member of the Medical Emergency Responder Ministry will also pick up a pager and check in with both the Crew Chief and Concierge.

In case of a medical emergency:

1. The Crew Chief should locate the Concierge and advise them to activate the pager alert system. The pager alert system button is mounted on the wall behind the information counter.
  - a. If a Concierge is unavailable the Crew Chief should activate the pager alert system.
2. The Crew Chief, Concierge and Medical Responder if possible should all meet in the Atrium or where the emergency is happening.
3. Once the Crew Chief, Concierge and Medical Responder have met, the Concierge should cancel the pager alert system.
4. The Crew Chief, Medical Responder and Usher that is closest to the emergency and physically able, (Emergency Usher) will evaluate the emergency. (In the Sanctuary, Atrium or Parking lot.)
  - a. An Usher should be asked to gather the AED and First Aid kit located on the East wall of the Ushers room and join the team.
5. The team will address the emergency as directed by the Medical Responder.
  - a. If the person can be safely removed the Crew Chief or Emergency Usher should bring a wheelchair and everyone involved should move to the Atrium, between Entrance #1 and Entrance #2.
    - i. If necessary, additional ushers should be asked to enforce a safe, appropriate and whenever possible private perimeter.
  - b. If the Emergency Responder determines that 911 needs to be called, an usher will be assigned to do so from a land line in the ushers room or at the Common Grounds reception desk. Note: If no Emergency Responder is present, and the person experiencing the medical emergency refuses 911 to be called, however it is clear that the emergency requires more attention than we are able to provide, 911 should be called and the victim can choose to accept or refuse the assistance upon arrival.
    - i. If 911 is called, the usher who made the call should check the drop off circle for parked cars and attempt to have them moved so the ambulance and/or other emergency personnel have a clear path.
    - ii. The Concierge will wait inside at the East entrance for emergency personnel and direct them to the emergency. (If in the sanctuary, then an usher should guide the emergency personnel.)
  - c. The Crew Chief should provide updates to the Concierge, who will decide if it is necessary to advise the Pastor(s).
    - i. If it is deemed necessary to inform the Pastor(s) the Concierge will write a note and the Crew Chief or other assigned usher will deliver it to the Pastor that is seated in the front pew. If only one Pastor is present and is addressing the congregation, place the note on the front pew in section 3.
      1. The following information is needed:
        - a. Full name, possible medical problem, location the person is being transported to.
  - d. An Accident Report must be completed in regard to every emergency for which a medical responder, usher and/or concierge respond. (These are available in the First Aid kit or from the Concierge.)

- i. The report should be started by the Crew Chief or Emergency Usher and highlighted areas need to be completed by the Medical Responder.
  1. Both the Medical Responder and Crew Chiefs signatures are required..
  2. Reminder – we MUST get the phone number for the injured party whenever possible..
- ii. Upon completion, the form should be placed in the Parish Nurse’s mailbox in the church office. (Darlene Sorrell)

In case of a weather emergency:

1. The Concierge will ask an usher to deliver a note to the Pastor(s). This will happen for the following reasons:
 

a. Active Shooter	c. Child Abduction	e. Tornado
b. Blizzard	d. Fire	

**Greeting & Seating:** Please be sure to greet each parishioner as they enter the sanctuary. As parishioners enter after Worship has already begun and they need assistance, please help them locate a place to sit that best fits the needs of their family.

If needed, please re-seat families that are seated in handicap accessible pews in order to accommodate those with wheelchairs or other special needs.

**Assistive Hearing Devices & Seating:** A sign language interpreter is present at the 9:15 service in section 6. The 7:45 Crew is asked to place “Reserved for Deaf & Hard of Hearing” signs on the 2 rows of padded chairs and the front pew of the back portion of section 6.

**FM Units (Frequency Modulation / Assistive Hearing Devices):** There are 5 FM units located on the counter to the right of the entrance of the Usher’s room. Please turn on and provide a unit to parishioners when asked. Be sure to include 1 set of disposable ear bud covers and ask that they be discarded after use. When the FM unit is returned, make sure it is powered off. If the unit does not seem to work, please replace the batteries and try again – this is most often the reason it does not work. Batteries are located in the wooden box/platform where the units are located. If the unit continues to not work, please leave it in Bill Busch’s mailbox in the Ushers room (near the telephone).

**Offering:** Please collect the offering in your assigned section, either with your partner for larger sections or on your own. Once you have finished collecting, please bring the offering plates to the Ushers room to be combined with all other plates, bagged and placed in the safe. If possible, please close the door to the Ushers room and have at least 2 Ushers present while the offering is being bagged. Do not count attendance during the offering. Make eye contact with parishioners and give ‘em a smile.

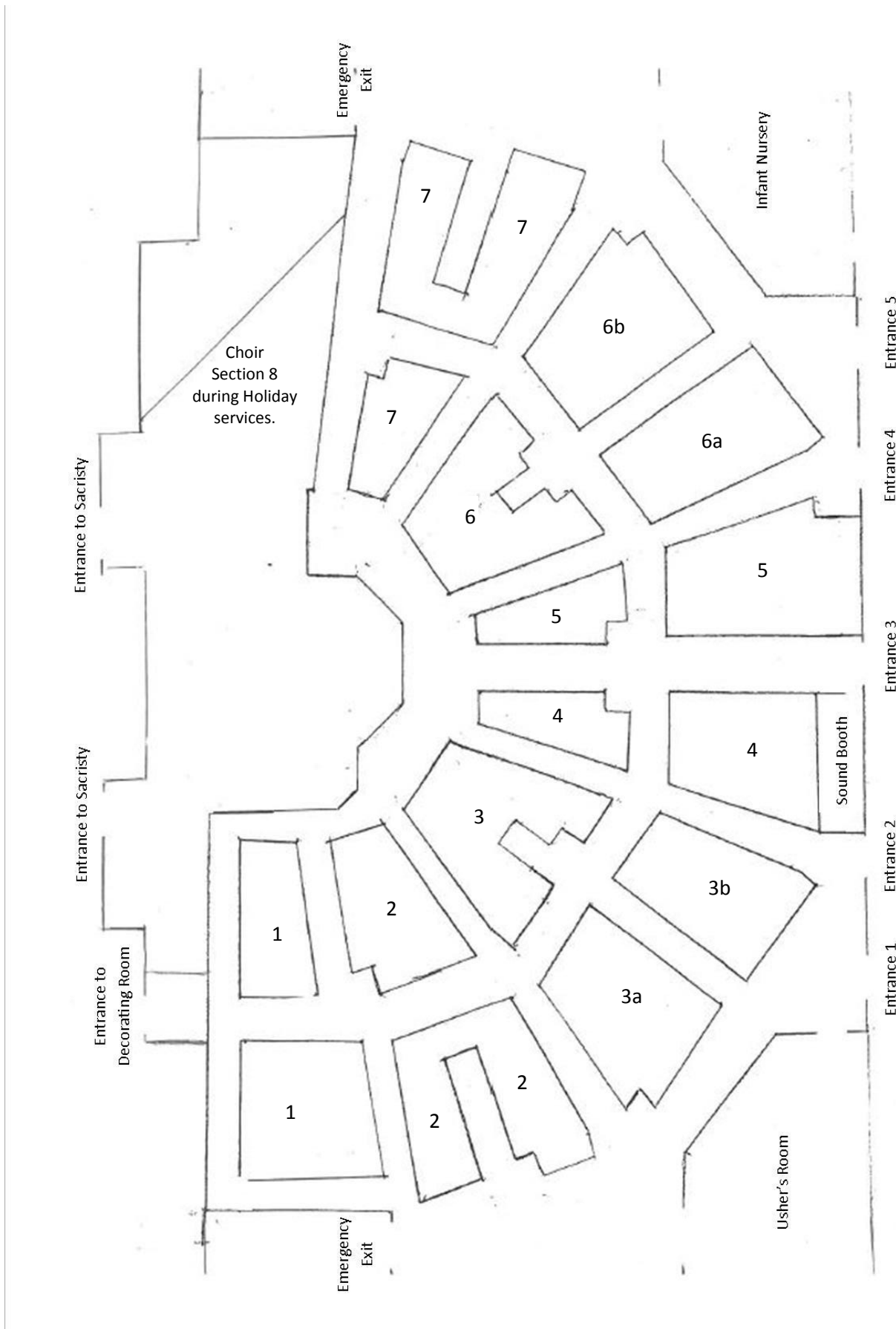
Door offerings or non-regular Worship times, i.e. Friday evening or late Saturday evening Festival Choir services, should be bagged separate from regularly scheduled service times with a note indicating the specific date, time and event.

**Overflow:** If there is no longer room in the Sanctuary for Worship, please use the padded chairs that are available at the top of the stairwells on both the East and West sides. Chairs can first be set-up in the Atrium on the West side. If the chairs provided are not enough, please ask the Concierge to call building services for more chairs.

**Welcome Folders:** Welcome Folders are divided into piles for each door by the Saturday night Crew Chief. Be sure there is an adequate number of Welcome Folders to cover your assigned door for the service you are serving at. Make sure to also have at least one large print bulletin as well as a hand full of children's bulletins.

Additional large print bulletins as well as Full bulletins (including the songs etc...) are available on the round tables in the Atrium.

**Section Map:**



**Special Services Guidelines**

Thanksgiving, Christmas, Easter and Festival Choir Worship services all have slightly different guidelines and require additional help.

**Arrival:** Please arrive a minimum of 40-50 minutes before the service is scheduled to begin.

**Greeting & Seating:** Please be sure to greet each parishioner as they enter the sanctuary. As parishioners enter after Worship has already begun and they need assistance, please help them locate a place to sit that best fits the needs of their family.

Our goal is to seat as many as possible in the sanctuary before chairs are set-up in the Atrium. Please do your best to escort parishioners to open spaces in the sanctuary.

If needed, please re-seat families that are seated in handicap accessible pews in order to accommodate those with wheelchairs or other special needs.

**Additional Chair Setup / Atrium Seating:** This will be done by HCL Building Services prior to Good Friday and Christmas Eve Worship.

Note: The ONLY additional chairs that will be set-up in the Sanctuary will be preset. Please DO NOT take any additional chairs into the sanctuary as it is handicap accessible as is.

Two sections will be set-up in the Atrium to be used only as needed for Easter and Christmas Eve Worship. Typically Easter 9:15 am and 11:00 and Christmas Eve 2:00 pm and 4:00 pm. These areas will be roped off and signed accordingly.

The chair set-up will use nearly every extra chair available for Worship seating. If there are any chairs left available, there will be stacks at the top of the east and West stairwells or in the back corner of the Atrium where the Children's Ministry counter is usually located. If there are no chairs in these locations, there are no additional chairs available for Worship seating, leaving us with standing room only.

It would be ideal to have one or two Ushers in the Atrium to monitor and encourage parishioners to be seated in the sanctuary and have one Usher assigned to "Release" the Atrium sections as needed. We would also like the usher teams to clean-up and straighten this area after services, including replacing the ropes and signs

**Schedule:** Scheduling for these services will be on a sign up basis using *Sign-up Genius* ([www.signupgenius.com](http://www.signupgenius.com)) and on sign-up sheets posted in the Ushers Room. Please consider signing up as early as possible to ease the phone calling necessary to fill the serving roster.

It is desirable to assign at least 4 Ushers to the Atrium only for Special services with overflow (Typically Easter 9:15 am and 11:00 and Christmas Eve 2:00 pm and 4:00 pm.)

*Note:* Sundays during these seasons will follow normal routine unless the special day falls on Sunday.

**Thanksgiving:**

Wed. before Thanksgiving	6:30 pm
Thanksgiving	9:15 am

**Christmas:**

Christmas Eve	11:00 am
	2:00 pm
	4:00 pm
	6:00 pm
	9:00 pm
	11:00 pm
Christmas Day	9:15 am
NO Worship the Wednesday after Christmas (unless that is New Year's Eve)	
New Year's Eve	6:30 pm (unless New Year's Eve is a Saturday or Sunday)

**Easter and Lent:**

All Wednesdays during Lent	3:45 pm
	6:30 pm
Maundy Thursday	3:45 pm
	6:30 pm
Good Friday Services	12:30 pm
	6:30 pm
	8:00 pm
Easter Saturday	5:30 pm
Easter Sunday	6:00 am
	7:45 am
	9:15 am
	11:00 am
	NO 5:00 pm service on Easter
Easter Wednesday	6:30 pm

\*\*This may vary by year.

**Confirmation**

Typically the first Sunday in May 1:00 pm and 3:30 pm. (Will be confirmed, prior to the event.)

**Festival Choir**

Typically Friday 7 pm and Saturday 5:30 pm before Easter;  
Saturday 5:30 pm, Sunday 5:30 pm and Wednesday 6:30 before the 4<sup>th</sup> of July.  
First Friday in December, 7 pm and Saturday 5:30 & 7:30 pm.  
(All will be confirmed, prior to the events.)