

ST. JOSEPH PARISH
Ministers of Hospitality Guidelines
updated Fall 2022

Appearance, Arrival and Attitude

As a representative of St Joseph Parish we would hope you have decided to participate in this ministry because you are happy to be a parishioner here and want to make other members and visitors happy and welcome to worship at St Joseph Parish in Dexter. To accomplish this we would hope that when you are scheduled to serve you come dressed in your “Sunday best”. We encourage a tie for men and appropriate dress for women.

Arrive at the Church **30 minutes before Mass** time, so that you can be ready to assist as needed. If you come in late (less than 10 minutes to Mass time) check in with the Mass Captain, they may have already asked someone to step up and take your spot for the day. Put a smile on your face and at least say “Hello” to everyone who crosses your path.

Check-in

Put on your nametag that is in the Minister’s room. They are in the drawers of the gray box on the counter in alphabetical order by last name.

Check your name off on the schedule for the day and make a note of who you are working with and what number you are on the schedule as that determines what area you will be working inside the Church. Put a ‘Reserved’ sign on your seat if needed.

Report to an entry and start smiling and greeting.

Greeting

The first two locations that should be covered are the entrances from the outside into the Gathering Space. At these entrances you should point out that we have coat closets so they will be more comfortable inside the Worship Space. You should also keep an eye looking out in the parking lot just in case any assistance is needed out there. Note any suspicious activity.

The next two locations should be near the big wood columns by the bookcases. Here you can hand out Hymnals or any other worship aid.

The final two important areas are inside the Worship Space near each Shrine. From there you can help people coming in to find seats.

No matter where you are standing you should be smiling and greeting everyone with a pleasant, “Good Morning (Evening)”, “Hello”, or “Hi, How are you? (It is good to see you.)”

Seating

We need to get people into seats. There is generous seating space for over 725 adult size people. Many people will arrive early and want to stay on the aisle. These pews are spaced with plenty of room to let people pass by. When you see space in the middle of a pew just ask the person on the end to, "Please slide in or let this family get past you". Most react very positively to this request.

When introduction to Mass is starting to be read the 2 people near the bookcases should enter the Worship Space and close those doors and help people find seats. At this point there should be someone behind Section/Aisle 1, 2, 3, 4 and 5. The Mass Captains will be at the back around the Baptismal Font and they should seat people down the center aisle and/or direct them to the sides. Continue to help people to find seats during the Opening Hymn and as long as everyone is standing.

Please ask anyone who is not handicapped (or a companion) who sits in the handicap seating areas to NOT sit there so that those spaces are available for those who need them.

ONCE MASS BEGINS, HOSPITALITY MINISTERS ARE ENCOURAGED TO TAKE A SEAT. *Whatever your Section/Aisle you are assigned to you should sit in the very back of that section.* Have your family sit in that back row and keep a spot for you or place a "Reserved for Hospitality Minister" sign where you want to sit. The idea for this is so that our "eyes" are spread around the large space that we have. This allows you to be more attentive to issues that may need attention while still participating in the Celebration of the Mass. **If you are assigned to Section 1 or 5 we would prefer that you stand up near to 3rd window from the front so that you can watch out the window for anything happening in the parking lot and people approaching the Entrance doors.**

The 2 Mass Captains will watch the Gathering Space and around the Baptismal Font for any issues that may need attention.

Special Needs/Disabilities/Handicapped

Be attentive to people with any disabilities. They may need help getting into the Church or to a seat. We have a wheelchair available and three designated seating areas for handicapped marked with curb cutouts. Offer to help and give them options. There is also space in the middle of the center aisle and you can move chairs in the front or off the end of pews on side aisles.

We also have hearing aid/listening devices in a drawer in the Minister's room.

Communicate with the Mass Captain if there is someone that needs Communion taken to them in the pew. It is the job of the Mass Captain to direct Father or the EME to anyone needing Communion taken to them. This way one body and one blood minister can take care of several people around the back avoiding having too many EME's going all over the place.

Offertory

During the Creed move quietly to the back of the Center Aisle (#3) and pick up your basket and go to the back of your aisle. It is also acceptable to take your baskets with you when you go to your position at the beginning of Mass. You are asked to always use 2 baskets in EVERY section. ***Stand at the back of the aisle until Father finishes the Prayer and sits down, then, proceed to the front.*** When you reach the front pew hand your basket to the person to your left as you are still facing the Altar. Give the first basket to the first row, then skip a row and give the 2nd basket to the 3rd row and continue alternating in that manner. If you are #1 you will notice that there is a basket on the rail by the Choir Area, if there is anything in it please take it and add to your baskets. As you finish your section and have both of your baskets collected look to see what is happening in the section next to you and assist as needed to get all baskets collected and back to the center aisle where they will be combined into the Large offertory basket. After all baskets are combined into large one and small baskets are back on table, all Ministers should stand reverently as gifts are being presented and bow with Father. Then return to your seat.

It is the responsibility of the Mass Captain to arrange for the family (or group) for the Presentation of the Gifts and to line them up and get everything in the proper order and send them down the aisle to Father. When there is a 2nd Collection take your basket with you to be ready for that. The 2nd Collection usually happens after Communion and upon Father's cue. Return baskets to center aisle and empty into large basket.

Sign of Peace

Just exchange the Sign of Peace with your family and those near you.

Communion

When everyone starts singing Lamb of God and the Eucharistic Ministers are going to the Altar you should be standing at the back of the aisle you will be dismissing. Stand quietly while Father is distributing Communion to all of the EME's. When Father is handing the last Cup to the EME's you should walk down to the front pew and get that pew started out toward you and there should be an EME with The Body of Christ standing at the base of the Altar right in front of them. We must be standing at the front pew before the EME's move off the Altar, especially in aisle 4 (Sections 3&4) and aisle 6 (Section 5). Aisle 2 will follow the music people who come into that aisle. You then fall in at the end of the line to receive Communion. Communicate with the Mass Captain if there is someone that needs Communion taken to them in the pew. It is the job of the Mass Captain to direct Father or the EME to anyone needing Communion taken to them. This way one body and one blood minister can take care of several people around the back avoiding having too many EME's going all over the place.

Bulletins

There should be 4 people to distribute the bulletins. There should be one on each side of the large wood columns near the bookcases. Greet people in such a way as to make them want to come back, "Have a good day", or invite them to coffee and donuts in the Gathering Space. When people stop pouring out of the Worship Space take a few minutes to make sure that the hymnals and missalettes are neatly in the bookcases and baskets. **Neatly in the bookcases MEANS: Extra books that usually end up over on the N Territorial side need to be moved to the Mast Rd side to fill in empty shelves.**

Cleaning up

The other 1 or 2 Hospitality Ministers (I suggest #5 & #6) who are not distributing bulletins should stand near the Handicap seating areas near the Shrines in the back watching for people cutting through and possible trips. Then when the pews have mostly emptied walk through and check the pews and the floor for anything that has been left behind. While doing this check to be sure that all kneelers are in the up position, return any hymnals and Missalettes to the bookcases and baskets.

There is a lost and found box in the Ministers' Room. Anything you pick up should go in the box and if anyone is looking for anything that they lost direct them to the box to look for it. If you find anything of great value (wallet, purse, jewelry, etc.) should be given directly to a Mass Captain, Father or another Staff member to go into the office in the Village.

If you find that some of the flexible seating doesn't appear to be spaced correctly there are two 'Spacers' in the Minister's room to assist you in fixing this. If you can't walk comfortably through a pew then it needs to be repositioned.

Sign the collection sheet with a Mass Captain when collection bags are placed in the safe, as needed (one hospitality minister and one Mass Captain must sign.)

Schedules – Sign up on MSP

Schedules are prepared by Gail Assenmacher in the Parish Office, (734-426-8483 or gail_assenmacher@stjos.com). Schedules will be done on MSP and an e-mail will be sent to inform you of the update. Gail will put a notice in the bulletin and send e-mails when she is getting ready to do the next schedule to ask if you have any “black-out” dates during that upcoming time period. You can access the MSP app and add future blackout dates as your personal schedule fills up. She does her best at accommodating these requests and not scheduling people to do 2 different Ministries on the same weekend, if that does happen let her know. Please do not ask Gail to always schedule you in a certain section, she has enough to do and you can “trade” sections when you arrive that day. If you have a conflict come up after the schedule is done it is your responsibility to find a substitute or trade, this can be done on MSP-just go to your schedule and click button that says “need sub”. Family members serving in different Ministries will typically be scheduled for the same Masses and dates.

Please Be Sure To Mark Your Calendars with your schedule. Due to a shortage of Hospitality at all Masses, we will only be scheduling 5 people instead of 6.

Christmas, Easter and other Holy Days.

For these Liturgies individual sign up sheets will be posted approximately 2 to 3 weeks in advance in the Gathering Space and on MSP.

Organization and Logistics

Most everything you need is in the Minister’s room and if you can’t find something, don’t know the answer or have any concerns find a Mass Captain and they should be able to help.

Logistically it seems to work best if you first think of the aisle/section numbers and match them to the position your name is listed on the schedule.

Aisle #1 is the one next to the music area and the largest section.

Aisle #2 is in front of the Theresa/Casey Shrine

Aisle #3 is the center, from the Baptismal Font to the Altar.

Aisle #4 is in front of the Mary Shrine.

Aisle #5 is in front of the windows on the N Territorial side and the smallest section.

Aisle # 6 is next to the Eucharistic Chapel.

So, to keep it simple, if you are first on the schedule list you are aisle/section #1 and so on.

For the **Offertory** we take 2 baskets down aisles #1 thru #5,

For **Communion** you should be working with the same section of people, but both person #1 & #2 will walk down aisle #2 to dismiss and person #3 & #4 will walk down aisle #4, think of it as dismissing them from the Shrine to Eucharist. Then person #5 moves over to aisle #6 to dismiss from Eucharist to Eucharist.

Medical Event during Mass

Purpose: To direct the duties and responsibilities during a medical event during Mass

Emergent Medical Event During Mass:

The Mass Captain should be the person directing any members of the congregation who arrive to assist. Keep in mind that the people who are responding –hands on, to the person who is in distress should be those who are most skilled at first responder rescue (EMTs, Paramedics, Physicians, Nurses, etc..) Mass Captain should take charge of the situation and direct the most appropriate people to the person in distress.

If medical personal has responded enlist their help. –ask if they know how to perform CPR.

If patient is unresponsive then Mass Captain will delegate the following as needed:

A person to Call 911 on the house phone (land line) located in the Minister's Room and Father's Vestry

A different person to get the AED and Begin CPR

A person to make an announcement to direct medical personal to the person in distress if more help is needed.

Someone to flag down Fr. Brendan, he will go the person to anoint them and will lead the congregation in prayer.

Other duties for helpers:

- Clearing a space for the person to lie down

- Assist with CPR/AED placement –if they are knowledgeable

- Clear a path for emergency responders

- Crowd control -Remove by-standers who are not involved in the event. –esp. children.

- Support for the family

For non-Emergent medical events (e.g. pt feeling dizzy, low blood sugar, etc.):

Mass Captain and Hospitality Minister to go to the person and check on them

If medical personal is present at mass, then ask them to help –can send the hospitality minister to get someone. Keep in mind that first responders are more skilled than other health professionals for sudden medical events.

Ask patient/family what they might need –many people/families know what the issue might be and can direct us to help them (ie, a diabetic with low blood sugar might request juice).

Hospitality Ministers will bring wheelchairs to the person in distress

Help to move the person to the gathering space if they can move from their pew.

Assist them with anything they might need.

Fire

Pull the fire alarm, if it hasn't already been done. Help evacuate the building directing people to the nearest exit that isn't blocked by the fire. The Music area and most of Section #1 should go to the side exit behind the music area. Section #2 and small part of #1 should go out thru the Gathering space and Main Entrance doors and Emergency door next to Women's restroom. Section #3 and those on the Aisle of Section #4 should go out thru the Gathering space and Main Entrance doors and Emergency door next to Men's restroom. All of Section #5 and most of Section #4 should go out the side Emergency Exit.

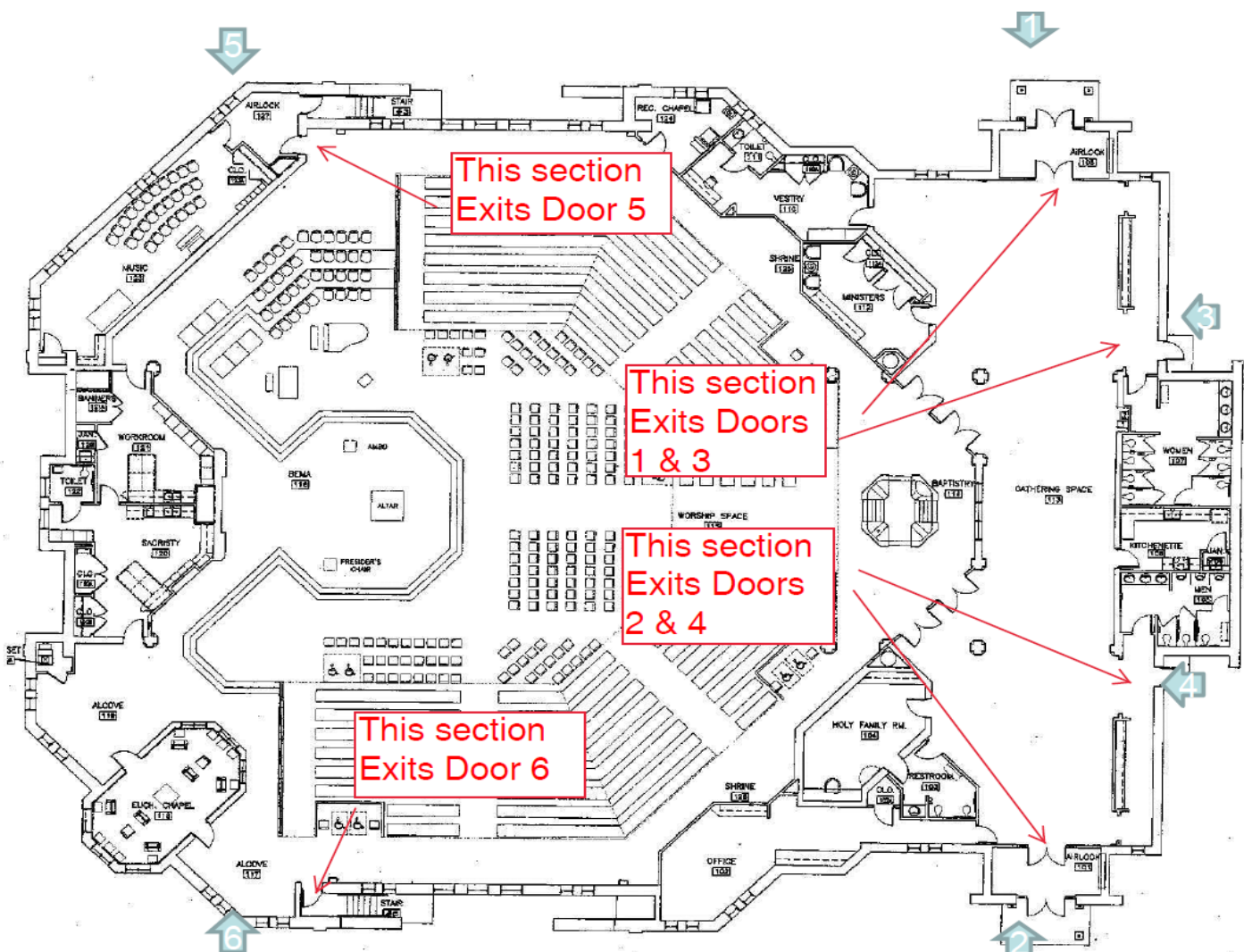
IN CASE OF AN EMERGENCY — 4 THINGS TO KNOW

If we were to have an emergency situation where we would need to evacuate our church building in a hurry below is a picture of the exits we would like people to use.

If we had an active shooter or needed police on sight quickly we now have an emergency call system which a Mass Captain will activate with a push of a button.

If a person is seen who looks dangerous i.e could be carrying weapons to harm people, we have metal bars to now lock the outside doors shut in seconds.

If you see a person who looks out of place, please practice, **"SEE SOME-THING, SAY SOME-THING"**, to Father, a Mass Captain, or a hospitality ministers. They will do any necessary responding to the situation.



Bomb Threat

Clear the building same as with a fire. If called into office ahead of time people will be stopped at the gates and not allowed on property.

Active Shooter

If possible clear the building. If aggressor is outside we hope to keep him out. If he is inside we will attempt to get people out in the opposite direction. Safe rooms to hide children would be the Holy Family Bathroom and the Music room. Throw Hymnals and other heavy available objects to catch them off guard.

Be Aware

Alert a Mass Captain if you notice someone acting strange, nervous or sweating. You should wonder about someone wearing a big heavy coat when the weather is warm.

Any Questions or Concerns

Please ask the Mass Captain at the time or contact Vickie anytime.

Vickie Kaiser, Hospitality Minister Trainer

vkbaskets@comcast.net or 734-649-1106 cell