



**Ushers Handbook**

**Version 1.0 – March 2011**  
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## INTRODUCTION

Welcome to this exciting opportunity to serve the people who attend MLFC. When you bring your heart of service, our church becomes healthy, growing and full of love (Ephesians 4:16). We appreciate your work that will help us fulfill the vision that God has placed in our heart to Share Christ, Mature Believers and Change the World.

A church's reputation is built by its people. What others think of MLFC is the result of the personal integrity and the day-to-day performance of all the people who serve at MLFC.

We believe that the basis for involvement should begin with a sense of God's calling. Any person desiring to be part of the Ushering Team at MLFC must understand the seriousness of such a calling. Ushers play a vital role in helping the people who come to MLFC connect with a good God.

Please read this handbook thoroughly and acquaint yourself with everything contained within. Thanks again for helping us touch people's lives with God's love.

### **Pastors Walker and Haley Schurz**



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## MISSION STATEMENT:

Sharing Christ • Maturing Believers • Changing the World

## VISION STATEMENT:

We see a blazing light coming from Lusaka, Zambia. This light is a church named Miracle Life Family Church. We have seen its future brightness with God. It is a future that must come to pass and will come to pass. And we invite you to see this bright future with us. This is what this church looks like.

We see a church where the Word of God reigns supreme. It grows and prevails against unbelief, culture, worldly influence in the lives of people and creates Christ-formed lives. God's word is taught clearly, believed deeply, lived purposefully and shared freely. As God's word rises in the hearts of members, its influence is inescapable in the nation.

We see a church of thousands that is healthy, growing and full of love. Love for the broken and un-churched and love for one another. This church demonstrates the love of Jesus outside and inside its walls through acts of service and God's transforming power. Teams of members share Jesus Christ boldly and clearly through a variety of activities so that our city knows God loves them and this love comes through Miracle Life Family Church.

We see a church that is radically intentional and effective to present each person mature in Christ. This church works with God's power and grace to grow up ourselves and others into Christ-like followers who love, obey and produce inordinate amounts of fruit, bring glory to God. These believers reach their full potential in Christ as they take personal responsibility for their lives, families and nation. They steward what God has given them and pass it on to further generations.

We see a church where large numbers of children and youth are presented with the gospel in a manner that they can understand. This future generation develops a personal, tangible, profound relationship with God that gives them the confidence to transform their world. These children and youth are developed through the word and worship to take bold stands of faith and fulfill the great commission.

We see a church where believers are developed through a process into godly leaders who are mature in character, knowledge and skill. These leaders impact our church, city, nation and world. We see these leaders taking positions as teachers in schools, CEO's of organization, fathers of families, presidents of countries, heads of international agencies and each of these institutions transformed by godly practices and principles.

We see a church whose beautiful and green campus is a bustling hub of kingdom activity. It is a place where God's mission and ministry are carried out by gifted and competent staff that faithfully uses their leadership and spiritual gifts to equip others. We see a campus where people who have different languages, nationalities and walks of life come to worship, pray, serve and learn.

We see a church that sets a new Biblical standard on the African continent. A church that plans and executes with such excellence that it inspires other churches to reach new heights in delivering ministry. This church redefines what is "normal" when it comes to worship, serving God and serving others.

We see a Church whose head is Jesus, whose help is the Holy Spirit and whose focus is the Great Commission.

## CORE VALUES:

### **1. We value Biblical Authority and Instruction**

We believe that the Bible is the inspired, unalterable, unchangeable Word of God. Therefore we will equip disciples with sound doctrine, always relying on the Bible as our first and final authority. 2 Timothy 3:16-17; 2 Timothy 4:2

### **2. We value Excellence**

As a church we believe that to show value for people is to perform and serve with excellence. Therefore, we will serve with punctuality, quality, sharpness and accuracy. We also believe that excellence should be extended to an individual level, so as to set a standard and be an example of God's kingdom to those around you. Matthew 5:14-16; 1 Corinthians 10:31-33; 1 Corinthians 14:40.

### **3. We value Family**

We believe that the nuclear family and the church family are the foundational pillars of a good society. We reflect God's love and value for people by welcoming them and ministering to them at every level of their lives i.e. JAM World (ages 3-12), Impact (13-19), and Merge (20-35). We also have Marriage conferences, men's conferences and Sunday morning sermons designed to build on God's blueprint of family. 1 Timothy 5:8; 1 Thessalonians 5:11 and Acts 2:44, 46-47.

### **4. We value Worship**

As a church, we believe in New Testament worship, we also believe that worship is not only done in form of singing but also through our giving of tithes and offering (2 Corinthians 9:6-8), through prayer (Philippians 4:6-7), and through communion (1 Corinthians 11:24-26). For these reasons, we provide opportunities for members to take part in these activities as a family.

### **5. We value Diversity**

We believe that God sent His Son Jesus to die for each and every person in the world. Therefore, as an international church, we open our doors to people of all races, nationalities, age groups and social classes. Romans 10:12-13; Revelations 7:9

## ASPIRATIONAL CORE VALUES

### **6. We value Evangelism and Miracles**

We believe that God has commissioned each one of us to bring the Good News to the lost. As a church we aspire to corporately win people to the faith in Christ. Therefore, we will pursue and strategically plan for opportunities to witness for Him. We also believe that God moves in the lives of people with the evidence of signs and wonders and that the Holy Spirit has empowered each one of us to believe and pray for people and have what we believe for. Mark 16:15-18

### **7. We value Leadership and Team Development**

We believe that God designed the church so that members are empowered contributors, each member using their gifts and talents for the work of the ministry. We aspire to deliberately coach, teach, train and mentor members to use their gifts in serving others. 2 Timothy 2:2; 1 Corinthians 12:12

## **8. We value personal responsibility and service**

We believe that your relationship with Jesus is personal and that God holds each one of us responsible for the part we play in our families, lives, jobs and ministry. We also believe that mature Christians bear the fruit of service. We are to serve as Jesus modeled service to us. As a church we aspire to have our members grow in Christ through teaching, so the fruits of their hearts make an impact on the lives of people around them. Matthew 25: 14-30; Matthew 20:26b-28

### USHER TEAM MISSION STATEMENT

Ushers serve as spiritual ambassadors for the local church – God’s ordained and organized body of believers. Ushers are vital in setting the tone for the worship. Your spiritual readiness and act of service help prepare the people to hear and respond to the Word of God. The Usher Team also exists to make people feel welcome, loved and appreciated.

### USHER TEAM PURPOSE

Ushers serve as the interface between the Pastor and the congregation in any given service. This includes activities such as ushering attendees, controlling movements within the sanctuary, and attending to emergencies. Ushers also help with various service activities such as receiving the offering and assisting with communion.

We should possess the heart of a servant and enjoy showing God’s love to others. Ushers should be fully committed to the vision of MLFC and supportive of the pastoral staff. We are the final gateway to worship at MLFC, and the correct frame of mind and heart can help each person who crosses our path experience God.

### USHER TEAM CORE TASKS

*In each of these areas, you will receive practical hands-on training.*

#### **1. To help people find a seat.**

This seems obvious, but there is an art to it. The art is all about making people, especially new people and people far from God, feel comfortable. Their insecurities can rise and their feelings of self-consciousness prevent them from connecting with God.

Imagine what it feels like to walk into an unfamiliar restaurant or other environment and not know what to do. Do I seat myself or do I wait to be seated? Whom do I talk to if I have a question? Whom do I tell if I have special circumstances? (E.g. potential medical condition)

Your job is to move toward and engage people quickly and with confidence to help them know what to do. Don’t leave people hanging. Let them know that you can handle anything they need, and that you are the one that can make this a smooth and enjoyable experience.

What about the people who arrive late, and the only seat left is front and center? Walk close to them all the way down the aisle. Let them know by

your presence that everything is okay and they are welcome in the house of God. Don't make them come to you and ask. You approach them with confidence and a smile. Take charge with grace and poise. Let them feel the love of God coming from you.

When in doubt... treat them like you would want to be treated!

## **2. Collect the offering.**

On a divine level, the offering is part of worship. It is the opportunity for worshippers to express their love, trust and obedience toward God. On a practical level, the financial needs of a large church are significant. Your smooth and coordinated execution of an offering can and does affect the resources that fund the Kingdom. On a security level, this is one of the most detailed functions of an usher.

You will be trained in the actual physical process for receiving an offering in a live session.

You will receive detailed training that will help us ensure compliance with legal guidelines and practical security issues.

## **3. Assist in the execution of special moments.**

Many churches are known for creativity in their worship services. From motorcycles to doughnuts, to tractors and bottles of coke, you just never know what may be coming down the aisles! Some of the special moments are fun, some are crazy, and some are deeply spiritual. Things like crossing a bridge, writing in a journal, or taking communion. The service of an usher is crucial to these moments being leveraged toward life-change.

4. To provide information regarding church activities and upcoming events by being familiar (weekly) with the bulletin and all of the announcements contained therein.
5. To utilize Floaters(as mentioned in the Greeters Manual) in the Church lobby to assist and accompany guests and visitors in locating restrooms, the sanctuary, classrooms for their children or other rooms that may be in use for special events.

## BECOMING AN USHER

In order to become an Usher, one should fulfill the following requirements:

1. Be a member of MLFC.
2. Complete required School for Life Courses for Serving
  - Getting Started (New Members and Believers)
  - Ministry of Helps
  - Unique Design
  - Biblical Foundations
  - Submission & Authority

3. Complete the MLFC Volunteer Application.
4. Schedule and complete a personal interview with the Head Usher.
5. Read the Ushers Manual completely, discuss any questions you may have with the Head Usher and sign the Volunteer Commitment Form.
6. Commit 1 year to serve in either the First or the Second service.
7. Attend all Usher ministry training sessions and meetings that will be scheduled from time to time.

## MORAL STANDARDS

The Ushering Team is a “high profile” position within the church. Therefore, the staff and leadership of MLFC require team members to live Christ-like lives.

REMEMBER, you are first an Ambassador of the Lord Jesus Christ; Secondly you are a direct extension and representative of Pastors Walker and Haley Schurz. Any behavior that does not portray and reflect the Love of Christ will result in dismissal from the Team.

YOU, as an Usher can have a direct impact on the spiritual response of every guest, visitor, newcomer or seeker. People can be very sensitive and easily offended; your smile, your encouragement and your kind words and actions (or lack thereof) could be conducive or the catalyst to someone accepting or rejecting Christ. Allow the Holy Spirit to guide you as you minister. You have an important role as an Usher and we're honored to have you serve at MLFC.

## USHER COMMITMENT

As a member of the Usher Ministry, you fill an important role at our church. Please take this role seriously. When you agree to serve in this ministry, you are committing to be faithful in your attendance and position. Commit to a service and be faithful. Remember that your commitment is important to us as a church and to your Heavenly Father. Your work in the Usher Ministry is service you are fulfilling before God. Be faithful in the ministry to which He has called you (1 Corinthians 4:2).

## USHER DRESS CODE

**Overall appearance should be neat, clean and modest.**

### 1. Men

- Black Dress trousers
- Solid White Dress shirts or other attire when directed by the Head Usher.
- A jacket and/or tie.



## 2. Women

- Black skirt, trousers, or suit
- Solid white blouse or dress shirt or other attire when directed by the Head Usher. No Cleavage.
- Low cut trousers will not be allowed.

## 3. Clothes should be clean and ironed

4. Please take care in your personal hygiene; bathe daily, put on fresh clean clothes and wear deodorant or antiperspirant. Please avoid heavy perfumes. And of course, you will be talking to people, so make sure your teeth have been brushed and that your breath is fresh and clean. Use mouthwash, if needed, but please do not chew gum.
5. Be sensitive to your appearance. You are representing our Lord Jesus Christ.
6. Jeans and/or T-shirts are not to be worn on duty on all Sunday services and other Church Services unless for special services and only when directed by the Head Usher.

## USHER LEADERSHIP

Leadership within the Usher Ministry consists of the Head Usher, Deputy Head, Pastor's Ushers, Service Captains, Assistants, and Volunteers.

1. The Head Usher is responsible for the entire Usher Ministry. The Head Usher is responsible for making sure we have Service Captains, Assistants, and Volunteers in place for each service. The Head Usher reports, in writing, the status of the Usher Ministry to the Head of First Impressions Teams (FIT).
2. The Usher Service Captains are each responsible for a specific service time. The Service Captain makes sure that the Usher duties are carried out in their service.
3. The Ushers are church members who have volunteered to work within the Ushers Ministry. They are under the supervision of the Service Captain and Service Assistants.
4. The Assistants report to the Usher Service Captains. They will provide all assistance necessary to the individual ushers to enable them to carry out their assigned duties.

## USHER TEAM RESPONSIBILITIES

### 1. Prepare yourself spiritually.

A good usher comes prepared mentally, physically, emotionally *and* spiritually. This is not to be seen as a duty, but a privilege to connect with God

as part of your preparation. This does not require an hour of Bible study before you show up. God is far more interested in the commitment of your heart than the quantity of your time. Take a few moments at home to connect with God and ask Him to use you as a representative of His love and an agent of His redemptive plan.

## **2. Pay Attention!**

This is huge. The cardinal sin of an usher is to become inattentive. At all times, watch what is going on in your section and jump in to handle it. If you aren't sure what to do, ask your section leader. The only wrong choice is to do nothing. Never assume "someone" else is taking care of the need. Better to have too much help than none at all. Pay attention, take initiative, and make it happen!

## **3. Absorb the pressure of the moment; don't transfer it.**

Most of the ministry of an usher is pure joy. Seriously, it's a lot of fun. However, on occasion there are moments of pressure when someone is upset or something isn't working right. In these moments, never transfer the pressure to the person entering into their worship experience. You are the leader. You absorb the pressure. Get help if you need it, but never make the issue their problem. You help deliver a solution.

## **4. Own your section, lead your section, shepherd your section.**

This is exciting. In an average environment with average ushers, once the seats are filled the ushers relax and mentally check out. As a leader you are empowered to take ownership of the area of seats you serve in and give leadership where needed. Think of your area as if you are responsible to do everything in your power to ensure that all those people have the best opportunity possible to connect with and hear from God. You can shepherd the people by getting to know them, praying for them, learning their names, and meeting appropriate needs.

## **5. Follow the direction of your head usher.**

All good leaders are good followers. It is important that you follow the leadership of the person responsible to lead you. Be supportive and encouraging. Offer suggestions if you have good ideas, but don't be overly sensitive if your ideas aren't used. Your head usher will do his or her best to serve and lead you and the rest of their team well.

## USHER POSITIONS AND EXPECTATIONS

The Usher ministry consists of Head Usher, Deputy Head, Service Captains, Pastoral Ushers, Assistants, and Volunteers. The following outlines the expectations of each position.

### **1. Head Usher** (Under the supervision of the First Impressions Leader)

- Assures that there are Service Captains, Assistants and Volunteers for each service.

- Completes and submits to the FIT Head, a monthly Schedule for Captains, Assistants and Volunteers showing WHO will be scheduled for each service for the month.
- Submits a Weekly, Written Usher Attendance Roster to the Head of First Impressions Team (FIT) detailing each usher's attendance and a summary report indicating any issues for each service.
- Conduct training for Service Captains, Assistants and Volunteers.
- Assures that the Usher Ministry Policy and Procedures Manual are adhered to.
- Assures that needed supplies and inventory are maintained.
- Passes out the written Self-Review for each Usher to fill out twice per year in May and November. This review will be maintained in Church Records. Reviews will be used to determine continued eligibility status of the Team.
- Fills out a written review for each Service Captain and communicates this review to each Captain every May and November.

## **2. Deputy Usher** (Under the supervision of the Head Usher)

- Assures that there are Service Captains, Assistants and Volunteers for each service.
- Submits a Weekly, Written Usher Attendance Roster to the Head of First Impressions Team (FIT) detailing each usher's attendance and a summary report indicating any issues for each service.
- Conduct training for Service Captains, Assistants and Volunteers.
- Assures that the Usher Ministry Policy and Procedures Manual are adhered to.
- Assures that needed supplies and inventory are maintained.
- Fills out a written review for each Service Captain and communicates this review to each Captain every May and November.

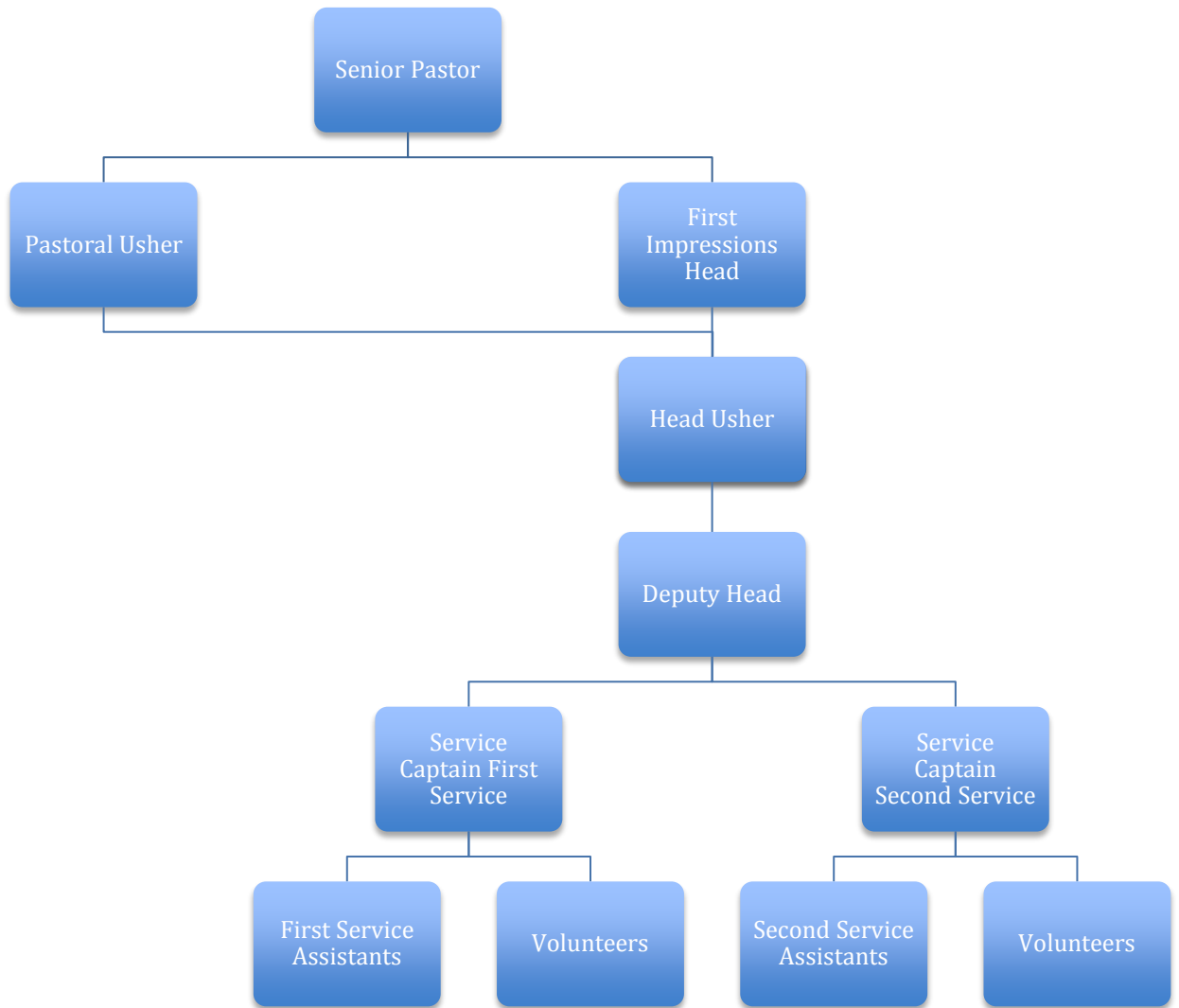
## **3. Service Captains** (Under the supervision of the Deputy Head)

- Responsible for ensuring each position is manned for each service time.
- Mark the attendance roster and take note of absentees.
- Report deviations to Head Usher and make a written report.
- Recruit Assistants from the Volunteers to help with all duties necessary to ensure the Usher duties are fulfilled.

- Maintain order and crowd control, take direction from the Head Usher, and convey those directions to the Assistants and Volunteers.
  - Conduct training of New Ushers in the execution of their duties and provide guidance to all ushers in order to facilitate the highest standard of performance.
  - Ensure that all tithes and offerings are properly collected, escorted, and handed over to the appropriate personnel. Ensure that no usher is ever alone in carrying out any part of this duty. The ushers on duty will be accompanied by either the Head Usher or the Deputy Usher, along with the head of the security team when delivering the tithes and offerings to the appropriate personnel.
  - Ensure that adequate Volunteers are available to accommodate those in attendance.
  - Ensure proper temperature control of sanctuary is maintained during the service.
  - Ensure that proper patrols of the building occur to ensure that proper order and security are maintained.
- 4. Pastoral Ushers** (Under the supervision of the Head Usher for the performance of his duties, but responsible to the Pastors during and after service)
- Ensure that Pastor's table receives any handout, supplies, information, or offering baskets.
  - Ensure that the Pastors are not interrupted with undesired disturbances.
  - Screen people wishing to speak with the Pastor(s) in the lounge.
- 5. Assistants** (Under the supervision of the Service Captain for a specific service time)
- Maintain a presence in their assigned section.
  - Assist the Service Captains and monitor the work of the Volunteers.
  - Greet and welcome church members.
  - Provide all assistance necessary to the individual usher to enable them to carry out their assigned duties. This will include making arrangements for pickup and distribution of bulletins and any other handouts prior to the service, along with the printed order of worship.
- 6. Volunteers** (Under the supervision of the Service Captain and Assistants for a specific service time)
- Report to the Service Captain upon arrival for a briefing of any changes in the service deviating from the normal.

- Ensure that an adequate supply of bulletins and applicable handouts to be distributed are available at his/her post.
- Wear an identification badge, which will be returned to the designated place prior to leaving the building.
- Attend all meetings to ensure knowledge of any policy or procedure changes.
- Be attuned to the moving of the Holy Spirit and the order of the service so he does not impede the flow of either.
- Maintain control of the people seated in his section so that they do not impeded the moving of the Holy Spirit or order of the service.
- Be attentive to other sections where his/her assistance may be needed.
- If unable to fulfill their assigned service time, they will find a replacement from the usher ministry list and notify the Service Captain.
- Maintain the focus of your ministry and refrain from long conversations that would distract or keep you from fulfilling your usher duties.
- Greet visitors and church members with the same love as the Pastor would himself.
- Direct guests with children to either the Parent's Room or Jam World. If a child becomes disruptive, please intervene politely. Suggest the Parent's Room and offer a helping hand if needed. Do so quickly and as quietly as possible so as not to further exacerbate the disruption, which has already occurred.
- Front row Ushers will be responsible for escorting ladies, and gentlemen requiring assistance, up and off the platform.
- Please refrain from the following:
  - Gum chewing
  - Forcing a hug during a greeting
  - Separating families when seating them
  - Pointing when seating guests
  - Raising your voice at anyone, including children

# ORGANIZATIONAL STRUCTURE DIAGRAM



## GENERAL USHER DUTIES OF ALL POSITIONS

The primary duty of all ushers is serve as the intermediary between the pastoral staff and those attending MLFC. Some general usher duties are:

### Before The Service:

1. Attend the Sunday morning briefing, for the first service at 07:25am and second service at 09:55am.
2. Collect your identification tag and sign in. All Positions will wear their nametag on their right side. When you shake hands with someone, you extend your right hand, this forces your nametag to be visible to the other person you are shaking hands with. If you wear your nametag on the left side, people sometimes cannot see your name.
3. Pray together as a team. Pray also for the Pastor, the Pastor's message and the pastoral staff.
4. Ensure that service bulletins are available and accessible.
5. Ensure that envelopes for Tithes/Offerings and Building Campaign are available and accessible.
6. Go over any pertinent information regarding church activities, etc. for the day. Ushers should be familiar with the bulletin and the announcements. Make sure you read the church bulletin before you go to your assigned station; information can change weekly.
7. Service Captains assigns positions for the service.
8. Be at your post no later than 20 minutes prior to the start of service
9. Knowledge:
  - Ushers should know the history of MLFC and be able to explain in general terms how we have grown to where we are today.
  - Ushers should know the names of the pastoral staff and of other key leaders within the church

### During The Service:

1. Smile while greeting people who come through the doors. Seat people first in the front seats.
2. Be prepared to answer questions. Be prepared to fill out an 'Incident Report' if you are a witness to accidents or disturbances.
3. Assistants will personally assist and accompany visiting parents with babies to the parents' rooms and offer assistance to parents with young children by taking them to children's ministry. Allow only the baby and ONE adult parent/guardian to sit in the parents' rooms to avoid overcrowding.
4. Never point guests toward their destinations, no matter how close the destination is or how easy it is to find; Ushers are there to accompany them or you may direct another First Impressions Team Member or a Floater to accompany them to their destination.

5. USHERS will maintain a vigilant watch of their section throughout the service. Be aware of disturbances and act before they can get out of hand.
6. USHERS must maintain awareness of neighboring sections in case your assistance is needed for the guests.
7. USHERS should remain in their section throughout the entire service.
8. USHERS will rise in unison, following the lead of the Head Usher, when Pastor tells the Ushers to wait on the people. Ushers will collect the tithe and offering in their specific sections, beginning at the front of the sanctuary. They will receive the offering in buckets, alternating rows.

USHERS shall ensure that they carry with them empty offering envelopes for use by attendees. Never accept cash directly from a person. Hand them an empty envelope and once they have sealed it, then receive.

Thank each person after you receive the bucket from him or her. Move quickly and in tandem with the Usher located at the other end of the row. Don't make people feel rushed; however, time is an important factor in moving the service forward.

The Service Captain is responsible for ensuring that the collected tithes and offerings are delivered to the appropriate personnel in the proper manner.

#### After The Service:

Immediately after the service is dismissed, Ushers should open the sanctuary doors and assist those in attendance with exiting. Smile and thank the people for coming. Remain in your position until the majority of people have left the sanctuary (this is usually no more than 15 minutes).

Once the majority of people have exited, a walkthrough of the assigned section should take place. Collect any unattended belongings and deliver them to the Information Booth.

Any cards, envelopes, Pamphlets or handouts should also be collected.

Before leaving, attend a debriefing, making mention of any unusual circumstances or problems encountered, and how they were resolved.

#### Ushering During Communion:

Communion is served in the pews. In order to facilitate a smooth distribution, Ushers serving Communion will line up at the back of the sanctuary and enter together to receive the sacraments for distribution to the people.

Ushers will be instructed prior to the start of service as to how many sets of elements your section requires, however never carry more than 2 or 3 sets at a time. Return and pick up more sets if you need them. When receiving the elements, hold your hand at waist height and extend the appropriate number of fingers indicating to the Pastoral staff how many sets of trays you need.



Ushers will take the communion elements and pass them throughout the sanctuary similar to the same format as receiving the offering. Pass the bread plate first, and then the juice.

After the Ushers have served all of the people, the Ushers will then line up to one side of the Communion Table, in the front of the auditorium. When all ushers have assembled, they will then proceed single file before the Pastoral Staff, so they may be served Communion by the Pastoral staff.

The Ushers will then take the elements and proceed back to their respective seating positions. All Ushers will keep an eye on the Head Usher. When the Head Usher sits, all Ushers will then sit in unison.

After the Pastoral staff has served all ushers and after everyone is seated, the Pastor will then instruct everyone on partaking of Communion together.

At the end of the service, Ushers will remove all communion cups and dispose of them. Additional training will be held during the weekly meetings.

#### Ushering During the Prayer Line:

There are 3 main areas of responsibility during a prayer line: the Catchers, managing the Flow, and the Pickup.

#### Catching

Although we don't like to discuss this delicate issue, it is legally possible for someone to sue the church if they sustain any injuries during a fall. Please read through the protocols for catching, and notify your Service Captain if you are unable to perform these duties without causing injury to yourself or someone else.

- Catchers should support the head and small of the back when catching. Do not try to carry their weight to the floor. Let the individual lay backward but not hit their head on the floor.
- The usher is not catching the person; they are simply breaking the fall. During a move of the Holy Spirit, ushers should keep their attention focused on the minister and the Head Usher or Service Captain.
- After a catcher has successfully broken the fall, he should then leapfrog around the next catcher to attend to the next person.
- The catcher will work in conjunction with the Service Captain concerning adding people to the front line. When setting up the healing line, keep enough room in front of the people for the minister to move freely and behind the people to lay them down backward.
- A catcher must be sensitive to the move of the Spirit. The catcher is directly involved with the move of the Spirit. The catcher should continuously be praying in the Spirit under his breath at all times.
- It is of great importance that the catcher does not physically touch the person that is being prayed for, until they begin to fall or the minister says

otherwise. The anointing is tangible and we, as ushers don't want to draw the anointing to us and away from the person being prayed for. For this reason, it is also important that we don't make physical contact with the minister. Only the Pastoral Usher may assist the Pastor if the Pastor needs his assistance.

- A modesty cloth should be placed on women wearing a dress that falls down under the power of the Spirit. An appointed woman should place and remove the modesty cloth. Male ushers are never to do this. Only men and may serve as catchers, and only then if he is physically able to do so.
- Catchers are NEVER to catch someone by placing his hands or forearms under the persons arm pits.

### Managing the Flow

The primary reason we manage the flow is to regulate the amount of people crowding the healing line. If too many people are crammed in the front, then it is impossible for the catchers and the minister to have room enough to operate correctly.

The flow is like a valve that turns on and off, allowing more people to the front line, or stopping their progression until enough room is made. At all times, ushers need to keep the prayer line separate from the crowd.

The ushers directing the flow should maintain eye contact with the one giving directions to allow more people in or hold them back. Be confident and direct, but not overly forceful or rude.

### Pickup

The ushers working Pickup should be attuned to their surroundings. The purpose is to pick people up and move them on, making room for others. If there is plenty of room, don't rush the person.

When there is not enough room to allow the fallen person to remain down, the usher should gently take the right arm of the down person and gently lift them up with both of their arms. Do not put your arms around a person or under their arms unless it is unavoidable due to the person needing additional assistance to rise.

For special circumstances, someone who is crippled, elderly, or obese, please use common sense. Gain additional assistance where needed, and remember to keep yourself safe while helping the down person. Never pull on an obese person as you may end up injuring yourself, or falling yourself.

Men, when assisting a female up from the floor, once initial eye contact is made with her, look out toward someone or something in the audience. Do not allow your eyes to wander.

### Special Considerations

USHERS serve as the first line of contact for many circumstances that might arise at MLFC. In the case of the Media, your ONLY response is "No Comment." If

encountering any person from the Media, immediately contact your Service Captain so that they may correctly handle the situation.

If anyone poses questions regarding the offering, this may occur during special services and come from non-Members, please direct the questioner to the Service Captain. In the event the person asking questions balks at speaking with someone else, please be prepared to inform the Service Captain of the incident with as much information as possible immediately after service.

Other special circumstances may include Baby Dedications, Funerals and Weddings, and Building Emergencies (Ex. Fire). Specific training will be held at the weekly meetings to address these and other Ushering duties.

## HANDLING PROBLEMS

One of the main responsibilities of an Usher is to be attentive to potential problems and diffuse them before they become large problems.

- Mere Presence – Many times just the mere presence of an individual can prevent any further problem. Always try to have more than one person present, either a security person or another usher.
- Verbal Compliance – Seek to diffuse the situation with verbal skills. Talk in a calm, confident manner, always lowering your voice below that of the subject. Remind them that they are in a church or place of worship.
- Escort Technique – Assess the subject. Preferably with two or more security personnel or ushers, attempt to remove the subject from the area. The Service Captain should definitely be involved in this situation. Once the subject is removed from the area, call the police. Be aware that the subject may get physical or fight the escort technique.
- Police Intervention – First call the Head Usher or the Head of First Impressions who will give an indication if security is needed or not. Then, if deemed necessary, call the police. This is a last resort and should be reserved for situations that cannot be handled by those onsite.

## CONDUCT WHILE ON DUTY

1. Ushers are expected to be alert while on duty
2. Long chats to fellow Ushers, friends, or church members are not allowed while on duty. If it's something important and urgent, an Usher should ask for permission from the Service Captain in order to be excused and attend to someone.
3. Usher team members are not allowed to leave their section unattended.

## ABSENTEEISM

1. Without regular attendance, the team suffers. While it is expected that the Usher team members may pursue other passions outside of MLFC, it is also expected that members demonstrate a high sense of value where they have committed their service.
2. Ushers are expected to serve every week during the service they have committed to.
3. Excused Absence are as follows:
  - Personal Illness (that cause you to be in bed or to the doctor)
  - Immediate Family illness
  - Immediate Family Death
4. Ten (10) minutes late will constitute one (1) tardy and anything more than ten (10) minutes late will be considered an unexcused absence.
5. Ushers may voluntarily miss 2 Sundays per year if and ONLY if you schedule your own replacement with another approved Usher AND you communicate this arrangement to your Service Captain not less than 2 weeks in Advance. Your Service Captain will not find a replacement for you, except in an Emergency situation.
6. Unless you are the victim of the emergency situation, you are still responsible for notifying your Service Captain of the emergency. Any other arrangement will be an unexcused absence. Your replacement must be an active usher and you should also IMMEDIATELY notify your Service Captain of the Emergency Situation as to who will be replacing you.

To notify your Service Captain: 1) Notify in person, OR, make a phone call first. If the Service Captain doesn't answer, leave a message. 2) After leaving a message, send a Text message (if your phone allows) to your Service Captain. You must either receive an acknowledging Text Message back from your Captain, or be prepared to show your Service Captain the time you sent the Text Message.
7. Should an Usher go overseas or to another city for an extended period of time, it is best that they step down from Ushering and repeat the process if/when they return to MLFC.

## DISQUALIFICATIONS FROM THE TEAM

1. For the protection of the reputation and integrity of the church, as well as the rest of the team, individuals not adhering to Christ-like Moral Standards will be asked to step down from the team. A partial list for disqualification includes but is not limited to:

2. Choosing to partake in sinful activities (immoral sexual behavior, lying, stealing, cheating, excessive drinking of alcohol and illegal drugs)
3. Choosing to live a lifestyle not honoring to Christ and the Church [Galatians 5:19-21]
4. Continual negativism, criticism, gossip and complaining are not embraced and will not be tolerated at any time. We strongly encourage Christ-like fellowship among the team members.
5. Not considering the other Team Members by being Tardy, absent, or not following the policies such as notifying your supervisor in advance. Three (3) times of being Tardy will equal one (1) unexcused absence. Any Team Member who has three (3) unexcused absences will be asked to step down from the team.

#### TEAM RELATIONSHIPS

Team members are encouraged to be in regular contact with each other, aware of each other's prayer needs, and support one another through exhortation and accountability. Team members are also encouraged to join a Connection Group.

COMMITMENT FORM

I consider it an honor and privilege to serve on the Usher Team at MLFC. I have read and understand the Ushers' Guidelines and will abide by them. I commit to faithfully serve on the Ushers Team for at least 12 (twelve) months from the time I am accepted to the Team.

I understand that I will be dismissed from the team if I do not abide by the policies contained within but not limited to, the terms of this agreement.

Kindly tick (√) which School for Life classes you have attended and completed.

<b>School for Life Classes</b>				
Membership	Ministry of Helps	Unique Design	Biblical Foundations	Submission & Authority

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Department Head: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

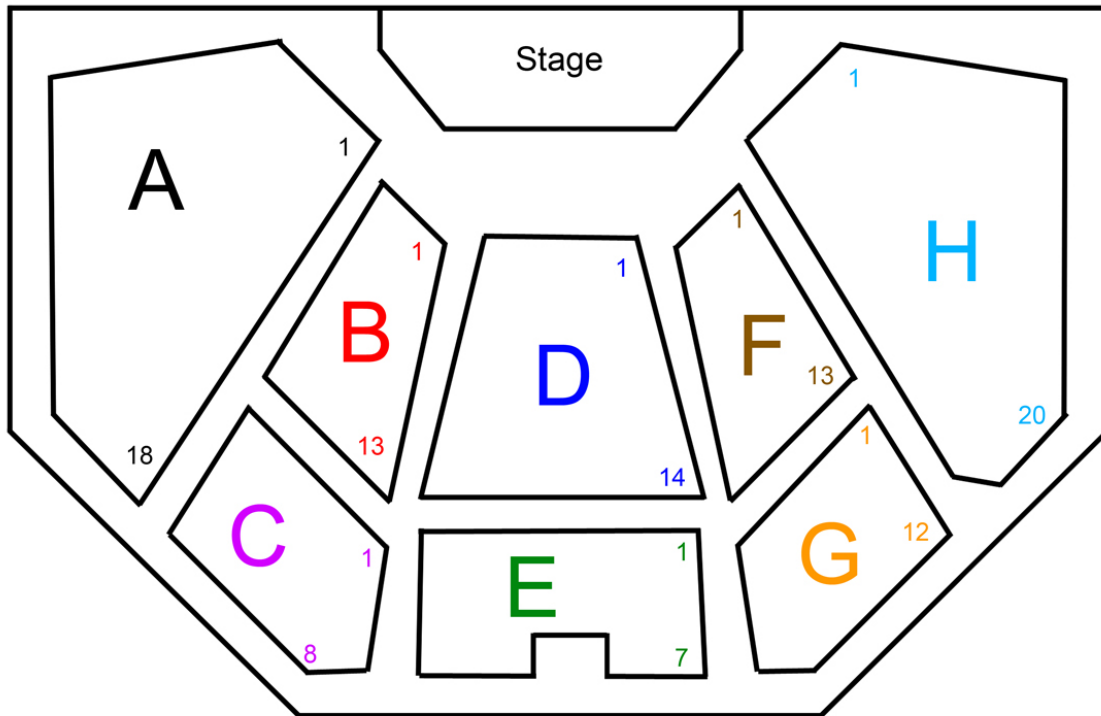
We appreciate your dedication and commitment to help us fulfil the vision that God has placed in our heart to Share Christ, Mature Believers, and Change the World.

Pastors Walker and Haley Schurz

SCHEMATIC SHOWING SEATING SECTIONS



Church Auditorium Seating



**Section A**

Raw: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18  
 # of Seats: 7 8 10 12 13 14 15 17 18 20 21 22 23 25 26 22 18 10

**Section B**

Raw: 1 2 3 4 5 6 7 8 9 10 11 12 13  
 # of Seats: 8 9 10 10 11 12 12 13 13 13 15 16 17

**Section C**

Raw: 1 2 3 4 5 6 7 8  
 # of Seats: 19 20 21 22 23 24 25 20

**Section D**

Raw: 1 2 3 4 5 6 7 8 9 10 11 12 13 14  
 # of Seats: 16 17 18 19 20 21 22 23 24 25 26 27 28 29

**Section E**

Raw: 1 2 3 4 5 6 7  
 # of Seats: 28 29 30 29 28 24 22

**Section F**

Raw: 1 2 3 4 5 6 7 8 9 10 11 12 13  
 # of Seats: 9 10 10 10 11 12 12 13 13 13 15 16 17

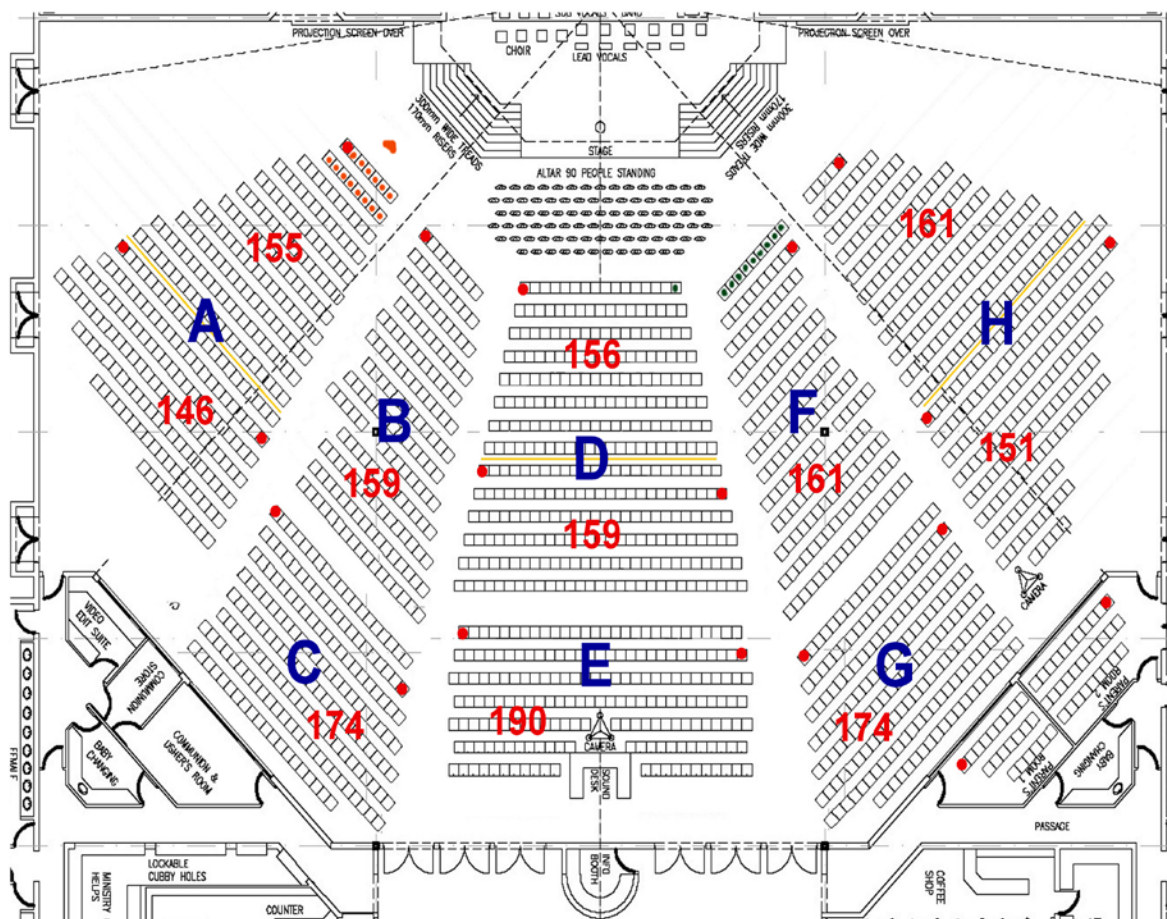
**Section G**

Raw: 1 2 3 4 5 6 7 8  
 # of Seats: 19 20 21 22 23 24 25 20

**Section H**

Raw: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20  
 # of Seats: 5 8 10 11 14 15 16 18 20 21 23 25 25 23 20 18 15 10 10 5

# SCHEMATIC SHOWING USHER POSITIONS



## Key:

**Red Numbers** = number of seats in section

**Red Dots** = Usher seating

**Blue Letters** = Section Identification

**Yellow Line** = Division between sections

**Green Dots** = Pastoral Staff and Pastoral Usher

**Orange Dots** = Hearing Impaired and Interpreter