

Ushers

MINISTRY TEAM ORIENTATION

The Usher Team supports the ministry of the Word as a part of the Assimilation Ministries Team (Acts 6:1-7). Usher Team Members serve to provide a warm welcome for guests and members as they enter the Worship Room, assist people to find a seat, collect the offering baskets at the end of the service and serve as a first responder to any emergencies inside the Worship Room. This team serves in the Worship Room during all Worship Gatherings.

Serving effectively as a member of the Usher Team requires knowledge of the following:

Team Schedule

Team Members serve for two hours (8:30 a.m.-10:30 a.m., 10:30 a.m.-12:30 p.m. or 5:30 p.m.-7:30 p.m.). They are asked to serve a minimum of two Sundays per month. In the event that a team member cannot serve on their scheduled week, they are to contact other team members to find a substitute. In the event that they cannot find a substitute, they should contact Eric Adams, 9:00 a.m. Team Leader, (205) 441-1208, Bige_tidefan@yahoo.com; John Adams, 11:00 a.m. Team Leader, (205) 422-7369, jadams5517@charter.net; or Frank and Barbara Layton, 6:00 p.m. Team Leader, at (205) 335-5978, fblayton@windstream.net.

Identification

Team members are requested to wear their nametags every time they serve. Nametags are located in the Coat Room. If a new nametag is needed, one may be requested at the Connection Central Desk or by contacting Susie Farley, Ministry Assistant for Biblical Training/Membership, (205) 313-7782, sfarley@brookhills.org.

People Skills

The most significant role for this team is the ability to be gracious and welcoming to guests. Facial expressions, posture and gestures are important because 80% of communication is non-verbal. Make eye contact, be the first to speak and smile. Remember to:

- Escort people to their seat.
- Ask people to "please move to the center of the row" when seats become limited in the Worship Room.
- Offer to show families where the nursery is if a small child is crying and the parents are not able to console the child. Never tell a parent that they must take a child to the nursery.
- Ask older children to be quiet if they are NOT seated with their parents. You may also tell them that they will have to personally apologize to the Executive Pastor, Chris Nichols, for their behavior after worship.

Two-Way Radios

Radios are provided for communication with all other Assimilation Ministry Teams and for emergencies (see the attached Emergency Protocol). At least one Usher must be on the radio during the morning services. Radios are located in the Coat Room. A card listing the radio stations for all the teams is available at the Connection Central Desk. The Usher Team station number is 7.0.

Emergency Protocol

Ushers serve as "first responders" in the event of an emergency in the Worship Room. Basic CPR and AED training will be included in the Ushers' Orientation. Ushers need to alert the Parking Team of the location of the emergency if an ambulance is called (see the attached Emergency Protocol). The Parking Team radio station is 15.0. A deputy may also be contacted through the Parking Team at station 15.0.

AED (Automated External Defibrillator) Locations

Team Members may be asked to locate an AED in the event of an emergency. The AEDs are in the following locations:

- Connection Central
- Second floor reception desk
- Student Center

Team members are welcome to contact the Assimilation Ministry Staff for any questions or needs:

Debby Bowers, Assimilation Minister, dbowers@brookhills.org, (205) 313-7795 office, or (205) 936-2129 cell.

Susie Farley, Ministry Assistant for Biblical Training/Membership, (205) 313-7782, sfarley@brookhills.org.

Emergency Protocol

WHAT TO DO IN A MEDICAL EMERGENCY

Call an ambulance and get the AED anytime someone loses consciousness or, if in your best judgment, you think that one is necessary. If the family tells you not to call an ambulance, explain to the family that this is our policy and call 911 anyway.

Automatic External Defibrillators (AEDs) are located at the:

- Connection Central Desk in the Lobby
- Main Building 2nd floor Reception Desk
- Student Building Reception Desk

An EpiPen is located at the Connection Central Desk in the Lobby.

If the emergency occurs in the Worship Room, make every effort to move the person to the lobby outside Room 130.

Emergency Response Team is on call every Sunday morning to assist you. The ER Team member on call is the leader and the decision maker for any medical emergency on their rotation. They determine the best course of action in the event of a medical emergency. The ER team can be reached by alerting an Usher or calling 9.1 on the radio. Any of the volunteers at the Welcome Desk or the Connection Central Desk in the lobby can communicate with the ER Team by radio on Sunday mornings.

Parking and Usher Teams are also American Red Cross Certified in Basic CPR and use of the AED. These teams also serve as "first responders" to medical emergencies.

The Parking Team should be notified of the location of the emergency when you call an ambulance. They can be reached by calling 15.0 on your radio (if you have one). Any of the volunteers at the Welcome Desk or the Connection Central Desk in the lobby can communicate with them by radio on Sunday mornings.

Sunday evening emergencies will be managed by the Usher Team and the Brook Hills Staff.

Team members are welcome to contact the Assimilation Ministry Staff for any questions or needs:

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