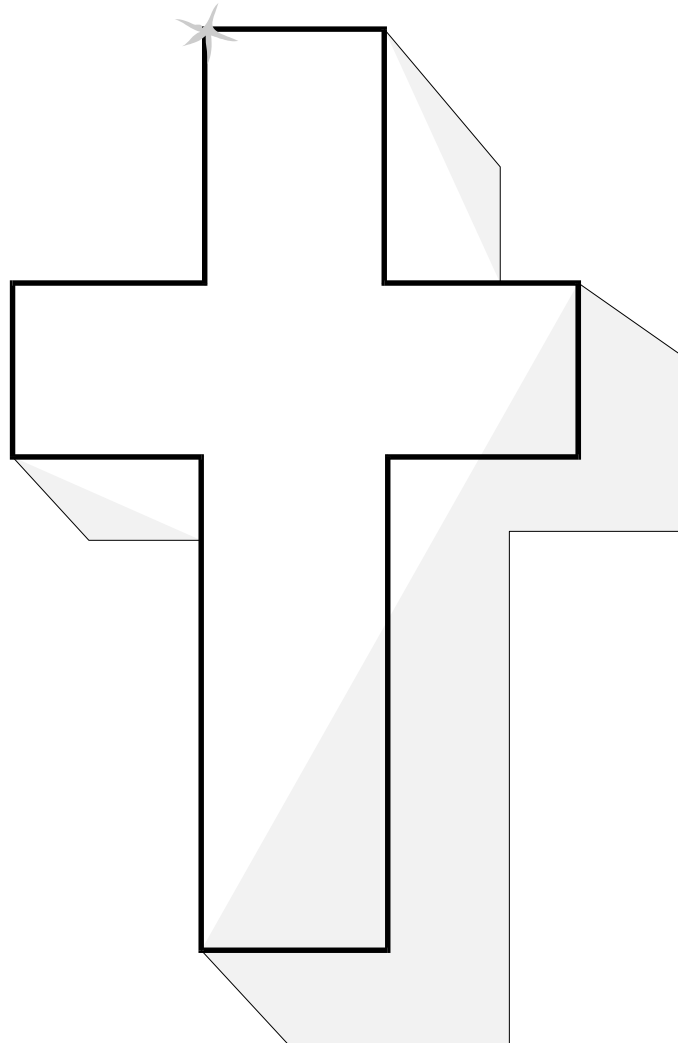


Usher/Setup/Takedown Crew Procedures Manual



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Team Captain Usher/Setup/Takedown Crew Description of Responsibilities

The Team Captain is the first person listed on the User/Setup/Takedown list for each week. This person has the responsibility for getting all the tasks associated with ushering and setup or takedown done for his or her designated week. I have listed the Team Captain's key areas of responsibility:

1. **Training** - As Team Captain you should be familiar with the details of setup, ushering and take-down. I will give each member of your team an information packet. Please take the responsibility to see that each team member is trained in his/her duties. I have included as many procedures and fact sheets in this packet as I could think of. Please make me aware of any mistakes or omissions.
2. **Accountability** - If members of your team fail to show up on the Sunday you are assigned please call them to find out what has happened. There may be a number of reasons for their absence. Calling them will allow you to accomplish several things: determine if the crew member has a valid reason for missing; express concern for their personal well being if something has happened; help to demonstrate the importance of their faithfulness; and keep short accounts so that no bitterness grows in the relationship.
3. **Keys** - Obtain your own copy of keys from Church Office for opening the church, janitor's closets, and the Potter's house. Make certain your team members know the location of the commonly used keys that hang in the storage room (where the chairs are kept). The following keys are kept in a key box just inside the door:

Key # 1	Fire Alarm Control	Key # 9	Hoops backboard adjust height of rim up & down keys
Key # 2	Voice Evacuation Alarm	Key # 10	Hoops backboard retract to ceiling up & down keys
Key # 3	Screen	Key # 11	Ministry Center Master
Key # 4	Sound System Wall Box	Key # 12	Potter's House Front Door
Key # 5	Keyboard Case	Key # 13	Auxiliary Classroom (trailer) 1-3
Key # 6	Front Door Hex Key	Key # 14	Auxiliary Classroom (trailer) 4-6
Key # 7	Elevator	Key # 15	Garage
Key # 8	Upward/Shop		

At the end of your team's service for the day make sure that the keys are all returned to the key box.

4. **Collection** - Ensure you have enough people to take up the offering. Determine who is going to take each aisle to minimize confusion. We have discovered it is easier to count attendance before the offering is taken. A good way to do this is to count from the mezzanine sometime after the sermon starts. Count **after** children are dismissed for Children's church.

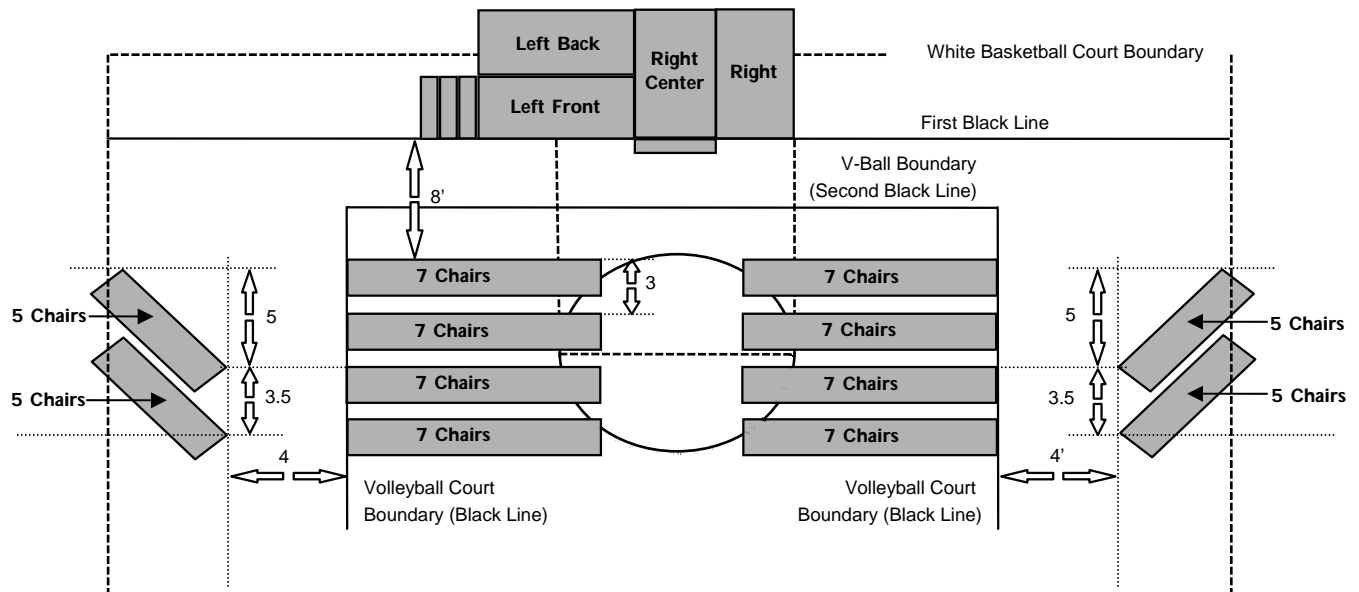
Usher/Setup/Takedown Crew Standards

The people who attended the first meeting of the usher/setup/takedown volunteers discussed some standards and practices which we agreed would help us to glorify God and minimize the chances of hard feelings among those who are working together to serve the church.

1. **Dress Code** - When serving as an usher, please do not wear shorts or old, ragged pants. Jeans are OK if they look neat. Wear a shirt with a collar. We feel it is OK to be informal, but not sloppy in our dress.
2. **Timeliness** - Make every effort to be on time (see schedule on pages 3 and 5 for amount of time to show up prior to service). Others are counting on you.
3. **Schedule Conflicts** - Write your usher dates on your calendar so you can be sure to keep your commitment to the group and to the Lord. If you have a scheduling conflict please take the responsibility to find a person you can swap with. After you have arranged this, let your Team Captain know what you have arranged. *Please don't call your Team Captain and ask him to find you a substitute.*
4. **Procedures** - Read all safety procedures and familiarize yourself with the location of doors, equipment, and others details necessary to quickly execute the procedure. If you have questions about a procedure, talk to your Team Captain. See the Table of Contents for a list of procedures contained in this manual.

First Service Usher/Setup Crew Description of Responsibilities

1. **Prior to First Service:**
 - a. **Arrival time.** Please arrive no later than one hour before start of service.
 - b. **Stage Setup.** *Note: The sound crew may elect to set up the stage to simplify their job of placing equipment, etc. If they have set up the stage, you must still perform steps 2) through 5) below.* Do this first to minimize distraction to the band. Align front of stage with first black line (see Setup Diagram) and center stage in room.
 - 1) **Stage.** Use 4 platforms with velcro for skirts on outer edge. The 4 platforms are labeled as oriented looking from the audience toward the stage. (All discussion in these instructions will assume this same orientation).
 - 2) **Steps.** Place on side of stage opposite the band and secure to stage with built-in C-clamps.
 - 3) **Skirts.** They are in a box on the white wire shelves in the storage room.
 - 4) **Podium.** Use the red 2-wheel cart to carry it to the stage. Set it front-and-center and place the extra “tall step” platform in front of the podium for the flower arrangement.
 - 5) **Baskets.** Get baskets from the mezzanine and place next to the podium for collection of offering. There should be 4 baskets (1 for each section of seating).
 - c. **Hoop/Volleyball/Tables/Metal Chair Storage.** Store the basketball hoops and volleyball stands in the front left corner of the room. Hide them with one of the beige roll-up screens in the front of the room. Place another screen on the opposite side of the room, next to the band. Store the rolling racks of tables and rolling metal chair stands in the storage room in the back of the room after all the green fabric chairs have been removed.
 - d. **Chair Setup.**
 - 1) Follow Setup Diagram attached to this procedure.
 - 2) If this is your first time using the chair dollies to move stacks of chairs, get instruction. Make certain the prong which the stack rests on is placed **between** the underseat bookrack and the underside of the chair. If the stack is lifted from under the wire bookrack, the bookrack will be damaged.
 - 3) During the school year, plan on setting up all the chairs, but check with Steve for number needed for middle hour in Chair storage room.
 - 4) The narrow green fabric chairs should be the last to be set out and the first put away. Our narrow green chairs will not stack together with the wider green chairs.
 - 5) Whenever you find a damaged chair (missing feet or plastic bumpers on legs) set downstairs behind the elevator and notify Eric Johnston or Mike Newkirk. We will see that they get repaired.
 - e. **Hymnals.** When a hymn is listed in the Order of Worship, set on every other chair. 2 hymnals for the sections with 5 chairs, 3 hymnals for sections with 7 chairs.
 - f. **Back Table.** Boxes of materials for back table are in storage room, on white wire shelf or on rolling racks. Arrange materials on table. Discard dated material (announcements for events which have already happened). Get “Office Box” from Potter’s House office. Place congregational mail box on back table and put some bulletins and children’s bulletins on a chair next to the elevator in the white metal wire trays. Place a folding table near the side entrance to the gymnasium and put some bulletins and children’s bulletins on it as well.
 - g. **Welcome Center and Black Floor Lamp.** Set up Welcome Center chairs, bench, table, and floor lamp in the corner.
 - h. **Briefcase.** Bring the counters’ briefcase over from the office to the mezzanine for the offering.
 - i. **Name Tags.** Put on an “Usher” name tag so people will know who to come to with questions.
 - j. **Classroom Unlocking.** Unlock all classrooms in the Ministry Center, as well as the Auxiliary Classrooms (trailers). You will find master keys for the Ministry Center and the Trailers in the lock box hung on the wall of the chair storage room. Make certain all external doors are unlocked (deadbolt disengaged) in the Ministry Center.
2. **First Service:**
 - a. **Handing out Bulletins.** Two ushers should stand at the double doors to hand out bulletins and children’s bulletins. One usher should hand out bulletins to people coming in the other door.
 - b. **Closing the Door.** When the service starts, close the doors so the people in the sanctuary will not be distracted by noise created by people arriving late. Whenever a song starts, open the doors and let people in.
 - c. **Seating People.** If it appears that people are having trouble finding seats, please walk along the outside aisles to find available seats and then escort them to the seats.
 - d. **Leaving Front Lobby.** Team Captain should decide when it is appropriate for the ushers to stop handing out bulletins and sit down.
 - e. **Counting and Offering.** The Team Captain should count the people in attendance. We have found this is best done from the Mezzanine after the sermon has started (while kids are in Children’s Church). The offering should be collected by 4 people, 2 in the middle aisle and 1 each in the side aisles. At least 2 ushers should take the offering upstairs and put it in the briefcase. This should never be done by only 1 person (avoid any appearance of evil). Baskets should be returned to the podium after the service ends.



Sunday Morning Worship Setup Diagram

1. **Stage:**
 - a. Locate 4 platforms stored on the rolling rack. Place them on the floor in the configuration indicated by the above diagram.
 - b. Line up the front of the stage with the first black line in the front of the room. Center the stage using the white free-throw lines as indicated in the above diagram. The white Velcro strips should be on the outer edge of the stage, except where the steps join the stage. The steps and flower platform have white Velcro strips around the outside as well.
2. **Chairs:**
 - a. Place the first row of **7 chairs** 8 feet from the first black line (or 3 feet from the second black line). Both rows (right and left inside rows) of 7 chairs start on the black line which runs from the front to the back of the auditorium (volleyball court boundary, see diagram). The center aisle between these rows will be roughly 5 ½ feet. Space each row of 7 chairs 3 feet (3 tiles) apart measured from front leg to front leg.
 - b. Place the first row of **5 chairs** (right and left outside rows) even with the third row of 7 chairs, with an aisle 4 feet wide between the 5-chair and 7-chair rows.
 - c. Tilt the rows inward, towards the stage as indicated in the diagram.
 - 1) Left side of room. The tilt should be 5 feet as measured from the right front leg of the inside chair to the left front leg of the outside chair. Space each row of 5 chairs 3 ½ feet apart measured from right front leg to right front leg.
 - 2) Right side of room. Of course, the right side of the room will tilt inward in the opposite direction. The tilt should be 5 feet as measured from the left front leg of the inside chair to the right front leg of the outside chair. Space each row of 5 chairs 3 ½ feet apart measured from left front leg to left front leg.
 - d. Put up as many rows as possible with the number of chairs available. Put out the old chairs first (these have the hymnal rack on the underside of the chair). The last few rows should be made up of the new (narrower) chairs (with no rack). These should be taken out of the storage room last and put back in first. The old and new chairs are different sizes and will not stack together.

Safety Note: Children have been found playing up in the mezzanine, and at least one was found climbing on the high-open wall overlooking the gymnasium. A fall from this height could have tragic consequences! Please keep the door locked at all times (especially between and after services) and do not allow small children up in this room!

Second Service Usher/Takedown Crew Description of Responsibilities

1. **Prior to Second Service:**
 - a. **Arrival time.** Please arrive no later than 15 minutes before start of service.
 - b. **Name Tags.** Put on an "Usher" name tag so people will know who to come to with questions.
 - c. **Straighten up Auditorium.** If hymnals were set out by setup crew, spend a few minutes redistributing them. Set on every other chair. 2 hymnals for the sections with 5 chairs, 3 hymnals for the sections with 7 chairs. Pick up papers left by first service people and straighten chairs if needed.
2. **Second Service:**
 - a. **Handing out Bulletins.** Two ushers should stand at the double doors to hand out bulletins and children's bulletins. One usher should hand out bulletins to people coming in the other door.
 - b. **Closing the Door.** When the service starts, close the doors so the people in the sanctuary will not be distracted by noise created by people out in lobby. Whenever a song starts, open the doors and let people in.
 - c. **Leaving Front Lobby.** Team Captain should decide when it is appropriate for the ushers to stop handing out bulletins and sit down.
 - d. **Counting and Offering.** The Team Captain should count the people in attendance. We have found this is best done from the Mezzanine after the sermon has started (while kids are in Children's Church). The offering should be collected by 4 people, 2 in the middle aisle and 1 each in the side aisles. At least 2 ushers should take the offering upstairs and put it in the briefcase. This should never be done by only 1 person (avoid any appearance of evil). Baskets should be left up in the mezzanine.
3. **After Second Service:**

Note: When putting things in chair storage room remember to keep a clear path to the sprinkler system and controls in the back of the room. There must be a clear pathway according to fire codes.

 - a. **Hymnals.** Put hymnals on cart. Place in storeroom.
 - b. **Stage Skirts.** Put skirts in labeled box in storage room, on white wire shelf.
 - c. **Chairs.**
 - 1) Stack chairs 8 high.
 - 2) If this is your first time using the chair dollies, get instruction. Make certain the prong which the stack rests on is placed **between** the underseat bookrack and the underside of the chair. If the stack is lifted from under the wire bookrack, the bookrack will be damaged.
 - 3) When using chair dollies, pull the stack rather than pushing to minimize the chance of bumping into someone (especially little children). They will not be looking for you.
 - 4) When putting away the first stack of chairs, be careful not to damage the copper water pipe on the wall of the storage room.
 - 5) The narrow chairs should be the first to be put away. Our narrow and wide chairs will not stack together.
 - 6) Whenever you find a damaged chair (missing feet or plastic bumpers on legs) set downstairs behind the elevator and notify Eric Johnston or Mike Newkirk. We will see that they get repaired.
 - 7) Turn off storage room lights and lock door.
 - d. **Podium.** Use the red 2-wheel cart to carry the podium back to the storage room.
 - e. **Steps.** Detach steps from stage and store in the back against wall near basketball hoops.
 - f. **Stage Takedown.** Take platforms apart, collapse legs, and put on rolling cart. Store behind fabric panel in front and right side of gymnasium.
 - g. **Welcome Center and Black Floor Lamp.** Unplug black floor lamp and store in chair room so it is not damaged by balls during the week. Stack the Welcome Center furniture in the back corner.
 - h. **Back Table.** Put back table materials back into boxes according to content labels on the outside of the boxes and place on white wire shelf in storage room. Put congregational mail box and leftover bulletins back in Office Box with other materials as indicated on label and return to the office in the Potter's house. Put the box on the receptionist's desk.
 - i. **Locking Up.** Team Captain should ensure that all lights are turned off and outside doors are locked (check both upstairs and all the rooms downstairs). During Upward season, the inside doors for each of the classrooms must be locked as well. Check to ensure that the Auxiliary Classrooms (trailers) are also locked. Keys are hanging in the chair storage room in the metal key box.

Unlocking - Locking Facility Procedure

If you need access to the building at a time when you think it may be locked, contact the office to arrange to borrow the key or for them to open the door.

If you have an ongoing need to get in to the building at times when it is locked, see an office administrator to check out a key. A master key to all inside rooms of the Ministry Center and a key to the Auxiliary Classrooms (trailers) are hanging in the chair room key box.

1. Unlocking Procedure:

- a. Unlock the front lobby doors using master key. Then find the hex key kept on top of door jam (inside right double door as you look out from inside lobby). Use this to unlock double door bars in front lobby (push bar down and turn screw under bar clockwise with hex key until bar stays in “down” position) so people can open doors from outside.
- b. Unlock the kitchen door, the double doors and single door along the gymnasium outside balcony (same master key will work). **Note:** You must unlock double doors and single balcony door from the outside so they will stay unlocked.
- c. Unlock all classrooms on the lower level, except for the cribbery, which may be accessed only from the inside of the nursery.
- d. The Howard County fire code requires that the outside exit door for any room in use must be unlocked. Some of the rooms have panic hardware installed and the room can be exited by pressing the panic bar and pushing the door open. Other doors have a dead bolt on the outside exit door and must be unlocked. Please familiarize yourself with how to open these dead bolts and ensure all Sunday School and Nursery rooms are unlocked. Unlock the inside double door exit (deadbolt) at the end of the hall by Quad D and Classroom 3 as well. The outside double door has panic hardware and does not need to be unlocked.
- e. Unlock the doors to the Auxiliary Classrooms (trailers). A key to gain entrance to the trailers is hanging in the key lock box in the ministry center chair storage room. You will have to use a hex key to set the panic hardware to stay in the open position. Each room in the trailers has a copy of this hex key.

2. Locking Procedure:

- a. Go through the downstairs classrooms and hallway and lock all outside exit doors. During Upward season, the inside door to each of the classrooms must also be locked. These inside doors must be locked with a key. You will find a master key for the ministry center hanging in the key lock box in the chair storage room.
- b. Lock the doors to the Auxiliary Classrooms (trailers). Use a hex key (available in each of the trailer rooms) to adjust the panic bar to lock as you leave. Turn off all the lights.
- c. In the Ministry Center Lobby, find the hex key kept hanging on the hook on the inside right double door. Use this to lock double door bars in front lobby (turn screw under bar counter-clockwise with wrench until bar stays in “up” position). Have someone test the two sets of double doors from outside to make certain they are locked.
- d. Turn off all lights.
- e. Exit the building from one of the doors along the gymnasium outside balcony and lock each of the doors on the balcony from the outside.
- f. Walk along the outside lower level and try each door to verify it is locked.

Elevator Operation

The elevator in the front lobby requires a key to operate it. The key (Key #7, brass) is kept in the key box inside the Chair Storage Room, on the wall, located above the wire shelves.

Note: As a safety and convenience measure, keep the elevator at lobby level. By running the elevator down a few inches, the door will lock, thereby preventing little children from opening it and playing in it.

Note: Handicapped Elevator Keys are universal. If we get a handicapped visitor it is quite possible they already have an elevator key that will work in our elevator.

1. Insert key into outside panel and turn to **ON** position. Press **UP** (or **DOWN**) key to bring elevator to ground level. Turn key to **OFF** position. Remove key from front panel.
2. Open door and give key to person using elevator (if appropriate). If the person needing elevator is not capable of operating elevator, ride with them and operate yourself.
3. Insert key into inside panel and turn to **ON** position. Press **UP** (or **DOWN**) key until elevator stops at desired floor. Remove key and help person out of elevator. Close door.
4. Insert key into outside panel and turn to **ON** position. Press **UP** key to return elevator to lobby level if at basement level. Press **DOWN** key to run elevator a few inches below ground level to ensure children can not open door. Check door to make sure it is locked.
5. Return key to slot #7 in key box in Chair Storage Room.

Heating and Air Conditioning System Operation

The Heating and Air Conditioning System is automatically programmed on a weekly timer, with settings appropriate for scheduled activities. Normally, there is no need to turn on, or adjust the system. If, however, the church building is being used at a time other than the normally scheduled events, or if it should become uncomfortable for any reason, the automatic settings can be overridden.

1. Auditorium/Gymnasium HVAC Controls:

- a. Locate someone with a master key to the upstairs rooms, (Eric Johnston or office staff member). Unlock the mezzanine door.
- b. Unlock and enter the door on the left side of the sound booth (directly above the stairs). (Use same master key to open this door.) You may have to push against the door as you unlock it.
- c. Locate the thermostat control box on the wall just inside and to the right as you enter the door. Up and down buttons on thermostat will override preprogrammed temperature settings for 2 hours. There is no need to reset thermostat, it will return to preprogrammed state after 2 hours have elapsed.

2. Downstairs Classroom HVAC Controls:

- a. There is one Master HVAC Unit in the Infant Nursery. Changing the thermostat setting here affects all of the rooms. Turn the fan from Auto to On if the air is stuffy.
- b. Each room has its own thermostat. These thermostats will not cause the system to turn on until several of the thermostats register a need for a temperature adjustment.

Emergency Evacuation Procedure

In the event that an emergency evacuation of the building is required:

1. Ask people to quickly walk to the nearest exit and move away from the building. If necessary, a microphone is contained in the red "**Voice Evacuation Alarm**" box in the back corner of the auditorium (to the left of the lobby double doors). Open with Key #2 in chair storage room key box. Use the microphone to give instructions over the Public Address system.
2. Ushers and setup/takedown crew should go downstairs and help evacuate babies and toddlers from the nursery.
3. Ushers and setup/takedown crew should check bathrooms and classrooms to make certain no one is still in building.

County Fire Regulations

The Fire Marshall requires us to observe the following regulations:

1. Exit doors must not be blocked at any time.
2. Outside exit doors for any room in use must be unlocked.

Maintenance Request

If you find something damaged or broken (equipment or facility) and it is not an item that needs immediate attention, fill out a **Maintenance Request Form** and turn it into the office. Blank forms are hanging in the Ministry Center above the back table (next to the Voice Evacuation Alarm box) and downstairs near the pay phone. Blank forms may also be found in the Potter's House hanging on the wall next to the receptionist's desk and in the middle AC room. Put the completed form into the wall tray marked "Completed Maintenance Request Forms".

If the item needs immediate attention, contact Mike Newkirk (410- 992-9367) or Eric Johnston (410-730-7297).

False Alarm - Tripped Fire Alarm Procedure

In the event that a Fire Alarm has been tripped accidentally:

1. Open "**Fire Alarm Control**" Panel door in lobby with key #1, located in key box in Chair Storage Room. Press white pushbutton labeled "**Trouble Silence**".
2. The display unit tells where the cause of the alarm is in the building. Note which annunciator detector is signaling and investigate the cause of the alarm. See the table on the following page which describes the Simplex 4002 Fire Alarm Control Panel LEDs and buttons.
3. Call Central Station (pay phone on lower level of ministry center does not require a quarter for 800 numbers), 1-800-356-2222, account # 0022-ARK, to report accidental alarm trip, not fire. Give your name, account # 0022-ARK, and ask for instructions on how to proceed. **Note:** WHENEVER YOU TALK WITH THE CENTRAL STATION, BE SURE TO WRITE DOWN THE OPERATOR'S NUMBER WITH WHOM YOU SPOKE.
4. If necessary, a microphone is contained in the red "**Voice Evacuation Alarm**" box in the back corner of the auditorium (to the left of the lobby double doors) Open with Key #2 in chair storage room key box. Use the microphone to inform people in the church of the false alarm.

Note: Don't reset system until Fire Department arrives and investigates.

Broken Sprinkler Head Procedure

In the event that a sprinkler head has been broken off:

1. Shut off supply valves located in the rear left of Chair Storage Room. The supply valves are two large wheels which must be turned shut (clockwise).
2. Open "**Fire Alarm Control**" panel door in lobby with key #1 located in key box in chair storage room. Press "**Trouble Silence**".
3. Call Central Station, 1-800-356-2222, account # 0022-ARK, to report breakage, not fire.
4. Clean up water as soon as possible.
5. Inform Mike Newkirk of problem.

Note 1: Items 1-3 should be done in parallel if several persons are present.

Note 2: There is a red box labeled "Fire Alarm Communicator" Panel next to the Sprinkler system in the chair storage room. This box contains switches for the telephone systems used by the fire alarm and sprinkler systems. You will not need access to this box.

Simplex 4002 Fire Alarm Control Panel

LEDs

System Trouble	Some device in system has developed problem.
Signal 1 Trouble	Horn Strobe circuits - Problem with one of the Horns.
Signal 2 Trouble	Horn Strobe circuits - Problem with one of the Horns.
City Trouble	Communication line offsite has been bypassed.
Annun Trouble	
Power Trouble	AC Power off or battery is low.
Ground Trouble	Wiring short.
Power On	Normally Green.
Smoke Detector	
Pull Station Basement	Someone pulled an alarm in the basement.
Pull Station First Floor and Mezzanine	Someone pulled an alarm on the first floor or mezzanine.

White Reset Buttons

System Reset	Extinguish LEDs and reset device.
Alarm Silence	Tripped Alarm.
Trouble Silence	System trouble, disabled device.
Man Evac Hold 3s	Manual Pull Station.

Toggle Switches

City Byp Norm	Disables phone lines in dialer.
Aux 1 Byp Norm	not used.
Aux 2 Byp Norm	not used.

LEDs

Signals Silenced	Somebody pushed Alarm Silence, must reset system.
Duct Det Basement	Smoke detector in basement duct work. Will shut down air handler.
Duct Det Mezz	Smoke detector in mezzanine duct work. Will shut down air handler.
Flow Switch	Senses if water is flowing (sprinkler is pouring our water). Broken sprinkler.
Tamper Switches	Senses if water turned off.