

Queen of Angels Church Re-Opening
July 2, 2020
Greeter/Usher Procedures
Sanitizing Procedures

Usher/Greeters: Please arrive at church 30 minutes before Mass begins.

Greeting

1. Ensure the outside door at the ramp entrance is propped open so no one touches the door handle
2. Greet the parishioner in a friendly and welcoming manner
3. Ensure that each person in the group has registered for the liturgy. Check each person off so we know who actually attended each liturgy.
4. Ask if the parishioner is feeling well.
5. Check for face masks. (Everyone must wear a mask when they are inside church. The only exception is if a parishioner indicates they have serious respiratory issues that cause them not to be able to wear a mask. That person will be seated in a special section by the usher.)
6. Ask the parishioner to sanitize their hands.
7. Inform the parishioner that there are X's found throughout church; if they find they have to wait somewhere, they should wait on an X.
8. Instruct the person to walk up the left-hand side of the stairs and wait for the usher at the top of the stairs.
9. If they need to use the elevator, let them push the button for the elevator. Before anyone else uses the elevator, the buttons inside and outside (and anywhere that one would touch to use the elevator) need to be sanitized with hydrogen peroxide according to the sanitizing procedures. (Spray with hydrogen peroxide. Wait 60 seconds. Wipe dry with microfiber cloth.)
10. When everyone has been checked in, please move the hand sanitizer to the floor, against the wall of the church so it is hidden from the sight of passers by.
11. Come upstairs and act as an usher for the remainder of Mass.

Ushering

1. Inform the parishioner that you will take them to a seat. Many of the seats are marked with a green square. The parishioners should not have to be careful of these green squares. They are meant to be leaned against as they are sitting. Ask the parishioner to please remain in the seat you indicate and please do not choose another seat.
2. Indicate that the main aisle is one-way toward the altar; the side aisles are one-way away from the altar. The one-way direction should be maintained even if someone has to leave their place and use the washroom.
3. Indicate the offertory collection will not take place as usual. Instead of the usual procedure, if they have an envelope or cash they would like to make as an offering, they should drop it in the box that is located in the Gathering Space.

4. Families with school-age children should be seated on the Tabernacle side of church. Single attendees or groups of twos should be seated on the Blessed Virgin Mary (BVM) side of church.

On the Tabernacle side of church, each pew can seat up to **seven** individuals, that is, up to a family group of five, plus a family group of two. Other allowable seating arrangements could be three plus four OR three plus three. If there is a family group of seven or eight or even nine, as long as the family group fits in the pew, one empty pew can seat even eight or nine family members.

On the BVM side of church, each pew can seat up to **four** individuals. This could be a couple plus two singles. Or it could be two couples.

Please do not seat anyone in the side sections until we exceed 70 attendees. When we do use the side sections, each side pew holds only **two** parishioners, regardless of which side they are on. They should be seated against the wall. When we do reach higher numbers of attendees, this may mean that some families who arrive later may have to split up in different pews.

HINT: Fill the pews from front to back, filling in all possible spaces along the pew as you start out. If there are people who need to be seated after the mass starts, it will be awkward to walk up the center aisle and back down the side aisle to fill in spots you missed early on in the process.

5. There are several spots for handicapped parishioners that will be indicated in the training.

6. If a parishioner indicates they have serious respiratory issues that cause them not to be able to wear a mask, they are to be seated in a side section, in the back, against the wall.

7. Once everyone is seated, you should remain in the back of church to ensure no one else walks in and to assist with washroom usage. See below.

8. When the congregation begins to pray, "Lord, I am not worthy that you should enter under my roof..." move to your Communion spots.

9. One (or two, if available) usher will facilitate the reception of Communion by releasing rows one by one at a pace that allows the parishioners to keep to the 6-foot distance markers while in line. The center sections should be invited to communion first. When the side sections are eventually used, after the center sections have been ushered out, the usher moves on to one side section. After that side section has been invited up, the second side section can be invited. If two ushers are available for this function, it is preferable that the sections be released concurrently, at a pace that allows social distancing.

Ideally, if possible, the ushers should release the communicants one from each side in turn, rather than whole rows at a time. This will keep the communion line balanced and the priest or communion minister can better manage the flow and pace of distributing the Eucharist.

For the first row or two, one usher should remain stationed at the front of the center section by the hand sanitizer. Instruct each communicant to sanitize their hands and pump sanitizer for each person. After the first row or two have been through the communion line, then the usher should relocate themselves to the empty pew about five rows back, where another hand sanitizer is located. You can get into this pew by removing the yellow ribbon over those pews from the side aisle. The reason for you to relocate yourself is to provide a little time for each communicant's hands to dry after being sanitized before receiving communion.

The process for the communicants to receive communion is as follows: still wearing their mask, the communicant approaches the priest and receives communion in the hand. The communicant moves to the side, partially removes the mask, consumes the Eucharist, replaces the mask, and moves to return to their place, using the side aisles.

10. After Communion, open all of the doors so all can be utilized as exits without anyone touching the bar or the door.

11. The usher will facilitate the dismissal of the faithful. The side aisles will be used, and similar to communion, the rows will be dismissed one by one (from the back) at a pace that allows the parishioners to keep a 6-foot distance between them. As soon as the cantor begins singing or as soon as the organ/piano begins playing, please begin dismissing the congregation; do not wait for the conclusion of the recessional hymn and do not wait for the celebrant to leave the sacristy to dismiss the congregation. The parishioners should exit using the left-hand staircase.

12. If an usher is on hand in the Gathering Space and if anyone begins to congregate, ask them to continue moving out of church. The people still in the church cannot exit until the ones in front of them have left the building. Also, if people are congregating outdoors, ask them to please refrain from congregating; the others exiting need to maintain social distance.

Washrooms

1. At least one greeter/usher should remain in the Gathering Space during Mass. If someone comes out of the nave (worship space) during Mass to use the washroom, one of the greeters/ushers should open the outer door to the washroom for them. If while that person is in the washroom another parishioner comes to use the washroom, indicate the washroom is in use and they will have to wait on the X for the other person to come out.

2. Be sure to sanitize your hands after you touch the washroom handle.

Sanitizing

We have learned that hydrogen peroxide is effective at killing the corona virus and it is safe for wood. The volunteers who are cleaning should not use any other cleaner on the wood pews.

To sanitize everything BUT the top fabric part of the kneeler:

1. Wear gloves
2. Spray the hydrogen peroxide on the surface to be sanitized.
3. Let the hydrogen peroxide sit on the surface for at least 60 seconds.
4. Wipe the hydrogen peroxide off.

To sanitize the top fabric part of the kneeler:

1. Spray the hydrogen peroxide on the fabric.

The surfaces in the worship space to be sanitized:

- the top of the pew where someone sat
- the top of the pew in front of where someone sat
- the seat of the pew
- the top of the end cap on the pew
- the top of the kneeler
- the back of the kneeler

- the top of the collection box

In the Gathering Space:

- the handrails on the stairs

-if the washroom was used: the washroom door handle and the washroom door where someone might have touched to push the door out, the stall door handle/the stall door lock, the handicapped grab bars, the toilet paper dispenser, the flush handle, the paper towel dispenser handle

-if the elevator was used, the buttons inside and outside of the elevator as well as the door handle