

**GREETER GUIDELINES**  
**Good Shepherd Lutheran Church**  
**MARCH 2020**

Thank you for undertaking this important ministry. You will often be the first people that visitors will meet. Your greetings and assistance will help visitors and members feel welcome at Good Shepherd.

Scheduling is done by a computer program administered in the church office. The schedule for the month is posted online at <http://gslutheran.org>.

- Check the schedule to see when you are assigned to serve.
- If you know a month in advance that you are unable to serve for a specific date or dates, please do contact the church Office Coordinator, you will not be scheduled.
- If you cannot serve your assigned time, please first try to switch with another greeter, either scheduled that month or any other communion greeter. Call the church Office Coordinator with your replacement so that the verger can be informed.
- The church office can help if you can't find a replacement. However, keep in mind that there are approximately 30 Sunday servants each Sunday. Please make every effort to find your own replacement.
- You will receive an email reminder

Before you actually begin greeting, familiarize yourself with where important rooms and functions are located.

- Restrooms are to the right and both are equipped with changing tables
- The Sunday School Nursery, for infants through two years old, is to the right at the end of the hall—there is no nursery for worship services
- The Fellowship Hall is to the left, there will be coffee and lemonade between services
- The Sanctuary is straight ahead, services are held there
- Sunday school is for age 3 to grade 8

When you arrive on Sunday morning,

- Please check in with the Verger when you arrive (8:30 and 10:45).
- If it looks like you will be the only greeter, then check with the Verger to get someone else to help.
- Please be ready to greet people at the door by 20 minutes before the service or Sunday School
- Keep an eye towards the curb. If you notice that someone needs help getting out of the car or into the building, see if you can provide help or find someone else to help.
- If someone identifies themselves as a visitor, find someone to introduce them to, if possible.
- Please stay 'on duty' until the service starts. Visitors may come in late and will appreciate the help even more then!
- If you are able, try to get back to the entrance as people are leaving the service. Be on the lookout for visitors. Encourage visitors to join us in the fellowship hall. If a visitor is not staying for fellowship, saying goodbye is important so that they will know they are welcome back.

**EMERGENCY PROCEDURES:**

Medical Emergency

- Make contact with the individual to see what help is needed. Ask people to move to allow more space for the individual in distress.
- It is not advisable to move the individual, but do make the individual as comfortable as possible, and offer support, comfort and assurance. Loosen ties or tight collars.
- If required, one usher should call 911 by using one of the church phone lines located in the Sunday School Coordinator's Office and the kitchen. Landlines can be tracked for location by 911 while cell phones cannot. When calling 911, state the individual's age, sex and chief complaint.

- Keep aisles, doorways, and the front drive clear for the Emergency Response Team.
- Inform the pastor about what is happening.
- There is an AED by the front door and members trained in their use may be on site.

#### Fire Emergency

- Communicate with other parts of the building via walkie-talkie. The Sunday School Superintendent carries a walkie-talkie and one is also located downstairs.
- If the fire alarm sounds in the building, it will sound like loud horns blowing.
- If there is smoke or fire, the congregation should exit the building via the nearest door. One usher should guide those seated in the front of the Sanctuary out the door at the left side of the altar. The rear Sanctuary doors and sliding panels should be opened for those seated toward the rear of the Sanctuary. One usher should stand at the Sanctuary doors and one at the outside doors to guide people outside and to the lower parking lot.
- If possible, check to see that everyone has vacated the building.
- Keep the front drive clear for Fire Equipment or emergency vehicles.

#### Tornado Emergency

- Communicate with other parts of the building via walkie-talkie. The Sunday School Superintendent carries a walkie-talkie and one is also located downstairs.
- If there is a tornado warning siren, open both doors and the sliding panels at the rear of the Sanctuary. One usher should direct members down the hallway to the Education Wing stairway leading to the lower level. Another usher should be positioned at the stairway to assist as needed. If possible, check the building to insure all are in a safe location. Wait out the storm on the lower level away from windows. Individuals unable to go down steps should wait out the storm in the Administrative Hallway, away from windows. Close all doors in the hallway.

#### Armed Intruder

- Be alert and aware of anything that seems unusual. Alert staff. Call 911 if deemed necessary using the phone in the Sunday School Coordinator's office or the kitchen. Landlines can be tracked for location by 911 while cell phones cannot.
- Periodically scan the parking lot for unusual activity.
- Communicate with other parts of the building via walkie-talkie. The Sunday School Superintendent carries a walkie-talkie and one is also located downstairs.
- If there is an incident, the congregation should exit the building via the nearest door. One usher should guide those seated in the front of the Sanctuary out the door at the left side of the altar. The rear Sanctuary doors and sliding panels should be opened for those seated toward the rear of the Sanctuary. One usher should stand at the Sanctuary doors and one at the outside doors to guide people outside and to the lower parking lot. In an emergency, you may create exits by breaking out windows.
- No one knows how they will react in the event of an armed intruder. Ushers are not expected to serve as guards or defenders of the congregation at the expense of their own safety. Do what you are capable of in the moment.