

Usher Ministry
Response Guide
St. Elizabeth Ann Seton Church, Hiawatha
(March 2018)

This guide deals with situations which may arise in the normal duties of the ushers at St Elizabeth Ann Seton Catholic Church in Hiawatha, Iowa. It only serves as a guideline and not a defined standard procedure. Situations may arise that are not discussed. Decisions on how to respond in these situation should be addressed by faith filled consensus and reasoning.

Medical Emergencies

Falls inside or outside the building

- i. Ask if assistance is needed “Are you okay?”, “Do you need medical help?”
- ii. If person is lying down, protect them from further injury and elements with warmth or shading
- iii. Signal other ushers for assistance
- iv. If needed, have the other usher call 911
- v. If their presence is known in the building; contact a physician, nurse, or EMT
- vi. Provide any assistance requested by medical personnel
- vii. If the medical first aid kit is requested before an ambulance arrives, it is located on the east wall of the window walk next to Seton hall (left side as facing Seton Hall.) Bag is in the drawer under the AED
Cabinet combination is currently 000
- viii. Gather as much information about the person as possible; name, address, phone, age, parent or guardian if applicable
- ix. Provide physical comfort with means available (such as coats, blankets, or umbrella). Do not lift or move the person
- x. Provide clear exit for patient and medical response team

Fainting, unconsciousness

- i. If person was witnessed falling to the floor with any kind of force (from a standing, kneeling, sitting upright position or unknown) consider this a fall and refer to falls guidelines
- ii. If you or others observe behavior that may indicate a person could faint, help person into a lying down position and provide comfort
- iii. Ask if assistance is needed “Are you okay?”, “Do you need medical help?”
- iv. Signal other ushers for assistance
- v. If needed, have the other usher call 911
- vi. If their presence is known in the building; contact a physician, nurse, or EMT

- vii. Provide any assistance requested by medical personnel
- viii. If the medical first aid kit is requested before an ambulance arrives, it is located on the east wall of the window walk next to Seton hall (left side as facing Seton Hall.) Bag is in the drawer under the AED
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- ix. Provide clear exit for patient and medical response team

Illness /vomiting

- i. Obtain the garbage can from the entrance or sacristy
- ii. Direct or assist person to restroom
- iii. Vomit cleanup materials are located in a foil bag in the janitor closet. Also located in the closet are a mop, bucket and other cleaners
Key for locking cabinet is high above light switch next to door
- iv. Inform office staff if further cleanup is needed or contact Bob Handley at 319-329-1894 or email maintenseasp@gmail.com

Fire Alarm

- i. Assess the situation:
 - Closest usher, immediately go to the fire alarm panel near the church entrance. Identify where the alarm signal is coming from
 - Remaining ushers proceed to the emergency exits and stand by
- ii. Usher who reviewed the alarm panel, report the findings to the Priest and request the appropriate announcement:
 - Evacuate calmly through the closest exit - if a fire is anticipated
 - Remain seated until further notice - if false alarm is suspected with no person observing a fire
- iii. If evacuation is required, assure all persons are out of the worship space, nursery hall, coat room, restrooms, chapel, nursery, and storage areas behind choir
- iv. Once all persons are evacuated and safety is not compromised, verify whether there is a fire or smoke in the zone identified on the fire alarm panel
- v. If fire or smoke is present, leave building and assure safety of other's outside the building
- vi. Upon arrival of Fire Department, inform them of your findings on the alarm panel and/or visual sightings
- vii. Locate Priest, Deacon, or other staff members and provide assistance as directed
- viii. False alarm
 - If alarm panel shows pulled alarm and no fire is present, or

- Usher has been informed the alarm was pulled for other reason than a fire
- Follow directions listed on the alarm panel for false alarm

Tornado siren alert or sighting

- i. Inform the Priest of the situation and request an announcement directing people to the storm shelter areas
- ii. Go to the window walk, directing people to the basement of Seton Hall
- iii. If storm is imminent, and /or window walk has been breached by the storm
 - Obtain key from Priest or staff members for basement door at the north end of the nursery hall
 - Direct people to northern basement
 - If key is not readily available or space becomes limited; direct persons to the coat hall, restrooms, audio room, and vesting Sacristy for sheltering
- iv. Stay on the main floor to direct all persons to shelter areas, as long as safely possible, then proceed to the sheltering areas. Provide safety and reassurance to persons in the shelter
- v. Upon all clear signal or apparent subsiding of the storm, assist in directing people back to the church or safe exit from the building
- vi. If damage has occurred, determine safe exit routes and direct people out via those routes

Active Threat

- i. In the event of an active threat, it is a good practice to be aware of your surroundings. There could be many ways to handle the situation. Evacuate, Evade or Engage are ways to keep yourself or others as safe as possible. None of these are intended to be a requirement of your Usher duties, but an awareness of how a situation could be handled. Only you can decide when faced with a threat what the best course of action may be. Some examples are noted below.
 - a. **Evacuate**- if you can get yourself and/or others out safely, then do so. There are four (4) exit doors located in the church on the east and west walls. Depending on the situation, additional exit doors are located in the Window Walk and down the PRAYground hallway.
 - b. **Evade**- if you can hide from the threat, seek shelter or cover than do so. Example in the church area going to the music room or working sacristy behind the altar. Examples for Seton Hall area are restrooms.

Barricading doors with furniture or other items will help to deter the threat.

- c. **Engage**- if there is no other alternative but to engage the threat to stop them or that appears to be the best course of action than that might be your best and/or only choice. This may mean "hands on" or striking the threat somehow. Examples could include striking with a fire extinguisher, broom handle, a purse, a cane, or other items within reach.

Power Outages

- i. Inform the Priest of the situation and request an announcement asking people to remain seated while the ushers retrieve flashlights
- ii. Obtain flashlights from audio room, music storage area, vesting sacristy
- iii. Provide a lighted path for persons wanting to leave worship area
- iv. For those who remain, ushers stand near exits and forward pews to provide as much lighting as possible
- v. Assist with directing people to lighted areas or out of the building as needed
- vi. If familiar with resetting circuit breakers and their locations
 - Reset breakers in the audio room and music storage area (requires a key for the second door access)
 - Reset breakers in the basement air handling room (requires a key to access)
- vii. Contact Bob Handley at 319-329-1894 or email maintenseasp@gmail.com

Water leaks or flooding

- i. Obtain key to basement air handling room
- ii. Refer to valves on south wall or pumps/valves on East wall to shut off power
- iii. Power will be shut off the water pumps, supply and output to baptismal fountain and blessing stone

Bathroom faucet leaks, toilet overflows

- i. Turn off valves behind toilets or under sink counters
- ii. Obtain mop, bucket and plungers from the janitor closet
- iii. Contact Bob Handley at 319-329-1894 or email maintenseasp@gmail.com

Other mechanical /structural problems

- i. Inform available staff in person or call the parish office
- ii. Contact Bob Handley at 319-329-1894 or email maintenseasp@gmail.com