

The Work of the People

Worship Leadership Guidebook



Greeters

Introduction

Season by season, Sunday by Sunday, worship service by worship service, the many people who give of their time and talent to ensure that all is ready, who welcome, read, pray, serve, offer bread and wine are part of our treasure as a parish. *You* are part of that treasure.

In this guidebook you will find some reminders of things you already know but have perhaps forgotten; details of things that may be new to you; and hopefully shared wisdom that will help you in your role in worship leadership.

When you welcome in the visitor and the parishioner alike, we meet Christ in one another. When you read scripture and help the listener hear the story, perhaps for the first time, you help draw them in. When you offer intercessions you put into words or give space for words which we need to offer up to God. When you assist the clergy as a server you help to put the liturgy in motion. When you offer the bread and the wine you feed the gathered community. When you work behind the scenes to set the holy hardware and the gifts of wine and bread in place you ensure that we are ready – ready to welcome, to listen, to pray and to be fed.

Thank you for all that you do to support the worship life of the parish.

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Greeters

I was hungry and you gave me food. I was thirsty and you gave me something to drink. I was a stranger and you welcomed me.

Matthew 25.36

The way we welcome in those who come to our worship services, whether for the first time or for the thousandth time, is an essential part of who we are as a community. An important aspect of our welcoming is the presence of clergy and lay members of the parish on the front steps before the services to welcome all who enter in.

Greeting continues at the welcome desk just inside the doors where hymn books and bulletins can be picked up, the stamp pad for the parking lot tickets and other information can be found. This is the place that folks who are new to the parish are likely to come to ask questions or for directions.

Some who come through our doors may need various forms of assistance. It is important to be sensitive to needs that may or may not be expressed or obvious at first glance. For example, some individuals may have challenges with mobility but be unfamiliar with use of the lift. Others may benefit from an assistive device for hearing or large print bulletins but be embarrassed to ask. It is easy to make assumptions based on our own beliefs and experiences. A sense of hospitality can broaden our understanding of what makes an environment accessible and welcoming. It also prompts us to reach out rather than wait to be asked for help. Such is the hospitality we extend to all who walk through our doors.

Your role in providing that welcome, both on the front steps and at the desk is essential. To guide you in the tasks not only of greeting at the beginning of the service but assisting in ensuring that the service flows smoothly, we hope that these notes may be helpful to you. Thank you for welcoming in all who come to the Church of the Redeemer.

Greeters



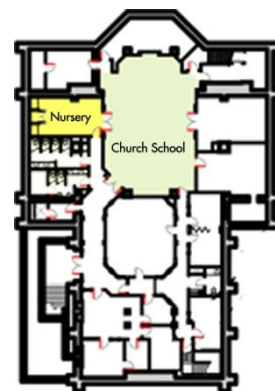
For the 9:30 AM Service

Set up

- Two people need to be at the church by 9 AM to start the set up process.
- The bulletins are in the box on top of the book cabinet – please double check that you have the correct bulletin for the 9:30 service. Several large-print bulletins are kept with the regular bulletins. If you are down to 10 regular-print or one large-print bulletin, please print more if able.
- The key for the hymn book case is on the inside of the door of the storage room. In the “Common Praise” cabinet you will find the stamp and stamp pad for free parking, and laminated cards for those on pre-authorized giving who wish to put the card on the offering plate.
- After checking the bulletin to find out whether the hymn book for the day is *Gather* or *Common Praise*, put bulletins into the hymn books and put those on the book cart (found by the storage room) so that it is easy for those arriving for church to get a hymn book. We often run out of hymn books so put together as many hymn book/bulletins as the cart will hold.
- Check that the assistive device for hearing is in the book cabinet.
- The key to the lift is kept on the inside of the door of the storage room. Please be sure to return it to that place when finished with it.
- Those involved in chancel set up will take care of preparing the gifts table. It is always helpful if you take one more quick check of it before the service starts to ensure that all is there.

Welcome

- As folks arrive for the service, welcome them and offer them a hymn book. If they are new, they may have some questions such as where the washrooms are (on the west side of the vestibule, just inside the Bloor Street doors.)
- If they have children, offering to show them the way to the nursery or the church school on the lower level – and introducing them to the nursery care provider or the church school leader in charge of circle time – is a great way to help them make connections.



- We are trying to encourage everyone to wear a name tag so that we can get to know each other's names. One person could take on that task.
- Those with strollers/wheelchairs/walkers etc or who can't manage the stairs sometimes come into the church by way of the ramp door. There should be a designated individual greeting at this entrance ready with hymn books, bulletins and the keys to operate the lift. This person should wait by the lift until about 10 minutes into the service in the event someone is late arriving.
- Sometimes individuals coming to the church for the first time may not be aware of the lift and should be informed and helped as necessary.
- Individuals may be accompanied by a service animal. If there are others in the church who are allergic to dogs, we will accommodate them to the extent possible, but service dogs must remain with their owner.
- There is often a flurry of arrivals just as the service is about to begin. Being prepared for that rush by having greeters on either side of the door is helpful. It is also important to be aware of the ways in which we block the entrance way when conversations start at the welcome desk.

During the Service

- Keep some additional hymn books prepared for late arrivals and for those coming up from church school. Having the hymn and bulletin set for the point in the service that we are at will aid in getting those folks settled into the service.

SERVICE COUNT

- It is important to do a count of the gathered congregation for the vestry book (we are required to record this information!). During the sermon is one time that it is easy to do the count (don't forget to add church school folks when they come upstairs for the Eucharist.) Count slips are in the *Common Praise* book cabinet.

DATE	_____
TIME	_____
CHOIR	_____
CHANCEL	_____
TRANSEPT	_____
NAVE	_____
TOTAL	_____

Additional Comments

- During the hymn for the preparation of the gifts, three people are needed to assist with this part of the service.
 - One person is needed to carry the two cruets of wine (with the handles facing away from you so that the deacon can easily take them out of your hands).
 - One person carries the bread and the count slip forward and hands them to the deacon.
 - The third person holds the offering plate and stands at the foot of the steps into the chancel (the space at the front of the church) facing the community. As the congregation gathers around the altar, some will place offering envelopes on the plate. Once all are in place in the circle, join the other two gift bearers at table for the prayer over the gifts.
 - After the prayer over the gifts, the first two folks can join the circle; the person with the offering plate goes to the room where another team member (the team leader or their designate) is waiting so that the two of you can put the offering into its safe place. Please put it on the shelf and ensure that the door is locked.

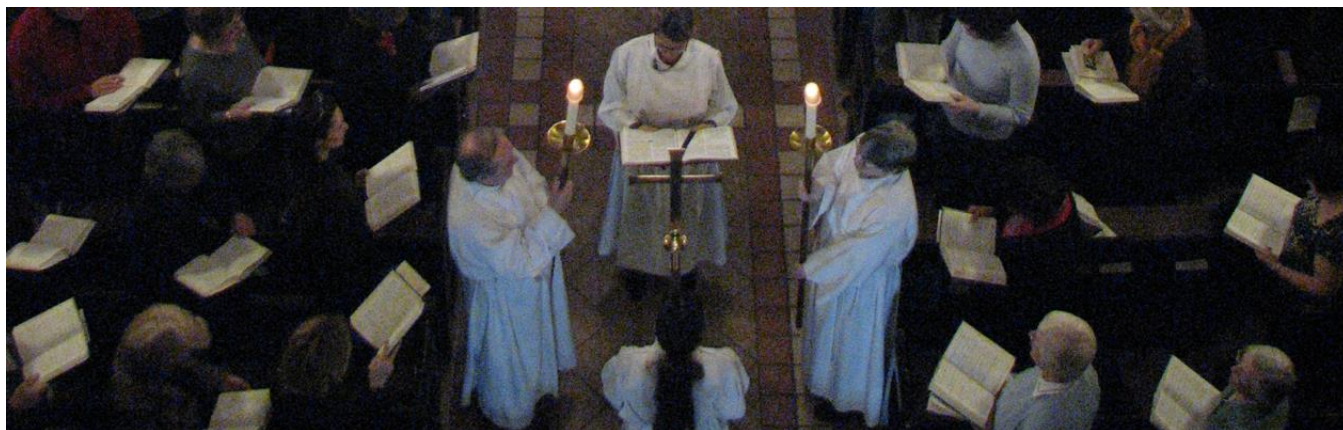
Always have a second person with you when you put the money away – if there is no one waiting for you, ask another person that is known in the parish to bear witness to you securing the gifts. These details are intentionally vague in detail. This is a public document and to ensure the safety and security of all, details will be provided when you need to take on one of these roles!

- During communion you may observe individuals who need assistance to receive communion. Some may need help to get to the chancel. Others may need to have clergy bring them communion. Provide assistance as required. You may need to move walkers that block access to the chancel.
- It is helpful to have one team member remain at the welcome table at all times (except when receiving communion) – a welcoming presence is essential and many times folks wandering by the church will stop in.

After the Service

- At the end of the service, put the hymn books back into the cabinet and bulletins into the recycling bins. If there are inserts that are still in good shape, save those – they can be left out during the week or reused the following week (if it is likely that the insert is a multi-week one). Greeters at 11:15 will be arriving to start to set up for their service. It can get a bit congested – please be patient with one another. As part of clean-up please go through the seats and gather up any hymn books, bulletins etc that may have been left behind.
- Following the service, the designated individual for the lift should provide assistance for individuals to leave the church. Collect the hearing device if used.
- Individuals may have concerns or questions regarding issues of accessibility that they raise with you. Please bring these forward to your team leader so they can be forwarded to the Accessibility Advocate. Individuals can also speak directly to the clergy and should be informed that information is available on the church web site.

Thank you!



For the 11:15 AM Service

Set up

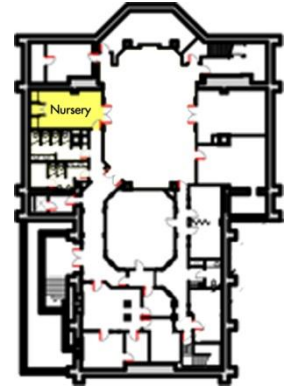
- The 9:30 folks will be wrapping up their service by the time you arrive. The scene around the welcome desk can get a bit congested. Offer to help with their clean up (putting the hymn books back into the cabinet; going through the pews to ensure that all is cleared) but if they have things well in hand, stepping back and giving them space for five minutes may well get everything cleared up much faster than too many helpful hands. If the 9:30 service is running a bit longer, you might find it helpful to begin to put bulletins into Common Praise and leave them in the cabinet until the book cart is cleared from the 9:30 service.
- Several large-print bulletins are kept with the regular bulletins. If you are down to 10 regular-print or one large-print bulletin, please print more if able.
- After the 9:30 service has cleared through, put hymn books with bulletins inserted on the book cart so that it is easy for those arriving for church to get a hymn book. We often have a full house so prepare as many hymn books as the cart will hold. (Please ensure that you are using the 11:15 bulletin and not the 7 PM.)
- Check that the assistive device for hearing is in the book cabinet.
- The key to the lift is kept on the inside of the door of the storage room. Please be sure to return it to that place when finished with it.
- Those involved in chancel set up will take care of preparing the gifts table. It is always helpful if you take one more check of it before the service starts to ensure that all is there and nothing has been left in the sacristy. If you discover something is not there, please check with one of the clergy or the servers.
- If there is procession (the full deal 'around the church' - not just up the centre aisle) the lectern and the gifts table will need to be moved out of the aisle until the procession is over.



Welcome

- As folks arrive for the service, welcome them and offer them a hymn book. If they are new, they may have some questions such as where the washrooms are (on the west side of the vestibule, just inside the Bloor Street doors.)

- If they have children, offer to show them the way to the nursery on the lower level and introduce them to the nursery care provider to help them make connections.



- We are trying to encourage everyone to wear a name tag so that we can get to know each other's names. Labels and markers are on the table by the aisle.
- Please be alert to individuals' needs for assistance. Those with strollers/wheelchairs/walkers etc or who can't manage the stairs sometimes come into the church by way of the ramp door. There should be a designated individual greeting at this entrance ready with hymn books, bulletins and the keys to operate the lift. This person should wait by the lift until about 10 minutes into the service in the event someone is late arriving.
- Sometimes individuals coming to the church for the first time may not be aware of the lift and should be informed and helped as necessary.
- Individuals may be accompanied by a service animal. If there are others in the church who are allergic to dogs, we will accommodate them to the extent possible, but service dogs must remain with their owner.
- There is often a flurry of arrivals just as the service is about to begin. Being prepared for that rush – by having greeters on either side of the door is helpful. It is also helpful to be aware of creating a logjam when conversations happen right at the door and others can't get in to the worship space.

During the Service

- Keep some additional hymn books prepared for late arrivals. Having the hymn and bulletin set for the point in the service that we are at will aid in getting those folks settled into the service. When the church is full (and we are getting to that point on a fairly regular basis), please help latecomers find a seat. It is also important to do a count of the gathered congregation for the vestry book (we are required to record this information!) – and it helps those assisting at table to ensure that we have enough wafers consecrated. During the sermon is one time that it is easy to do the count. Count slips are in the *Common Praise* book cabinet on the lower shelf.

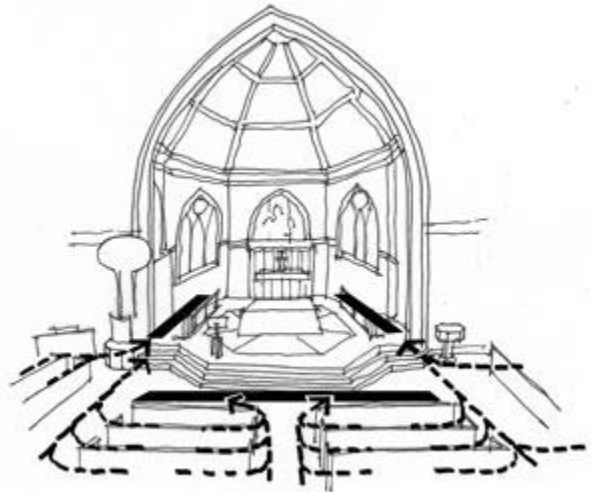
SERVICE COUNT

DATE	_____
TIME	_____
CHOIR	_____
CHANCEL	_____
TRANSEPT	_____
NAVE	_____
TOTAL	_____

Additional Comments

- During the hymn for the preparation of the gifts:
 - Two people from the congregation will carry the gifts forward. Charles Klassen usually takes care of asking someone to do this. This is one of those things that some who are newer to the parish are willing to do – it is a way for them to feel they are becoming part of the community.
 - Five greeters will be needed to gather the offering – two go to the front row of seats; two to the row at the base of the steps and one to go to the transept. Wait until everyone is in position and then hand the plate to the person sitting on the aisle seat. The plate will go down the row and to the person on the far side in the pew behind and back to you. Repeat until you run out of rows.
 - When you get to the back, put all money and envelopes into the velvet bag (be careful not to put the plate liner in!) and hand the plate to the person who will be taking the plates and the offering forward.
 - During the last stanza of the hymn, the offering is brought forward to the altar. When you get to the front, you should reverence the altar (pause either at the base of the steps or at the top and offer a slight bow of the head). It can sometimes be a bit crowded in front of the altar – if possible stand between the two gift bearers but if not, find a space to your right.
 - After the prayer over the gifts, the two gift bearers return to their seats. The person with the offering needs to go to the designated room where one of the staff or alternate named person will meet you and assist in putting the gifts in a secure place. Details of where you go and the procedures are being kept intentionally vague – this is a public document and such details could compromise our safety and security. Please bring one of the wooden offering plates with you when you return to the welcome desk as it will be needed for the evening service.

- During communion you may observe individuals who need assistance to receive communion. A blue line just below the chancel steps indicates where people are to receive communion. This helps those for whom the steps may be a challenge. Some individuals, however, may need assistance to get to the front. Others may need to have clergy bring them communion. Provide assistance as required. You may need to move walkers that block access to the chancel.



After the Service

- At the end of the service, put the hymn books back into the cabinet and bulletins into the recycling bins. If there are inserts that are still in good shape, save those – they can be left out during the week or reused the following week (if it is likely that the insert is a multi-week one). As part of clean-up please go through the seats and gather up any hymn books, bulletins etc that may have been left behind. Lock the cabinets.
- Provide assistance for individuals needing the lift to leave the church. Collect the hearing device if used.
- Individuals may have concerns or questions regarding issues of accessibility that they raise with you. Please bring these forward to your team leader so they can be forwarded to the Accessibility Advocate. Individuals can also speak directly to the clergy and should be informed that information is available on the church web site.

Thank you!



For Evensong at 7 PM

Set up

- It is helpful to arrive by 6:30 PM – a few folks arrive shortly after that.
- The bulletins are usually on top of the book cart with the offering plate. Several large-print bulletins are kept with the regular bulletins. If you are down to 10 regular-print or one large-print bulletin, print more if able.
- The key for the hymn book case is on the inside of the door of the storage room.
- Put bulletins into the hymn books and put those on the book cart (found by the storage room) or stack them neatly on the welcome table so that it is easy for those arriving for church to get a hymn book. By the time the service starts you will likely have put together about 25-30 hymn books/bulletins. It may be helpful to start with 10-12 and as those are handed out add more to the stack/cart.
- Check that the assistive device for hearing is in the wooden box in the book cabinet.
- The key to the lift is kept on the inside of the door of the storage room. Please be sure to return it to that place when you are finished with it.
- One of the musicians will turn on the “EZ” sound system configuration for Evensong.

Welcome

- As folks arrive for the service, welcome them and offer them a hymn book. Usually there is a flurry of arrivals just as the service is about to begin.
- Stay at the desk during the service as there are often folks arriving throughout the service. If you wish to be seated for the service, please put a chair at the desk before the service begins and be aware that moving the chair during the service is quite noticeable during the silences that are part of Evensong.
- Please be alert to individuals' needs for assistance. Those who can't manage the stairs sometimes come into the church by way of the ramp door. Ideally there should be a designated individual greeting at this entrance ready with hymn books, bulletins and the keys to operate the lift. This person should wait by the lift until about 10 minutes into the service in the event someone is late arriving. There may be few people at Evensong. If the greeter knows another parishioner who has already arrived, the greeter could ask that person to hand out books while the greeter goes to the lift. Alternately, the greeter could be at the lift and leave books and bulletins on the table for people to pick up as they come in. After the greeter returns, s/he could take some books and walk through the nave checking everyone has them.
- Sometimes individuals coming to the church for the first time may not be aware of the lift and should be informed and helped as necessary.

- Individuals may be accompanied by a service animal. If there are others in the church who are allergic to dogs, we will accommodate them to the extent possible, but service dogs must remain with their owner.

During the Service

SERVICE COUNT

- Count the number of people in attendance at the service – the sermon is often a good time to do that count because most folks have arrived by then. The count slips are in the *Common Praise* book cabinet on the lower shelf.

DATE	_____
TIME	_____
CHOIR	_____
CHANCEL	_____
TRANSEPT	_____
NAVE	_____
TOTAL	_____

Additional Comments

- Your other task during the service is to collect the offering during the hymn at the almsgiving. There will be a wooden offering plate on top of the book cart. As the congregation sings the hymn at the almsgiving, go to the front row of pews, reverence the altar with a slight bow of the head, turn and begin passing the plate to each side as you come to those in the seats. Often folks will not have an offering ready. Do not linger and make them feel they must make a gift. It is often possible to come back if someone is clearly getting a donation ready. Once you have passed the plate from front to back of the church, wait at the back of the church until the beginning of the last stanza of the hymn (the presider will begin to move to the altar). Bring the offering plate with the count slip on it forward, pausing either at the bottom or the top of the steps to reverence the altar. Stand in front of the presider while they say a prayer over the gifts. Take the offering to the room where it is put for safekeeping and return to the back of the church. Details of where to put the offering is kept intentionally vague in this public document for reasons of safety and security.

After the Service

- At the end of the service, put all hymn books back into the cabinet, set aside any bulletins that are in good shape and put the rest in the recycling bin. Check the pews for anything left behind and hymn books not returned. Lock the hymn book cabinets. The musician on duty will turn off the sound system.
- Provide assistance for individuals needing the lift to leave the church. Collect the hearing device if used.
- Enlist help of other parishioners as needed.
- Individuals may have concerns or questions regarding issues of accessibility that they raise with you. Please bring these forward to the Greeters Leadership Team so they can be forwarded to the Accessibility Advocate. Individuals can also speak directly to the clergy and should be informed that information is available on the church web site.

Thank you!



For Taizé at 7 PM

Set up

- One of the small tables should be put in the centre aisle with the wooden collection plate on it. We do not pass the plate during the service.
- Do not turn on all the lights. Check with the person leading the service about their lighting requirements.
- The musician on duty should turn on the sound system and have microphones ready for the reader and the prayer leader.
- Check that the assistive device for hearing is in the book cabinet.
- The key to the lift is kept on the inside of the door of the storage room. Please be sure to return it to that place when you are finished with it.

Welcome

- Hand out bulletins to those who come to the service, quietly welcoming them. We try to keep a much quieter atmosphere at this service and ask the greeters to model this by speaking in hushed tones as much as possible.
- Stay at the welcome desk for the duration of the service. Please have a chair in place where you wish to sit and be aware that the sound of moving the chair carries during the silences in the service.
- Please be alert to individuals' needs for assistance. Those who can't manage the stairs sometimes come into the church by way of the ramp door. Ideally there should be a designated individual greeting at this entrance ready with bulletins and the keys to operate the lift. This person should wait by the lift until about 10 minutes into the service in the event someone is late arriving. There may be few people at this service. If the greeter knows another parishioner who has already arrived, the greeter could ask that person to hand out bulletins while the greeter goes to the lift. Alternately, the greeter could be at the lift and leave bulletins on the table for people to pick up as they come in. After the greeter returns, s/he could take some bulletins and walk through the nave checking everyone has them.
- Sometimes individuals coming to the church for the first time may not be aware of the lift and should be informed and helped as necessary.
- Individuals may be accompanied by a service animal. If there are others in the church who are allergic to dogs, we will accommodate them to the extent possible, but service dogs must remain with their owner.

During the Service

SERVICE COUNT

- Do a count of those in attendance so the prayer leader can record this in the vestry book at the conclusion of the service.

DATE	_____
TIME	_____
CHOIR	_____
CHANCEL	_____
TRANSEPT	_____
NAVE	_____
TOTAL	_____

Additional Comments

After the Service

- At the conclusion of the service, tidy up around the welcome desk, and take the offering to one of the people who are responsible for locking up the church. They will take it to where it will be put away safely. Please include the count slip on the offering plate. Do a quick check of the pews to ensure that nothing has been left behind.
- Provide assistance for individuals needing the lift to leave the church. Collect the hearing device if used.
- Enlist help of other parishioners as needed.
- Individuals may have concerns or questions regarding issues of accessibility that they raise with you. Please bring these forward to the Greeters Leadership Team so they can be forwarded to the Accessibility Advocate. Individuals can also speak directly to the clergy and should be informed that information is available on the church web site.

Thank you!



For Bach Vespers at 7 PM

Set up

- It is helpful to arrive by 6:15 PM – a few folks arrive shortly after that.
- The bulletins are usually on top of the book cart with the offering plate. Several large-print bulletins are kept with the regular bulletins. If you are down to 10 regular-print or one large-print bulletin, please print more.
- The key for the hymn book case is on the inside of the door of the storage room.
- Put bulletins into the hymn books and put those on the book cart (found by the storage room) or stack them neatly on the welcome table so that it is easy for those arriving for church to get a hymn book.
- The key for the new sound system is on the inside door of the storage room. For Bach Vespers a member of the sound team will be in attendance.
- Please be alert to individuals' needs for assistance. Those who can't manage the stairs sometimes come into the church by way of the ramp door. Ideally there should be a designated individual greeting at this entrance ready with the keys to operate the lift. This person should wait by the lift until about 10 minutes into the service in the event someone is late arriving. If the greeter knows another parishioner who has already arrived, the greeter could ask that person to be available while the greeter goes to the lift. Alternately, the greeter could be at the lift and leave books and bulletins on the table for people to pick up as they come in. After the greeter returns, s/he could take some bulletins and hymn books and walk through the nave checking everyone has them.
- Check that the assistive device for hearing is in the book cabinet.
- The key to the lift is kept on the inside of the door of the storage room. Please be sure to return it to that place when finished with it.

Welcome

- As folks arrive for the service, welcome them and offer them a hymn book. There is often a flurry of arrivals just as the service is about to begin.
- Stay at the desk during the service as there are often folks arriving throughout the service. If you wish to be seated for the service, please put a chair at the desk before the service begins.
- Sometimes individuals coming to the church for the first time may not be aware of the lift and should be informed and helped as necessary.
- Individuals may be accompanied by a service animal. If there are others in the church who are allergic to dogs, we will accommodate them to the extent possible, but service dogs must remain with their owner.

During the Service

- Count the number of people in attendance at the service – the sermon is often a good time to do that count because most folks have arrived by then. The count slips are in the *Common Praise* book cabinet on the lower shelf.

SERVICE COUNT

DATE	_____
TIME	_____
CHOIR	_____
CHANCEL	_____
TRANSEPT	_____
NAVE	_____
TOTAL	_____

Additional Comments

- Your other task during the service is to collect the offering during the hymn at the almsgiving. There will be wooden offering plates on top of the book cart. As the congregation sings the hymn at the almsgiving, go to the front row of pews, reverence the altar with a slight bow of the head, turn and hand the plate to the person sitting on the aisle seat. The plate will go down the row and to the person on the far side in the pew behind and back to you. Repeat until you run out of rows. When you get to the back, consolidate all money and envelopes and hand the plate(s) to the person who will be taking the offering forward. Often folks will not have an offering ready. Do not linger and make them feel they must make a gift. It is often possible to come back if someone is clearly getting a donation ready. Once you have passed the plate from front to back of the church, wait in the narthex until the beginning of the last stanza (the presider will begin to move to the altar). Bring the offering plate with the count slip on it forward, pausing either at the bottom or the top of the steps to reverence the altar. Stand in front of the presider while they say a prayer over the gifts. After the prayer, take the offering to the room where it is put for safekeeping and return to the narthex. Details of where to put the offering is kept intentionally vague in this public document for reasons of safety and security.

After the Service

- At the end of the service, put all hymn books back into the cabinet, set aside any bulletins that are in good shape and put the rest in the recycling bin. Check the pews for anything left behind and hymn books not returned. Lock the hymn book cabinets. (The sound system team member will handle the sound system.)
- Provide assistance for individuals needing the lift to leave the church. Collect the hearing device if used.
- Enlist help of other parishioners as needed.
- Individuals may have concerns or questions regarding issues of accessibility that they raise with you. Please bring these forward to the Greeters Leadership Team so they can be forwarded to the Accessibility Advocate. Individuals can also speak directly to the clergy and should be informed that information is available on the church web site.

Thank you!



For Rock Eucharist at 7 PM

Set up

- The Rock Eucharist team will ask early arrivals for the service to help with greeting.
- The bulletins are usually on top of the book cart with the offering plate. Several large-print bulletins are kept with the regular bulletins. If you are down to 10 regular-print or one large-print bulletin, print more if able.
- The key for new sound system is on the inside door of the storage room, and the sound system team member on duty will attend to this.
- Stack bulletins neatly on the welcome table so that it is easy for those arriving for church to get them.
- Check that the assistive device for hearing is in the book cabinet.
- The key to the lift is kept on the inside of the door of the storage room. Please be sure to return it to that place when finished with it.

Welcome

- As folks arrive for the service, welcome them and offer them a bulletin. There is often a flurry of arrivals just as the service is about to begin.
- Stay at the desk during the service as there are often folks arriving throughout the service. If you wish to be seated for the service, please put a chair at the desk before the service begins.
- Please be alert to individuals' needs for assistance. Those who can't manage the stairs sometimes come into the church by way of the ramp door. Ideally there should be a designated individual greeting at this entrance ready with bulletins and the keys to operate the lift. This person should wait by the lift until about 10 minutes into the service in the event someone is late arriving. If the greeter knows another parishioner who has already arrived, the greeter could ask that person to hand out bulletins while the greeter goes to the lift. Alternately, the greeter can go to the lift and leave bulletins on the table for people as they come in. After the greeter returns, s/he could take some bulletins and walk through the nave checking everyone has them.
- Sometimes individuals coming to the church for the first time may not be aware of the lift and should be informed and helped as necessary.
- Individuals may be accompanied by a service animal. If there are others in the church who are allergic to dogs, we will accommodate them to the extent possible, but service dogs must remain with their owner.

During the Service

- Count the number of people in attendance at the service – the sermon is often a good time to do that count because most folks have arrived by then. The count slips are in the *Common Praise* book cabinet on the lower shelf.

SERVICE COUNT

DATE	_____
TIME	_____
CHOIR	_____
CHANCEL	_____
TRANSEPT	_____
NAVE	_____
TOTAL	_____

Additional Comments

- The collection plate is passed at the offertory. During the song as the table is being set, go to the front row of pews, reverence the altar with a slight bow of the head, turn and hand the plate to the person sitting on the aisle seat. The plate will go down the row and to the person on the far side in the pew behind and back to you. Repeat until you run out of rows. When you get to the back, consolidate all money and envelopes onto one plate if you have used more than one. Often folks will not have an offering ready. Do not linger and make them feel they must make a gift. It is often possible to come back if someone is clearly getting a donation ready. Once you have passed the plate from front to back of the church, wait in the narthex until the presider has moved to the altar. Bring the offering plate with the count slip on it forward and stand in front of the presider while they say a prayer over the gifts. After the prayer, take the offering to the room where it is put for safekeeping and return to the narthex. Details of where to put the offering is kept intentionally vague in this public document for reasons of safety and security.
- People move forward to receive communion at standing stations in front of the altar. During communion you may observe individuals who need assistance to receive communion. Some individuals may need assistance to get to the front. Others may need to have clergy bring them communion. Provide assistance as required. You may need to move walkers that block access to the centre aisle.

After the Service

- At the end of the service, set aside any bulletins that are in good shape and put the rest in the recycling bin. Check the pews for anything left behind. Lock the hymn book cabinets. The sound system team member will put away the sound system.
- Provide assistance for individuals needing the lift to leave the church. Collect the hearing device if used.
- Enlist help of other parishioners as needed.
- Individuals may have concerns or questions regarding issues of accessibility that they raise with you. Please bring these forward to the Greeters Leadership Team so they can be forwarded to the Accessibility Advocate. Individuals can also speak directly to the clergy and should be informed that information is available on the church web site.

Thank you!



Emergency Evacuation

In the event of emergency : *REMAIN CALM!*

Please familiarize yourself with the emergency evacuation plan.

A designated individual for each Sunday should go to the lower level to ensure all children and adults exit as quickly as possible. Small children need to be accompanied by an older child or adult. Children should be taken to a designated and safe area outside until such time as a responsible adult can retrieve them. Follow the plan to evacuate all who need assistance.

(Include the emergency evacuation plan here)

Glossary of Terms

Alb – the white robe worn by altar servers. (From the Latin word *alba*, “white [garment]”.)

Assistive device – any device that is designed, made, or adapted to assist a person perform a particular task. For example canes, crutches, walkers, wheelchairs and hearing aids are all assistive devices.

Boat person – a server (typically younger) who accompanies the thurifer (see below) and carries the “boat” – a vessel containing grains of incense – during high feasts such as Christmas, Epiphany, Easter, Pentecost, and All Saints.

Burse – a case made of two squares, covered with the same material of the same colour and design as the veil (see below). It sits on top of the veiled chalice, and contains the corporal (see below) or, more often here at CoR, an extra purificator (see below). The word is derived from the same Latin word that gives us the term “purse”.

Breadbox – small silver box for communion wafers; typically found on the credence table.

Chalice – a cup used to hold the wine during the celebration of the Eucharist, and by means of which the consecrated wine is distributed.

Chancel – the part of the church where the altar stands.

Ciborium – a tall, silver, cup-like container (usually with a lid) which holds communion wafers during the Eucharistic Prayer (or consecration); brought up by the gift-bearers at the beginning of the Offertory.

Credence table – the small table (a side-table, really) on which the communion vessels are placed while not in use at the altar. At CoR, it stands to the left of the sacristy door.

Crucifer – literally, “cross-bearer”. The altar server who carries the cross (and serves table at the 9:30 AM service.)

Cruet – a glass or silver vessel which contains either wine or water. At CoR, wine is normally in one of two glass cruets, both of which are brought up by the gift-bearers at the Offertory: (1) a large one, which remains on the altar for the Eucharistic Prayer, and (2) a smaller one, whose contents are emptied into the principal chalice, and which then is taken to the credence table.

Epistle acolyte – carries a taper behind and to the right of the processional cross, and serves the table at the 11:15 AM service.

Gospel acolyte – carries a taper behind and to the left of the cross.

Liturgical colours – the colours proper to the seasons of the Church Year. They are traditional in the sense of being customary, not in the sense of

Glossary of Terms

belonging to the non-negotiable foundations of Christian faith and worship. The colours are as follows:

- Green – for use in “Ordinary Time,” the numbered Propers after Christmas/Epiphanytide and before Lent, and after Pentecost until Advent. Green is the colour of the growing seasons, spring and summer. Why do we also don it in January and February? Probably because it is the default-mode colour for more than half the Church Year; what other colour can we wear when we are no longer doing Christmas and Epiphany, and have not yet entered our penitence-mode? Here at CoR, the altar and the clergy continue to be vested in green through Ordinary Time, but we no longer have a green burse and veil (see above and below); the last remaining green set became too threadbare for use around 1995, and the decision was made not to replace it.
- White (or gold) – for use from the Easter Vigil/Easter Day until the Day of Pentecost; and on all feasts of our Lord – e.g. Epiphany (January 6th) and the Baptism of the Lord (Sunday following Epiphany), the Presentation (February 2nd), the Annunciation (March 25th), the Transfiguration (August 6th), St Mary the Virgin (August 15th), All Saints’ Day (November 1st), the Reign of Christ (Proper 34/The Last Sunday after Pentecost), etc. Also to be used for weddings and funerals. White is the colour associated with the purifying mission of Jesus Christ (the incarnation and the resurrection) – humanity’s sins have been bleached out by his person and work, there is no alloy of any other colour to compromise us anymore. (Gold also has the same symbolism – pure gold is metal utterly refined and purged in the crucible, without any contaminating allot.)
- Red – for use on all days of Holy Week (Palm Sunday through Good Friday), the Day of Pentecost, and Holy Cross Day (September 14th). Also to be used on the feast-days of martyrs. Red is the colour of blood that has been shed; it is also the colour of flame (as at Pentecost’s “tongues as of fire”).
- Blue – for use through the season of Advent only. In the usage of the mediaeval English church, blue was the colour associated with the Blessed Virgin Mary – hence the hue known as “Marian blue”.
- Purple – for use throughout the season of Lent (Ash Wednesday until Palm Sunday). Why purple should have been specially associated with penitence is one of the more puzzling puzzles of the Christian tradition.

Nave – the main body of the church, where the pews are. The term seems to have been derived from *naos*, the Greek word for “temple” – not (as has sometimes been supposed) from *navis*, the Latin word for “ship”.

Narthex – the open space at the back of the church, behind the nave and inside the inner doorway, where we gather after the liturgy for refreshments and conversations.

Pall – a square of cardboard, stiff plastic, or (occasionally) glass, covered with white linen, which sits atop the chalice. It is designed to protect the wine from flies and other insects that may take a dive into the cup and drown happy in the beverage. (If such an accident happens during the Eucharistic Prayer the presiding celebrant – or if during the communion, the minister administering the chalice in question – is expected to remove the insect and dispose of it as discreetly and unfussily as possible. The normal procedure is to consume the now sacrament-soaked bug. It is considered extremely bad form for the unfortunate minister to leave the dead thing in the sacrament, or to make anybody else consume the offending bug.)

N.B. The word *pall* may also describe the large cloth covering (formerly black or purple, now usually white or gold) draped over a coffin at funerals.

Paten – a plate that holds the principal loaf or the priest’s host (see below) to be used during the Eucharistic Prayer. Most patens at CoR are small silver plates which sit atop the chalices, until unpacked and readied for distribution of communion. (The “principal paten,” however, is the gold-plated one, which goes with the “principal chalice,” whose inner bowl is also gold-plated.) At the 9:30 liturgy, there is a very large silver paten on which rests the loaf of bread; this, with the loaf on it, is brought forward by the gift-bearers at the Offertory.

Priest's host – the large wafer on the principal paten, for use at the 11:15 liturgy. The term is derived from the Latin word *hostis*, meaning, “sacrifice” or “oblation”. Formerly, only the presiding celebrant and, by courtesy, any other clergy who happened to be present (bishops and priests, but not deacons) could receive the host in communion. We at CoR treat this custom as a matter left to the discretion of the presiding celebrant.

Purificator – white linen cloth (actually a linen handkerchief, normally with a cross embroidered into the upper right-hand corner) used to wipe the chalice clean after each use when giving communion.

Thurifer – a server who carries and swings the *thurible* (a.k.a. *censer*) during high feasts such as Christmas, Epiphany, Easter, Pentecost, and All Saints. The terms *thurible* and *thurifer* come from the Latin word *thus*, *thuris*, “incense”. So a thurible is an incense-container, and the thurifer is the incense-bearer.

Veil – a large square of silk cloth, which covers the principal chalice and paten until they are placed on the altar at the Preparation of the Gifts. The veil is in one of the liturgical colours of the Church Year (see above) and often has symbols embroidered in gold thread. (These appliqués are called orphries, and indicate the front of “the communion pack”. This means that, when a server places a veiled communion-pack on the altar, the orphrey should always face the congregation – not the deacon.) As noted above, CoR has no veil (or burse) in green.

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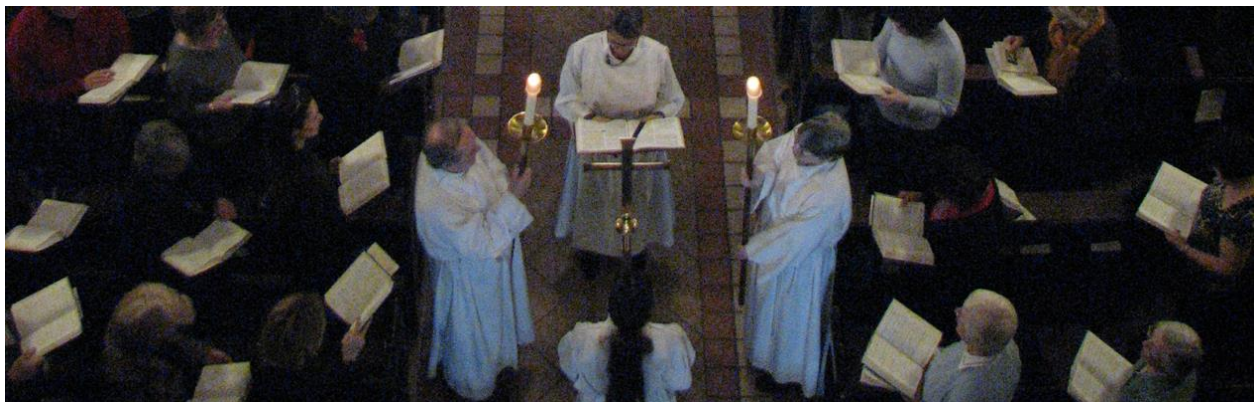
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Bibliography



Checklist for the 9:30 AM Service

✓	Task
	Setup
	Arrive by 9 AM.
	Locate 9:30 bulletins and put into hymn books.
	Put out the parking stamp and laminated cards for pre-authorized givings.
	Confirm the assistive devices are in the book cabinet.
	Confirm the lift key is in the storage room.
	Confirm the gifts table is properly set up.
	Welcome
	Offer hymn books as people arrive and answer any questions.
	Show people with children to the nursery or church school on the lower level and make introductions.
	Assist at the lift as required.
	Assist individuals with service animals as required.
	During the Service
	Prepare hymn books for late arrivals.
	Complete the count sheet during the sermon.
	Assist with bringing bread and wine/collection forward at the offertory.
	Assist individuals who need help to receive communion.
	After the Service
	Put hymn books back in cabinet and bulletins in recycling. Save inserts if appropriate.
	Check pews for books or litter.
	Assist at the lift as required.
	Collect hearing devices if used.
	Pass along any accessibility questions to the team leader or clergy.



Checklist for the 11:15 AM Service

✓	Task
	Setup
	Assist 9:30 team to clean up if appropriate.
	Locate 11:15 bulletins and put into hymn books.
	Confirm the assistive devices are in the book cabinet.
	Confirm the lift key is in the storage room.
	Confirm the gifts table is properly set up.
	If there is a full procession, move the wood lectern and gifts table out of the centre aisle.
	Welcome
	Offer hymn books as people arrive and answer any questions.
	Show people with children to the nursery or church school on the lower level And make introductions.
	Assist at the lift as required.
	Assist individuals with service animals as required.
	During the Service
	Prepare hymn books for late arrivals.
	Complete the count sheet during the sermon.
	Assist with bringing bread and wine/collection forward at the offertory.
	Assist individuals who need help to receive communion.
	After the Service
	Put hymn books back in cabinet and bulletins in recycling.
	Check pews for books or litter.
	Assist at the lift as required.
	Collect hearing devices if used.
	Pass along any accessibility questions to the team leader or clergy.



Checklist for Evensong at 7 PM

✓	Task
	Setup
	Arrive by 6:30 PM.
	Locate 7 PM bulletins and put into hymn books.
	Confirm the assistive devices are in the book cabinet.
	Confirm the lift key is in the storage room.
	Welcome
	Offer hymn books as people arrive and answer any questions.
	Assist at the lift as required.
	Assist individuals with service animals as required.
	Move a chair to the welcome desk to sit on during the service.
	During the Service
	Prepare hymn books for late arrivals.
	Complete the count sheet during the sermon.
	Gather the offering.
	After the Service
	Put hymn books back in cabinet and bulletins in recycling. Save inserts if appropriate.
	Check pews for books or litter.
	Assist at the lift as required.
	Collect hearing devices if used.
	Pass along any accessibility questions to the team leader or clergy.



Checklist for Taizé at 7 PM

✓	Task
	Setup
	Arrive by 6:30 PM.
	Put a wooden collection plate on a small table in the centre aisle.
	Turn on the chandeliers on dim. The worship leader will set the rest.
	Locate 7 PM bulletins.
	Confirm the assistive devices are in the book cabinet.
	Confirm the lift key is in the storage room.
	Welcome
	Offer bulletins as people arrive and answer any questions.
	Assist at the lift as required.
	Assist individuals with service animals as required.
	Move a chair to the welcome desk to sit on during the service.
	During the Service
	Hand out bulletins to late arrivals.
	Complete the count sheet.
	After the Service
	Put bulletins in recycling. Save inserts if appropriate.
	Check pews for books or litter.
	Assist at the lift as required.
	Collect hearing devices if used.
	Give the collection plate to the people responsible for locking up the church.
	Pass along any accessibility questions to the team leader or clergy.



Checklist for Bach Vespers at 7 PM

✓	Task
	Setup
	Arrive by 6:15 PM.
	Locate 7 PM bulletins and put them into hymn books.
	Confirm the assistive devices are in the book cabinet.
	Confirm the lift key is in the storage room.
	Welcome
	Offer bulletins and hymn books as people arrive and answer any questions.
	Assist at the lift as required.
	Assist individuals with service animals as required.
	Move a chair to the welcome desk to sit on during the service.
	During the Service
	Hand out bulletins and hymn books to late arrivals.
	Complete the count sheet.
	Gather the offering.
	After the Service
	Put hymn books in the cabinet and bulletins in recycling. Save inserts if appropriate.
	Check pews for books or litter.
	Assist at the lift as required.
	Collect hearing devices if used.
	Pass along any accessibility questions to the team leader or clergy.



Checklist for Rock Eucharist at 7 PM

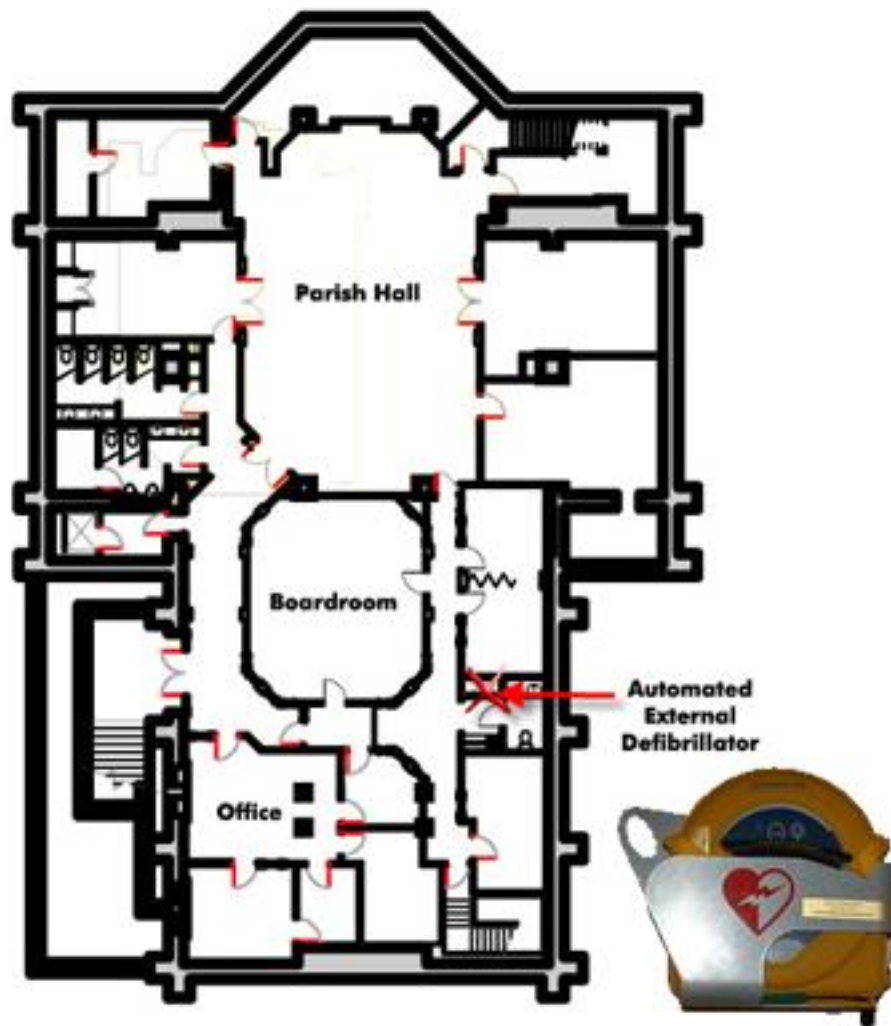
✓	Task
	Setup
	Locate 7 PM bulletins and put them on the welcome table.
	Confirm the assistive devices are in the book cabinet.
	Confirm the lift key is in the storage room.
	Welcome
	Offer bulletins as people arrive and answer any questions.
	Assist at the lift as required.
	Assist individuals with service animals as required.
	Move a chair to the welcome desk to sit on during the service.
	During the Service
	Hand out bulletins to late arrivals.
	Complete the count sheet.
	Provide assistance as required during communion.
	After the Service
	Put bulletins in recycling. Save inserts if appropriate.
	Check pews for items left behind.
	Assist at the lift as required.
	Collect hearing devices if used.
	Pass along any accessibility questions to the team leader or clergy.



Medical Emergencies

Automated External Defibrillator

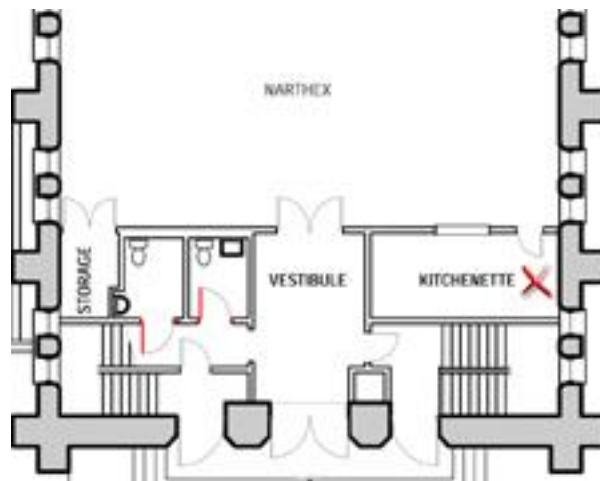
An automated external defibrillator is used in cases of life threatening cardiac arrhythmias which lead to cardiac arrest. The church has one of these units, located on the lower level on the wall of the servery near the office, adjacent to the water cooler.



First Aid Kits

First aid kits are placed in four locations in the building.

One is to be found in the kitchenette on the main floor at the back of the narthex.



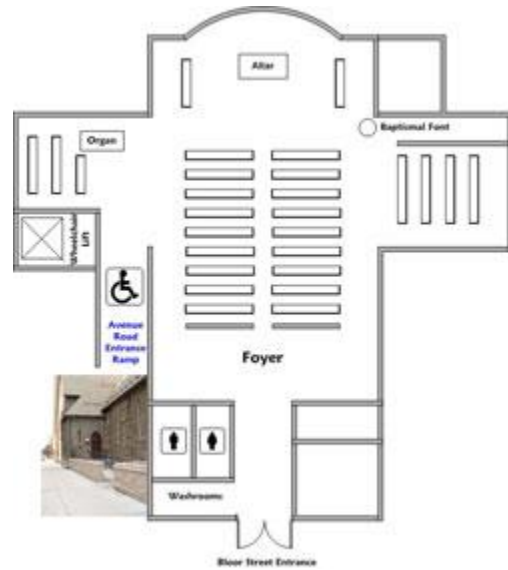
Three are located on the lower level: in the small servery near the office; in the parish hall kitchen on top of the refrigerator; in the vestry/health clinic adjacent to the parish hall.



Activating and Locking the Ramp Door

Overview

The Church of the Redeemer has an accessible ramp on the Avenue Road side of the church. At the top of the ramp on the wall to the left of the door is a round paddle that can be pressed to open the church door. When the church is locked, this paddle is deactivated to secure the building. For worship services and at other times when the building is in use, a switch is set inside the church to ensure pressing the paddle will open the door.



The Key

A key is used to activate the ramp door. The key is kept on a board on the inside of the left door of the storage cupboard at the south west corner at the back of the church. The key ring has a yellow tag "Ramp Door".



There are two keys on this key ring. The flat key indicated below is the one used for the ramp door. The second key is for the elevator.



Activating the Ramp Door

Go to the inside of the ramp door and locate the switch to the right of the door. There are two positions. When the switch is “OFF”, the outside paddle will not open the door. When the switch is set to “AUTO”, the paddle will work.



Insert the key and turn to the AUTO position to activate the paddle. Remove the key and **return it to its hook in the storage cupboard.**



Locking the Ramp Door

When the church is being locked up, access via the ramp door will also need to be deactivated. Obtain the key from the storage cupboard as outlined above. Insert the key into the switch to the right of the ramp door and turn the key to the OFF position. Remove the key and **return it to its hook in the storage cupboard.**



Operating the Lift

Overview

The Church of the Redeemer has an accessible ramp on the Avenue Road side of the church providing easy access for all, but especially for people using assistive devices or for parents with baby strollers. An elevator is located just inside the door at the top of the ramp. It is our privilege to operate the lift to ensure everyone is welcome and able to access the main worship space.



The Key

A key is used to operate the elevator. The key is kept on a board on the inside of the left door of the storage cupboard at the south west corner at the back of the church. The key ring has a yellow tag "Ramp Door".



There are two keys on this key ring. The short, stubby key indicated below is the one used for the elevator. The second key is for the ramp door.



Operating the Elevator

The elevator stops at three levels:

- Level 1 is on the lower level
- Level 2 is just inside the ramp door
- Level 3 is on the level of the main worship space, with access beside the choir stalls

Calling the Elevator to Level 2 (Inside the Ramp Door)

Insert the elevator key into the area indicated and turn to the right (from the 12 o'clock to the 3 o'clock position) **while keeping the CALL button in the middle of the panel depressed**. It may take a few moments to respond, but the light inside the elevator will come on and if the elevator is not already at level 2, it will move to that position. When the elevator has arrived, you will be able to open the door to allow the person to enter the lift.

Given space considerations, it is usually more comfortable to remain outside the elevator and to call it from level 3 (beside the choir stalls).

Turn the key back from the 3 o'clock to the 12 o'clock position and remove it.

Calling the Elevator to Level 3 (Beside the Choir Stalls)

From the control panel on level 3 beside the choir stalls, insert the key and turn to the right **while holding down the CALL button**. After a brief pause, the elevator will start to rise. When it has reached level 3, open the door for the person to exit.

Turn the key from the 3 o'clock back to the 12 o'clock position and remove the key. **Return it to its hook in the storage cupboard.**

When the person is ready to leave, the same process is followed in reverse order.



HELPFUL HINTS: the control panel for level 3 is different from level 2 in that it is possible to remove the key while in the 3 o'clock position. If that is how you find it when you want to call the elevator, first insert the key and return to the 12 o'clock position. Then turn the key to 3 o'clock and the elevator will move.

If you are unable to move the elevator from an external panel, check to see if there is a key already inserted in the panel inside the elevator. If so, no external calls will work for safety reasons.

Operating the Elevator from Inside the Lift

If it would be preferable for you to accompany the person in the elevator, the lift can also be controlled from the panel inside. Insert the key and turn to the 3 o'clock position **while holding in the button of the level number to which you are going**. The blank black button is level 3. Keep the key at 3 o'clock and **hold in the level button until you arrive at your desired level**. The door can then be opened. Remove the key and **return it to its hook in the storage cupboard**.



Unlocking and Locking the Front Door



The key used to unlock and lock the front door of the church is affixed to the panic bar on the left door.

Unlocking the Door

- Insert the key into the keyhole on the left side of the unit.
- Turn the key counter clockwise. You will see the horizontal bar retract towards the door.
- Ask someone to test the door from the outside to ensure it is unlocked.

Locking the Door

- Insert the key into the keyhole on the left side of the unit.
- Turn the key clockwise. You will see the horizontal bar move from its retracted position towards you until it is level with the bar on the right door.
- Ask someone to test the door from the outside to confirm it is locked.

Hearing Assistive Devices

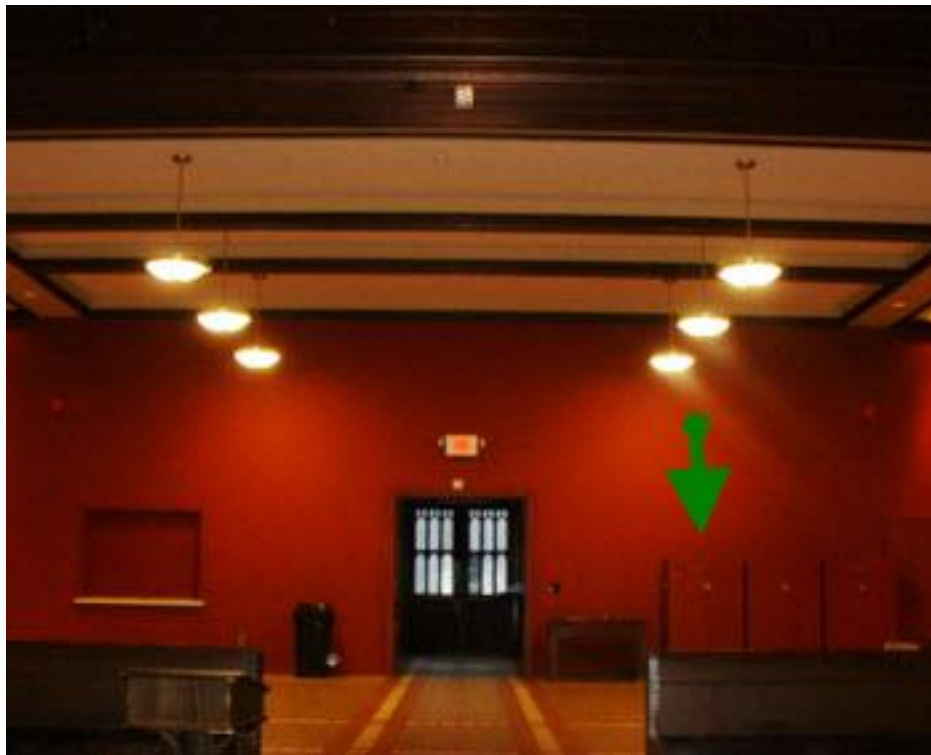
Overview

The Church of the Redeemer has two assistive devices that will amplify sound for those who are hard of hearing. A symbol of an ear on our outdoor sign indicates that these devices are available.



Location

The assistive devices are to be found in a large wooden box that is kept on the bottom shelf of the cabinet at the back of the church where copies of Common Praise are stored.



Use of the Devices

There are two parts to the device. The piece that fits over the ear is plugged into a white unit that has a volume control on the top that can be adjusted by the person using it.



The ear pieces are stored separately in the wooden box in small plastic bags. The white units are found in one of the other compartments in the box. Alcohol wipes are also in the box for cleaning the ear pieces.



Quick Reference

Where do I find ???

Assistive Hearing Devices: in a large wooden box that is kept on the bottom shelf of the cabinet at the back of the church where copies of *Common Praise* are stored.

Automated External Defibrillator: on the lower level on the wall of the small servery near the office, adjacent to the water cooler.

Bulletins: in a box on top of the book cabinets in the narthex.

Count Sheets: in the *Common Praise* book cabinet on the lower shelf.

First Aid Kits: in four locations

- Main floor kitchenette at the back of the narthex
- Lower level servery near the office
- Lower level kitchen on top of the refrigerator
- Lower level vestry/health clinic adjacent to the parish hall

Keys (Book Cabinets, Lift, Ramp Door, Sound System): on the back of the door inside the storage cupboard in the narthex.

Name Tags and Markers: in the cabinet where copies of *Common Praise* are stored.

How do I handle ???

Service animals: If there are others in the church who are allergic to dogs, we will accommodate them to the extent possible, but service dogs must remain with their owner.

Questions about accessibility: Refer to the team leader and if appropriate provide the contact information for the accessibility accessibility@theredeemer.ca

Quick Reference

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