

EPIPHANY ROMAN CATHOLIC CHURCH

Offering every member of our community a life-changing encounter with Jesus Christ

Procedures and Guidelines for Welcome Ministers

Procedures and Guidelines for Welcome Team

UPDATED MAY, 2016

Thank you for being a welcome minister at Epiphany Parish! The ministry of welcoming is one of the most visible roles of service in our Church. We are grateful for your faithful service, careful preparation, and loving commitment to exemplifying Christ in word and deed.

ROLE OF THE WELCOME MINISTER

The vision of Epiphany Parish is to offer every person a life-changing encounter with Jesus. A welcome minister is to welcome everyone – and each one. We must welcome longtime parishioners, but especially the new people who come to church by making them feel welcome and creating a positive experience. We also serve as a knowledge source to answer their questions.

Our smile is the smile of Christ to them through us. Ours is the Lord's face and voice for those who enter and depart the holy ground of prayer. We strive to welcome others as we would welcome Christ Himself.

PROCEDURES

Before Mass

1. Please arrive 30 minutes before Mass begins.
2. Name tags are on a magnetic board just inside the Narthex closet on the left. You'll find your nametag hanging alphabetically by your first name. Please place your nametag back in the same order.
3. The Saturday 4pm Mass Welcome Team sets up the Welcome Table and Welcome Sign. Tentatively, storage drawers by the water fountains contain all that is needed for the table, such as:
 - a. Ministry Resource Binder (with an updated parish bulletin underneath it);

- b. Parish Registration forms on the clipboard;
- c. White envelopes for guest/parishioner donations, etc.
- 4. Wheel the children's book rack out from the Narthex storage room.
- 5. The Sunday 5:30 pm Welcome Team will put everything away except the Welcome Sign. The Welcome sign fits between the table and the door to the sacristy. Return all items from the table to the pullout drawers by the water fountains. The Ministry Manual fits best on the bottom drawer. The table should be returned to the space under St. Michael to the left of the Sacristy.
- 6. If possible, all Welcome Ministers should pray together. The following prayer is suggested:

We ask, Lord, that You smile through us,
that You greet through our hospitality,
that You give us the words to speak,
and that You may be visible to us in all whom we serve.
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7. Greet latecomers at all Masses for about 5 to 10+ minutes after Mass start (unless you are at the back doors). If you are a Eucharistic Minister for that Mass, you are not obligated to do this.

8. Ideally, each Mass will have 4 welcome ministers – 2 at the front doors, 1 for the back door behind the St. Joseph statue, and 1 at the new area for the Information Computer off the Narthex (see more info below under *Miscellaneous*). The ministers pick their spot to welcome when they arrive. Please be considerate of ministers who may have concerns that could prevent them from going to the back door.

Please note that the monitor above the water fountains should remain on at all times.

After Mass:

1. Please proceed to your welcome station after the priest's Blessing and the words, "Go the Mass in ended."
2. Distribute a bulletin to anyone needing one.
3. Place nametag back on magnetic board (alphabetically) when you are finished.

PARISH BULLETINS

Parish bulletins can be found in the Narthex (on the table behind the St. John the Baptist statue), and on the small tables inside the doors of the church.

Please distribute a bulletin to parishioners at Contemporary Masses only (Sat. 4pm, Sun. 11:30 & 5:30). Distributing bulletins for the Traditional Masses (Sun. 7:30am and 9 am) is optional since music is listed on the song board near the organ as well as the bulletin.

MISCELLANEOUS

New Information Welcome Minister

Starting the weekend of May 21-22, 2016. one of the 4 Welcome Ministers, who has been trained, will be at the computer at the office window closest to the side entrance door in the Narthex, to access the Epiphany Parish website to share updated information about ministries, answer questions, and give other information as needed.

Blue Parishioner Interest Forms – For questions you cannot answer, complete the blue information card and return it to Lisa Feeney or the parish office.

A Suggestion Box is available near the parish Library for comments, suggestions, etc.

The Children's Masses are usually scheduled on the 5th weekend of the month.

Only one Welcome Minister is scheduled for the 5th Sunday Masses.

That person is in charge of working with the children, such as:

- Greet the children

- Make a paper name tag with the child
- Pray together
- Tell them where to stand and what to say – children should refer all questions to you. Please remind children to avoid conversations with friends until after Mass.

If you cannot serve at a scheduled Mass, please find a replacement for you by accessing MinistryPro. If you are not scheduled but see that help is needed, we welcome you to jump in and help!

Children’s Liturgy of the Word (CLOW) is held during the 9:00 a.m. Mass for children Kindergarten age through Second Grade.

The **Nursery and Little Magi** are located through the double doors near the Parish Library and is open only during the 9am Mass for ambulatory babies and toddlers (up to 4 yrs. old).

In case there is no CLOW, Nursery or Little Magi on a Sunday, there are signs available to put on the Welcome Table to let people know.

Lost and Found is in the Narthex storage room next to the altar server changing area. If something of value was left in the pew during Mass, that item may be held in the Sacristy for safety reasons, until claimed.

Questions about joining a ministry?

- Use the **Welcome Ministry binder** to get info, or check with Information Welcome Minister at the computer near the Narthex.
- Refer parishioner to our website: www.EpiphanyParish.com
- Fill out the BLUE FORM so someone will follow up with them
- Complete an index cards in the back of the Ministry Manual with their name, contact information, and their question. Please put it in the collection basket, or slip it under the Parish Office window in the Narthex.

A **Defibrillator (AED)** is in the Sacristy, behind the entrance door. The door code to the sacristy is listed in the inside cover of the Welcome Ministry binder. Follow the directions as noted.

Current Plan for emergencies:

Call 911.

Use CPR, as needed.

Alert Father Eric to see if a medical professional is present.

A First Aid kit and a wheelchair is in the Sacristy bathroom.