

# **ALERT!**

## **HOST TEAM MEMBERS**

### **Four Key Points for Your Immediate Attention**

#### **1. Revised Host Team Procedures, Duties and Responsibilities**

**(Pages 3 to 7 are a must read for all members of host teams.)** Please read the attached:

**“The Faith Community of St. Raphael**  
**HOSPITALITY MINISTRY**  
**Procedures for Host Teams**  
Duties and Responsibilities”

These procedures have not been updated since 2004 and several changes have been implemented. Thank you to everyone who contributed to these revisions.

#### **2. Gift Bearers at the Presentation – “Pilot” volunteer process.**

A “pilot” volunteer procedure will begin within the next few weeks for gift bearers. A message will appear in the bulletin informing parishioners that they may ask the host teams (no later than ten minutes before the liturgy begins) to bring up the gifts. The objective is to allow those families, individuals, couples, who have never been asked, to request that they serve as giftbearers. Our role is to continue to have 3 individuals (non host team members), appropriately dressed, present the gifts. Therefore if no volunteers come forward host teams will continue to ask 3 parishioners to assist. If only one or two parishioners volunteer it will be the responsibility of the host teams to choose the remaining folks. Thank you for your support with this pilot procedure. Please keep us informed of any feedback (from you or our parishioners) by contacting Pat Chuchla (tel. (630) 355-4545 x125; [pchuchla@st-raphael.com](mailto:pchuchla@st-raphael.com))

#### **3. Upcoming Host Team Refresher Meetings**

Please be on the lookout for dates, in future bulletins, of our upcoming Host Team Refresher Meetings. Father Ted and Marty Mazurek, the new Hospitality Ministry Chair, will be reviewing the revised procedures, the importance of the hospitality ministry to St. Raphael, and to obtain feedback from you on improving our ministry.

#### **4. Disaster Evacuation Training**

Disaster Evacuation Training will take place on the following dates and times.

October 24 and 25 - 7:30 to 8:30 p.m. – Church

November 7 and 8 - 7:30 to 8:30 p.m. – Church

All hospitality ministers are asked to attend one of these one hour programs. The objective is to be aware of the evacuation process in case of an emergency (tornado, fire, etc.) while we are hosting. Thank you for your cooperation with this request.

# The Faith Community of St. Raphael

## HOSPITALITY MINISTRY

### Procedures for Host Teams

#### Duties and Responsibilities

##### Personal Responsibilities

1. Be COMMITTED to the hospitality ministry by being present and on time for ALL of your assigned liturgies.
2. If families are participating in this ministry be sure that all members of the family who are serving *want to be involved*.
3. ALWAYS SMILE. Happily greet each person, focus on all parishioners, and attempt to assist everyone with their needs. Minimize conversations with friends and family since our focus is on JOYFULLY WELCOMING ALL PARISHIONERS to St. Raphael. We want to extend our utmost hospitality to everyone. It is advantageous for all hospitality ministers, young or old, to do these things as they are greeting.
4. Perform the duties of Host when scheduled or obtain a substitute.
5. Arrive at Church at LEAST 20 MINUTES before the scheduled liturgy.
6. Obtain and wear your name tag from the board in the Bride's Room (your name tag identifies you as someone who is available to provide assistance)
7. Sign the attendance sheet on the clipboard in the Brides' Room
8. Check for any special duties or instructions attached to the name tag board (i.e., if there is an anniversary or baptism and gift bearers will be members of the family, seats need to be reserved for something special)
9. Joyfully distribute worship aids and bulletins with a warm greeting or salutation.
10. When attending any liturgy please ask the host teams if they need assistance. There should be a MINIMUM OF SIX HOSPITALITY ministers at each liturgy.

##### Before the Liturgy Begins

1. One of the host teams should reserve for themselves one of the last two pews in section 4 near the Sacristy, at the entrance of the church. "Reserved" sheets to place in the pews can usually be found on the tables in the back of the church with the worship aids or in the sacristy.
2. Introduce yourself to the Mass Coordinator who is either in the Sacristy or in the Church.
3. Greet your fellow host teams and determine who will be choosing the three gift-bearers (bread, wine and collection), usually a family, to bring up the bread and wine at the presentation. Be sure the family is briefed on procedures before mass and is in the back of the church AS SOON AS the collection starts. We DO NOT want to keep Father waiting. Make a mental note of where the chosen gift-bearers are sitting in case they forget to come to the back at the appropriate time. *To make others feel welcome and part of the celebration, the host team members should not bring up the gifts to the altar.* Attempt to ask new and different parishioners to be gift bearers at each of your liturgies.
4. Place the collection baskets under the seat of the first pew of each section. 14 baskets are used in the main body of the Church, plus one in the Children's Room and one in the Choir Gallery.

5. Make sure the large basket is in place under one of the tables at the center doors of the Church. This basket is used to consolidate the offerings from the smaller baskets and it is brought up with the bread and wine at the presentation of gifts.
6. Place a large quantity of bulletins and worship aids on each of the four tables at the back of Church. Boxes of bulletins and worship aids are kept in the Brides' Room. On occasion worship aids are sometimes found in the choir rehearsal room upstairs.
7. Open all the double entrance doors to the main body of the Church. They have built-in hold open mechanisms. (The two single side doors do not have hold open mechanisms.)
8. Open the door leading to the washrooms. This door also has a built-in-hold open mechanism. (This eliminates some opening and closing noise during the liturgy.)
9. Decide with your fellow team members who will handle the various sections of pews for the collection and for the Communion procession.
10. Decide who will collect baskets in the Children's Room and Choir Gallery.

### **As the Parishioners Arrive and the Liturgy Begins**

1. Take a position outside the double doors to greet parishioners with a smile and a few words of welcome. As you do this, you will also be distributing the worship aids. (Do not distribute any sheets that the previous user has mutilated, fan-folded or torn. These should be placed in the green recycle bin next to the lost and found and food pantry shelves.)
2. Continue greeting until the commentator gets up to give the opening comment a few minutes before the Mass start time. The commentator will end the opening comment with a request that the assembly be silent for a minute. You will continue handing out worship aids with a warm smile, *but in silence.*
3. Continue distributing until the flow of people slows to a few.
4. Close the double doors when you are ready to join the assembly. Leave one of the double doors on each side of the rear of the church open throughout the Mass. This will reduce the noise when folks leave the main church for the restrooms.
5. Periodically, look to see if people are standing. If they are, assist them in finding seating. Continue to seat until the First Scripture reading begins. Do not seat people during the remainder of the Liturgy of the Word out of respect for the Scripture. (The Liturgy of the Word consists of the First Reading, sung Psalm, Second Reading, Alleluia or Gospel Acclamation and Gospel.
6. You may seat people at the beginning of the Homily or when everyone stands for the Creed. If there are more than 6 host team members at a liturgy, those in excess of 6 may begin to seat people while 6 stay at the doors greeting.
7. If a choir is singing, do not seat people in the choir gallery without permission from the music director.
8. When all are seated (or as many as possible), take your seat in the back of the section of the Church that you will handle. A seat near the back will allow you to observe if anyone needs assistance during the Liturgy. One family should always be seated in one of the last two pews in section 4 (by the Sacristy) to get a full, clear view of the entire church and be able to assess needs in all areas. This will also enable those seeking assistance to know where to find a host.

### **When it is time to begin the collection**

1. The hosts handling the center section should keep in mind where the gift-bearers are seated in case they need to be reminded when it is time to present the gifts.
2. One host team member should make sure gift bearers are in the back of the church and have their respective gifts in hand when the collection begins. If the bread and wine are not on the tables in

the back of the church, find the Mass Coordinator to provide them. Usually the gifts are in the Sacristy.

3. Hosts should leave their seats to determine if the collection baskets have been started down the pews by the parishioners. If not, retrieve the basket and hand it to the nearest person to start it going...with a smile.
4. As the collection is being taken, watch the progress of each basket from a position near the back.
5. Retrieve the baskets from the last person in each section. The hosts handling the sides should consolidate the baskets into one before bringing the collection to the back of the Church.
6. Look around to make sure you have collected all of the baskets (remember the Children's Room and Choir Gallery, too).
7. Consolidate the entire collection into the large basket in the back of the Church and advise the person who will carry it to hand it to the priest who will hand it to an altar minister who will place it near the ambo.
8. As hosts, please attempt to expedite our actions in the collection process (without making it apparent to the congregation) so that we DO NOT KEEP FATHER WAITING at the altar.
9. The gifts should be brought up in the following order: collection bearer first with bread and wine bearers side by side behind them. Please thank gift bearers after Mass for assisting with taking the gifts to the altar.
10. Host teams should only fill in as gift-bearers on rare occasions. It is your responsibility to get the assembly involved in this role.

### **Hand Shake of Peace**

1. As greeters and hospitality ministers it may be nice to walk up and down your respective aisle and randomly greet parishioners with a joyful hand shake of peace. Please do not extend the Sign of Peace during the Lamb of God
2. This is also a good opportunity to inconspicuously ask folks, who are physically challenged, if they would like Communion brought to them in their pew or wheelchair. Hosts may also attempt to do this before the liturgy begins. Please be reminded that some folks are hearing challenged.

### **At Communion**

1. As the Eucharistic Ministers (EM) are receiving Communion, take a position in the aisle, at the first pew of your section.
2. Upon leaving the sanctuary and heading to their station, the EM is LOOKING TO YOU FOR GUIDANCE as to who may need Communion brought to them in the pews PRIOR to distributing to the general assembly. Make eye contact with the EM and give a gentle "come with me" hand gesture to alert the EM to the presence of these communicants. Be sure to PERSONALLY ACCOMPANY THE EUCHARISTIC MINISTER (do not point) to EACH person you identify as needing Communion brought to them. After completing this process, accompany the EM back to the first pew and facilitate the flow of Communion according to the attached diagram. Sometimes, it may be necessary for you to direct people to two stations at the same time.
3. If no one needs special assistance simply begin with the assembly in the first pew of your section.
4. During the Communion procession there are occasions when one line in a section may be completed and the line next to it is full. Please attempt to ask parishioners to move to the empty line. This frequently occurs in the center aisle as parishioners come to Communion from the Children's Room (Nursery).
5. Hospitality ministers should be the last to receive Communion.
6. Since most of the physically challenged and elderly parishioners sit in the center aisle it may be best to have an adult host manage this section.

## **After Communion**

1. Go to the back of the Church to fix all doors in an open position.
2. Check the tables to see that there are enough bulletins available. If not, add more from the supply in the Brides' Room.
3. Place the larger collection baskets on each table at the rear of the church and on a chair in the Brides Room. With this approach parishioners can leave their worship aids in the basket.
4. Take a position outside the doors to wish the parishioners a good day or good evening as they leave the liturgy.
5. Distribute the bulletins (and other material, as seasonally instructed) to the people as they leave.
6. Keep in mind that the bulletin is the only communication we have with many of our parishioners. Please attempt to hand a bulletin to everyone departing the church.

## **After the Liturgy**

1. Move throughout the pews (including the Children's Room and Choir Gallery) to collect any bulletins, worship aids, papers, toys, etc. There are wastebaskets in each of the restrooms, in the Sacristy, in the Narthex and in the Welcome Center. There is a large, green paper recycling bin in the hallway next to the food cart.
2. Check the ambo area. If the Lector has not taken the collection basket to the Sacristy, please do so. The contents should be emptied into the safe which is behind the double closet doors in the northeast section of the Sacristy.
3. Toys, books, bottles, sweaters, etc. should be placed in the lost and found cart near the food cart by the recycle bin.
4. Items of higher value like lost purses, keys, cell phones, and pagers should be left in the Sacristy (usually the person returns to the Church in a very short time to retrieve it).
5. Replace all of the collection baskets at their starting location for the next liturgy (don't forget the children's room and choir gallery).
6. Following the last liturgy, which is usually the 12:15 Liturgy, the collection baskets should all (small and large) be placed in the closet in the Brides' Room.
7. Straighten the worship aids on the tables by the doors into neat piles, removing any damaged copies. Worship aids should be refolded with front cover appearing on each one. This makes the parishioner coming to the next liturgy feel most welcomed because his/her aid appears brand new.
8. Restock the supply of bulletins on the tables for the next liturgy.
9. After the 12:15 liturgy leave only a few bulletins on the tables near the doors for the families attending baptisms and liturgies during the week. Put some bulletins into the kiosks. Deposit all worship aids in the green recycling bin and place all unused bulletins in the Brides' Room.
10. Return your nametag to the rack in the Brides' Room.
11. Close all doors.
12. Give yourself a pat on the back for being a warm and welcoming presence in the faith community of St. Raphael.
13. Thank you for your support

## **Dress Attire**

1. In God's house, please adhere to a higher standard of dress not only to show the proper respect for the Lord, but also to set an example for others in the community.
2. Negative reactions have been expressed by our parishioners to hospitality ministers' wearing the following styles: outfits with midriff showing, halter tops and spaghetti strap blouses, body

clinging tops, pants, and skirts, tops that show cleavage, micro-mini skirts and short shorts, shorts on men, dirty or torn jeans/clothing, tee shirts with inappropriate or secular messages printed on them, extremely casual dress that is more appropriate for the beach or the park, and any garments which show undergarments or that makes a political or social statement.

3. Hospitality ministers, of all ages, should be transparent in their ministry allowing the Lord's presence to show forth in us, rather than attract undue attention to themselves.

## **IMPORTANT THINGS HOST TEAMS SHOULD KNOW**

### **Telephones**

There is a coin operated telephone in the hallway leading to the Brides' Room. This phone does not require a coin to call 911. There is a second telephone in the Sacristy. This phone can be used to dial 911, but it cannot be used to make any other outside phone calls. The address to St. Raphael church is 1215 Modaff Road. Just remember the address is the same as our last liturgy, the 12:15.

### **Fire Extinguishers and Fire Alarms**

Red fire alarm levers are scattered throughout the building. These should be used in case of an emergency. There are two hand-held fire extinguishers in cabinets in the hallway immediately to the right and left of the Narthex. Instructions for their proper use are shown on the respective units. The building is equipped with smoke alarms.

### **Personal Assistance**

If a person faints or has a more serious difficulty, do not hesitate to call 911. We have a wheelchair available in the closet in the Welcome Center, if it is needed. There is a First Aid kit in the Janitor's Room. A blanket and pillow are also available. There are also kits in the closet in the Janitor's Room and Sacristy to handle any spillage of blood, urine or vomit. The spill should be cleaned up by an adult host team member (see next page for safe handling instructions). AED equipment is available on the wall next to the door leading to the washrooms. (Do not use if you have not been trained in its use.) If it is necessary to call 911, please have a host team member MEET THE FIRE RUCKS/AMBULANCE when they enter our parking lot on Modaff. Accompany them to the best entrance to assist the parishioner in need.

Should someone become ill or have an accident in the Church, Hospitality Ministers are to complete an **Accident/Incident Report** form with as much information as possible. If the person is unable to answer many questions, please fill in at minimum the person's name, phone number or email address so that the business manager can contact him or her at a later date. The completed or partially completed Accident/Incident Report form should then be placed in the safe with the collection for retrieval by the Business Manager on Monday. These forms are available in the plastic box on the southeast wall next to the EM sign in board.

### **Restrooms**

To the right of the Narthex area (south side of the building) are men's and women's restrooms. There is also a restroom that can be entered from the children's room and the brides' room. In extreme emergencies parishioners may use the restroom in the priests' Sacristy.

### **Food Pantry Donations**

Food donations should be placed on the large cart in the hallway leading to the Bride's Room and restrooms.

## **Lost and Found**

There is a small wire cart next to the food cart for lost articles. Purses, cell phones, pagers and keys should never be left in the lost and found; rather, they are to be left in the Sacristy.

## **UNIVERSAL HYGIENE PROCEDURES**

Infectious body fluids:

- blood-most threatening
- urine
- vomit

To deter viruses and to keep you safe:

Wash hands thoroughly

Wash hands thoroughly for one minute using a dispenses soap and hot water (use germicidal towels if there is no water available), taking care to clean the nails, cuticles and any jewelry on the hands

Shake excess water off hands

Use a paper towel or hand dryer to dry hands

Use a paper towel to shut the faucet

Use barriers such as Kleenex, handkerchiefs and latex gloves—latex gloves are the most important barrier between you and contaminants and should be used in cleaning any body fluids.

Kits containing the following are available in the closet in the Brides' Room for clean ups:

Latex gloves

Disinfectant powders

Absorbent towels

Disinfectant

Scraper or spatula

Dustpan type disposable scoop

Steps to follow in clean up:

Put on the latex gloves

Isolate the area of the spill

Sprinkle on the disinfectant powder and wait a few minutes for the powder to congeal

Cover with absorbent towels to absorb the spill

Remove the towels and scrape the powder into a lined waste container

Spray or clean the area with disinfectant

Wipe the disinfectant from the area with paper towels

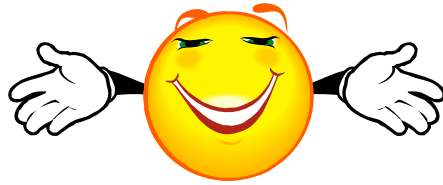
Dispose of the paper towels in the lined waste container

Take off and dispose of gloves in the lined waste container (never touch the outside of a contaminated Latex glove with your bare hands)

Close the bag containing all of the disposed of materials

Thoroughly wash your hands

If someone is bleeding, never touch the blood without first putting on latex gloves. The blood may be wiped off the body with disinfectant towels. Blood contaminated gloves and towels should also be disposed of in a sealed plastic bag.



**Smile!**

***HAVE FUN!***

***Enjoy Your Ministry!***

***MAKE PEOPLE HAPPY!***

***The Lord Is Very Thankful To You For  
Making His Flock Feel Most Welcomed  
At St. Raphael!***

**THANK YOU!**

