

Building  
our Church



Your gifts matter.

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# HILLHURST BACKGROUND

Hillhurst United Church has opened its doors for over 100 years to those looking for open-minded exploration issues that matter to them.

Our values lead everything we do:

RADICAL HOSPITALITY - SOCIAL JUSTICE – SPIRITUALITY – RISK TAKING

Each value inspires community life and ministry together.

## **Hospitality**

After the 10:45am service, there is time to enjoy lunch prepared by fellow members of the congregation.

## **Spirituality**

Throughout the week there are educational programs aimed at inviting you to ponder and create a meaningful life. Additional learning and opportunities happen throughout the year as contemplative arts (meditation, retreats and spiritual direction) lectures, community discussions and workshops.

## **Social Justice**

Led by the passions of the congregation our social justice work includes areas of Right Relations amongst Aboriginal and Non-Aboriginal peoples, Syrian Refugee Family sponsorship, and climate change study. Outreach work includes food bank and Calgary homeless community connections.

## **Hillhurst United is an Affirming and Inclusive Ministry**

Our Affirming Statement: We commit to be an inclusive community of faith that follows in the Way of Jesus under the banner:

WHOEVER YOU ARE, WHEREVER YOU'RE AT, JOIN US ON THE JOURNEY.

We strive to accept each other as we are and welcome the ministry and participation of all persons regardless of age, gender identity, gender expression, health, race, sexual orientation, differing abilities, religious or ethnic background or economic circumstance. We hope that in all that we do, including our worship and community life, God's unconditional love is experienced. Our ministries provide us with many ways to lean into our values and live them into the world.

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## BEFORE YOU BEGIN

Thank you for your interest in volunteering at Hillhurst! We are happy to have you. Before you begin volunteering, please make sure you have completed and submitted the Volunteer Agreement, Confidentiality Agreement and completed all required checks and training found on the website and in the office. We ask you to attend Volunteer Training Sessions that are held monthly and provide an excellent opportunity to orient yourself with the building and ask any questions you may have about the volunteering program.

You will find a list of all required forms and training on your volunteer agreement.

Not quite sure where you fit yet? Take a look at the various roles below, read through our website or email [volunteer@hillhurstunited.com](mailto:volunteer@hillhurstunited.com) to discuss how you can share your gifts.

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## MEET THE STAFF

Rev. Dr. John Pentland - Lead Minister: You can reach John at [john.pentland@hillhurstunited.com](mailto:john.pentland@hillhurstunited.com)

Rev. Sheena Trotter-Dennis – Minister: You can reach Sheena at [sheena.trotterdennis@hillhurstunited.com](mailto:sheena.trotterdennis@hillhurstunited.com)

Lisa Falkowsky - Executive Director: You can reach Lisa at [lisa.falkowsky@hillhurstunited.com](mailto:lisa.falkowsky@hillhurstunited.com)

Nancy Watts - Finance Administrator: Nancy can be reached at [nancy.watts@hillhurstunited.com](mailto:nancy.watts@hillhurstunited.com)

Joanne Kellough - Office Administraton: Joanne can be reached at [joanne.kellough@hillhurstunited.com](mailto:joanne.kellough@hillhurstunited.com)

Sydney Morin – Communitions Coordinator: Sydney can be reached at [Sydney.morin@hillhurstunited.com](mailto:Sydney.morin@hillhurstunited.com)

Anne Yates-Laberge – Children and Youth Ministry Coordinator: Anne can be reached at [anne.yates@hillhurstunited.com](mailto:anne.yates@hillhurstunited.com)

Justin Macosky - Choral Director: Justin can be reached at [justin.macosky@hillhurstunited.com](mailto:justin.macosky@hillhurstunited.com)

Heather-Lynn Cameron – Engagement Coordinator: Heather-Lynn can be reached at [heather-lynn.cameron@hillhurstunited.com](mailto:heather-lynn.cameron@hillhurstunited.com)

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# GREETERS

## Purpose:

Greeters are an integral part of Hillhurst's ministry of radical hospitality. They are the first people that our community sees on Sunday mornings or at events. In addition to providing a warm hello and a friendly smile, our greeters hand out our bulletins and provide assistance as needed.

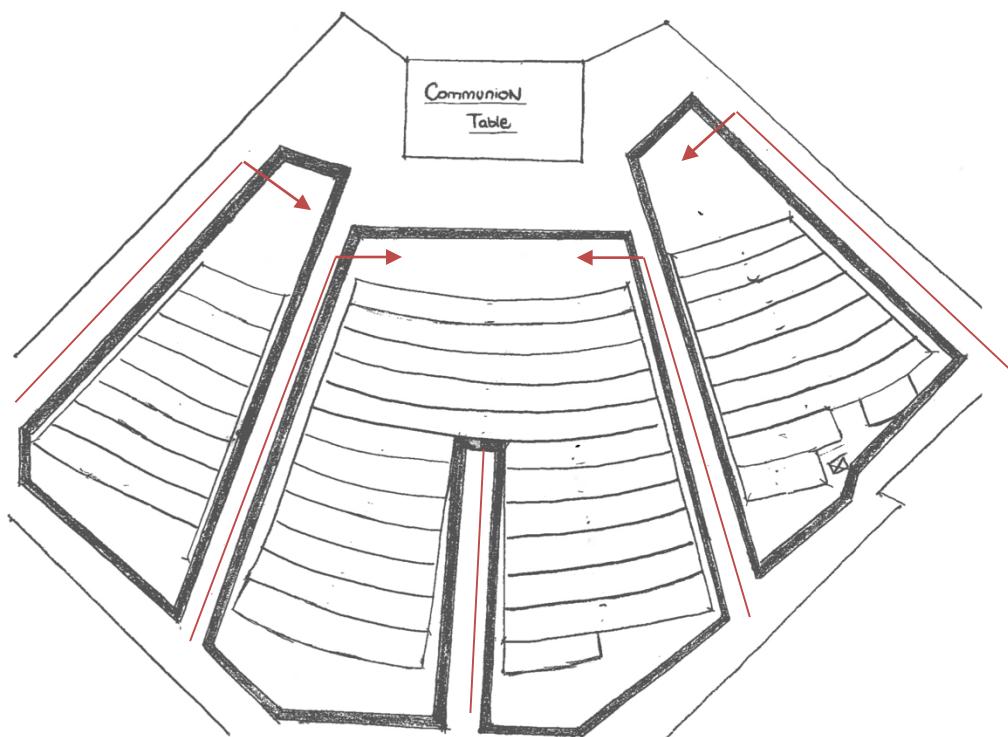
## Key Duties and Responsibilities:

- ✓ Arrive minimum 30 minutes prior to scheduled start time for Worship Service.
- ✓ Meet at the back of Sanctuary to check in with the Engagement Coordinator to confirm you have arrived and if any special
- ✓ If not already brought to Greeter station(s), bring Bulletins from church office.
- ✓ Coordinate with other Greeter(s) where each of you will locate. Optimum is two greeters at west Sanctuary entrance door and one at the south entrance or into the heritage room.
- ✓ Weather permitting, open exterior doors. Open interior entrance doors. Open ramp door. Ensure carpet protector rugs are in place, no tripping hazards.
- ✓ Give each individual, couple or family a Bulletin along with a warm welcome.
  - If running short of Bulletins, recruit someone to photo copy additional
- ✓ Please familiarize yourself with the weekly bulletin so you can answer questions
- ✓ Place elevator keys in the in the lift in front of the sanctuary doors Close exterior door when Service begins. Remain seated near entrance doors in case of later comers.
- ✓ Watch for indications of first time visitors or people unfamiliar with layout. Mention location of coffee, encourage children to participate in Kidspace, stay for lunch.(10:45 service)
- ✓ If the sanctuary is filling up, point out available seats including the Heritage Room if open.

- ✓ Remain seated at back of Sanctuary during service, watch for late comers (escort to available seats if Sanctuary near full), watch for any people with special needs or offers of hospitality.
- ✓ Be alert for any mobility challenges or need for use of wheelchair ramp. Recruit helper if needed to assist or meet at wheelchair ramp access door.
- ✓ Assist with offering collection during Service. (Instructions on page 5)
- ✓ If there is a medical distress, please alert the closest staff member
- ✓ If fire evacuation is required, please put on the hazard vest hung up near the sanctuary entrances and help direct the congregation towards the muster point across the street
- ✓ Open exit doors as last hymn ends.
- ✓ Assist with post-Service Sanctuary clean up. Please pick-up of Bulletins, coffee cups etc.
- ✓ Thank those that assisted in some way during or after Service.

# OFFERING

In each service there are 4 plates that are passed through the pews in the sanctuary and 1 in the heritage room to support the many ministries Hillhurst provides. Offering is usually supported through the help of the mornings Greeters and other congregants who step forward to volunteer the ‘morning of’. Below is a diagram of how offering is done in the sanctuary. The arrows indicate those volunteers who bring an offering plate with them to the front and the direction the plate begins.



During ‘Passing of the Peace’ the volunteers can come and get the offering plates that will be kept at the back of the sanctuary. Once the plates have gone through all of the pews, they will be brought forward by one of the volunteers for Dedication.

# COFFEE SERVICE

It has been said that coffee is a sacred and essential beverage to many during our 9:05am and 10:45am service. The coffee recruiting team would like to fill in all Sunday morning coffee-maker slots between now and Christmas so this doesn’t become a weekly begging or guilt exercise.

## Purpose:

To provide radical hospitality at Sunday worship services through providing coffee and tea, in real mugs, for everyone to enjoy throughout the service.

## **Key Duties and Responsibilities:**

- Goal is for coffee to be ready 20 minutes prior to service start time

### **Coffee Instructions**

- ✓ Urns take 45-60 minutes to percolate
- ✓ Require two large urns of coffee for 9:05 service (and summer), and four urns at 10:45 service
- ✓ For 60 cups urns, it takes 3 ½ cups of coffee – you can use a small white cup from cup cupboard for measure.
- ✓ Coffee kept atop kitchen freezer or in freezer door.
- ✓ Urns are located on kitchen counter and/or in kitchen cupboard to the left of the door to gym
- ✓ Fill urn with cold water to 55 cup level
- ✓ Ensure ‘stem’ is firmly seated in bottom of urn to ensure percolation, they will automatically turn on once they are plugged in

### **Tea Instructions**

- ✓ Require one small urn of tea
- ✓ Put large kettle on Power burner
- ✓ Make 1 urn of tea using 5 teabags (tea urn does not need to be plugged in – it will stay hot). If using stoves, turn on fan above sink and open window. Steep tea for min of 5 minutes, then remove teabags.
- ✓ Teabags in the left hand cupboard near door to the gym.

### **Table Setup**

- ✓ Use a tray to put milk, cream, sugar, spoons or stir sticks and a few napkins on table. Also need dishcloth in case of spills.
- ✓ Place white trays, for dirty cups, on floor beside the table. Move them to the table when the service starts. Also put one or two grey containers on the table at the back of the sanctuary.
  - Try and keep your eye on the station during service: if milk/cream needs replenishing, or if urn is empty, can be removed from table or turned around.

### **9:05 Service**

- ✓ Bring 1L each of coffee cream and milk. Supply of sugar and sweetener in kitchen
- ✓ Coffee station is at back of Heritage Room.
- ✓ Coffee urns are normally prepared and set with a timer each Saturday by a staff or volunteer. Two are on timer (set to start 7:45am) , the rest to be plugged in by whoever shows up first.
- ✓ When you arrive, check to ensure urns are plugged in and percolating

- ✓ Post-service: Run cups through dishwasher and then return to Heritage Room coffee station for 10:45 service. If running the dishwasher during service, kindly check that doors to the sanctuary are closed due to the noise of the machine.
- ✓ Rinse out coffee and tea urns, place proper pieces in each and return to storage location.

## **10:45 Service**

- ✓ Replenish milk, sugar and coffee cream.
- ✓ Coffee Station is in Heritage Room
  - Urns should not be plugged into same breaker circuit. Wall plugs are labelled.

## **Post-service**

- ✓ Run cups through dishwasher and then take to Heritage Room for storage until following Sunday.
- ✓ Rinse out coffee and tea urns, place proper pieces in each and return to storage cupboard.

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## **BAPTISM ASSISTANT**

Baptisms are usually held on the second Sunday of the month. As an assistant to Baptism, you will be involved in the ceremony that day, as well as the class held for parents the week prior. We would also ask that you keep in touch with the family once a month or so for a year. This could be a phone call or visit.

### **Baptism Class**

This hour long class is led by the presiding Minister and is generally held from 4:00-5:00p.m on the Tuesday prior to the baptism. We ask that the participating parents come child-free so all can participate fully. If the child is older, the minister will invite the parents to explore their reasons for choosing Baptism, the symbolism of the elements of Baptism, and questions they may have about the ceremony.

As the Baptism assistant, this is your opportunity to meet the parents, confirm the information on the Baptism certificate, and assure them that you will be at the church prior to the service to welcome them and answer any questions they may have. Photographs maybe taken after the baptism is over.

### **Baptism Sunday**

As the Baptism assistant, it is best to arrive at the church 45 minutes prior to the service.

## **Preparation for the Ceremony**

1. For each child, you will need a Baptismal candle, certificate (provided by the Engagement Coordinator), books and receiving blanket.
2. You will also need copies of the vows for the parents and godparents. These are usually ready for you in the office (the receiving blankets and candles are in the storage room across from the office if they are not in the office).
3. You sign the certificates where indicated, and have the presiding minister sign as well (The presiding minister also signs the record book that is kept in the office).
4. Remove the candles from their boxes and discard the plastic wrapper.
5. Arrange the candles, blankets, candle boxes, and certificates in alphabetical order (according to last name) on the chancel (usually on one of the big chairs, or a table if available).
6. Move the Baptismal font to the right of the pulpit (as you face it). It may have already been done. Check to ensure that the silver bowl is inside and that it is empty of water.
7. You will find the pitcher and oil saucer in the kitchen. If you enter the kitchen from the hallway, the cupboard is straight in front of you on the left under the serving counter.
8. Put a small amount of Body Shop oil (or baby oil) in the oil saucer, and fill the pitcher about half way with quite warm water (it will cool down, but not be cold when the children are baptized).
9. Place the pitcher filled with water and saucer on a small stool next the Baptismal font.
10. Ask the sound person for a microphone, and place it beside the certificates etc.
11. Check that the bulletin and the power-point have the children arranged in alphabetical order (according to last name).
12. Greet the families when they arrive and help them find seats near the front. Remind them that photographs maybe taken after the service is over.
13. Give the parents and godparents copies of the vows and go over the ceremony with them if they wish.

## **The Ceremony**

The ceremony usually occurs following “passing of the peace”. Towards the end of the passing, you will make your way to the front and pick up the microphone and copy of the vows.

### **Part One - Vows**

The families are asked to come forward. The Minister will read the opening line followed by the congregational response. You will read the questions in the Declaration of Parents and Godparents’ Intent. The Minister will ask the questions in the Parent’s Baptismal Vows and will lead in the reading of the creed.

The Minister will ask the families to be seated except for the first family.

## **Part Two – Individual Baptisms**

The power-point should show a photo of the first child. You will introduce the child and parents (using first and middle names of child, and first names of parents):

“I present \_\_\_\_\_, child of \_\_\_\_\_ and \_\_\_\_\_.”

Have the pitcher of water ready to hand to the preside, and then the oil.

While the child is being presented to the congregation with song, light the Baptismal candle from the Christ candle.

Prepare to hand the candle to the presider, followed by the blanket, the certificate and candle box.

The family will return to their seats, and the power-point should show a photo of the next child. You introduce and perform the same duties. We usually have a maximum of three people being Baptized on a given Sunday.

Enjoy the people being baptized, enjoy the families, and have fun!

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## **COMMUNITY LUNCH MINISTRY TEAM**

This is a huge opportunity for engagement within the church and outer community. Currently the community lunch ministry involved getting together with a group to create a meal plan, shop for groceries, prepare and serve on Sunday at noon.

The Team Lead for each lunch will purchase groceries and plan the menu for the meal for 150 people. There must be a gluten free and vegetarian option for each meal. On Sunday mornings we ask that the Lunch Ministry team arrive at church early to ensure that lunch is ready to be served by 11:45am.

If you would like to volunteer to support the lunch ministry without organizing the meal, there is the option of signing up to be a Lunch Helper or assisting with clean up after each meal.

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## **POWERPOINT OPERATORS**

Beautiful and inspiring visuals are an important part of our worship services. If you prefer to stay behind the scenes in your volunteering, then this may be the perfect opportunity for you! The PowerPoint operators play a vital role by moving through a slideshow during the service. When signing up, there is the option of volunteering for both services or just one.

We ask that the PowerPoint Operators arrive 45 minutes prior to the 9:05 service. The Engagement Coordinor will have the pre-service reel as well as both services open on the desktop. The volunteer will test the transition of each slide and ensure the coordination with the Order of Service.

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## COMMUNION PREP AND SERVING

Communion is generally the first Sunday of each month. There are two ways in which Communion is served: tray services where the congregation remains seated and servers will serve (this is usually twice a year); and by stations,(known in the United Church as intinction) where the congregation will come to the servers. Seven people, plus the minister will be required to serve Communion at the stations, which are: two at the front and two at the back. One person will have the “wine” (grape juice) and the other will have the bread.

Supplies for Communion (except for bread which is in the freezer) are located in the kitchen. Enter the kitchen from the hallway; the cupboard is straight in front of you on the left, under the serving counter. The juice is kept in the fridge.

For the station Communion, you will need: four cups, four small plates, one larger plate, one cup and one pitcher.

1. You will need two loaves of gluten free white bread which you will cut crusts off of and cut up into small cubes, divide evenly onto the four small plates.
2. Defrost the loaf of bread that the Minister will break during Communion. Slice this loaf half way so that it is easier to break onto the larger plate.
3. Pour grape juice into four cups, some into the pitcher that the Minister will pour out into the empty cup. One liter of juice will be enough.
4. For tray service, the other difference is that you will need to fill little Communion cups with the plastic cup filler. To use the device, you pour juice into the top, gently push the button to fill the cups. I recommend practicing into a different cup until you get the hang of it.

Take prepared Communion into the sanctuary and place on the Communion table.

Usually the Minister will meet with all the servers prior to the service beginning.

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## BREAD KNEADING

On the last Sunday of each month, we have a bread kneading ceremony. This is an opportunity for the entire congregation to prepare the ritual bread for communion (kneading our prayers into the bread). Preparation needs to be done. Bread has to be bought, then on the Sunday, tables with water bowls, towels, and flour have to be ready. We have had two stations at the front and one at the back of the Heritage Room for the 10:45am service. Bread is then baked following the service and placed in the freezer in the kitchen. Please write on the bags the purpose of the bread so no one uses it.

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## SIGNING UP

You can sign up for volunteer positions are signed up through Sign-Up Genius. You can find regular updated postings by clicking on  the icon on the top right corner of [www.hillhurstunited.com](http://www.hillhurstunited.com). You will also receive weekly volunteer communications that update you on various roles needed in the upcoming Sunday or throughout the week. If you know that you will be available for an upcoming Sunday, please sign-up before Thursday evening before the Sunday services.

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## SANCTUARY DECOR

The committee plays a lead role in providing a visual experience that supports all aspects of worship. Following the church calendar we change colours of the communion table and pulpit. At different seasons, other decorating may be done.

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## OFFICE VOLUNTEERS

Office volunteers assist the Office Administrator with various clerical duties throughout the week. These duties vary from but are not limited to; answering the phone or front door, database updates, organizing bulletins.

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## FUND DEVELOPMENT COMMITTEE

This committee meets throughout the year to discuss and plan events and opportunities for our community to raise money for the church.

# WORSHIP PLANNING COMMITTEE

The worship committee oversees the smooth function of the weekly worship services and works with many staff and other volunteers. This includes sanctuary décor, attending worship planning meetings and prepping for sacraments like communion and bread kneading.

## EXPENSES

Re-imbursements are available for cost incurred while volunteering. However, all expenses must be pre-approved by our Executive Director before incurring cost. A pink form can be completed for gift in kind receipts. **You must present a receipt** with a **Green** expense forms that can be found in the Office at the top of the annex stairs. The expense forms along with the receipt are to be submitted to the Finance Administrator.

## OTHER MINISTRIES AND OPPORTUNITIES

If one of the below ministries or opportunities for engagement interests you, please email the included contact or email [volunteer@hillhurstunited.com](mailto:volunteer@hillhurstunited.com) to be redirected to the correct leaders.

At Hillhurst we have so many things happening, we want to help you find your way in. Below are our ministry teams and their contact info. Everyone is welcome so please reach out and step into the spaces that inspire you the most. There is a place for you. More details at [www.hillhurstunited.com](http://www.hillhurstunited.com).

### AFFIRMING

LGBTQ events and support for individuals and their families.  
[pam.rocker@hillhurstunited.com](mailto:pam.rocker@hillhurstunited.com)

### DAYBREAK CONTEMPLATIVE

Contemplative experiences, art, and individual spiritual direction.  
[susan.cooper@hillhurstunited.com](mailto:susan.cooper@hillhurstunited.com)

### EVERYDAY OUTREACH

In our community [levey@ucalgary.ca](mailto:levey@ucalgary.ca)

### COMMUNITY LUNCH

Our volunteers feed our community all week in a variety of ways - including our Sunday community lunch.  
[lisa.falkowsky@hillhurstunited.com](mailto:lisa.falkowsky@hillhurstunited.com)

### KIDSPACE

Spiritual connection and family activities and events on Sunday and throughout the month for families & children of all ages.  
[kidspace@hillhurstunited.com](mailto:kidspace@hillhurstunited.com)

### KNIT OR KNOT

Prayer shawl ministry. Would you like to knit or crochet prayer shawls? Prayer shawls are shared throughout the week bringing great comfort to those who need a "prayerful hug". A great group of crafty, fun people come together to laugh and build friendships. Everyone welcome. Frances: [fjamieson9@hotmail.com](mailto:fjamieson9@hotmail.com)

### YOUTH GROUP

A community for grades 6 to 12 to explore spirituality on Sunday and Friday evenings.  
[kidspace@hillhurstunited.com](mailto:kidspace@hillhurstunited.com)

### HOSPITALITY

Help us with Sunday services, baptisms, weddings, concessions and a lot more!  
[volunteer@hillhurstunited.com](mailto:volunteer@hillhurstunited.com)

### MUSIC & CHOIR

Love to sing or play an instrument?  
[justin.macosky@hillhurstunited.com](mailto:justin.macosky@hillhurstunited.com)

### MARCH ON! SOCIAL ACTION GROUP

Stand up and speak out!  
[willowbrooke@gmail.com](mailto:willowbrooke@gmail.com)

### REFUGEE TEAM

Support the refugee program as we sponsor families and build friendships.  
[refugeeministryteam@hillhurstunited.com](mailto:refugeeministryteam@hillhurstunited.com)

### RIGHT RELATIONS

Learn, support, and build respectful relationships with Aboriginal peoples.  
[right.relations@hillhurstunited.com](mailto:right.relations@hillhurstunited.com)

### SOUL CAFE

Share your talents and interesting experiences - host a night for others.  
[office@hillhurstunited.com](mailto:office@hillhurstunited.com)

### SPIRIT YOGA

A safe and supportive place to expand your spirit through workshops & classes.  
[spirityoga@hillhurstunited.com](mailto:spirityoga@hillhurstunited.com)

### THRIVE

Thrive is an inclusive space for people in their 20 and 30s to explore their spiritual journeys.  
[thrive@hillhurstunited.com](mailto:thrive@hillhurstunited.com)



# Your gifts matter.

Thank you for taking the time to read through our Volunteer Handbook. By signing below you agree to the policies stated throughout.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_