

Notes: Brainstorming Session on Welcome Committee, May 15, 2023

Participating: Barbara Cullin, Bill Faust, Mary McKenna, Mary Nolan, Sr. Ruthann O'Mara, Meg Rafferty, Dave Rafferty, Olivia Sharkey (facilitator), Allegra Willard-Clarke (scribe), Margaret Wismer

Opened session with an excerpt from *Holy Moments* about the power of relationships; frames the context around the possibility of the Welcome Center.

1. Since inclusivity was one of the major themes in the synthesis, what do you think visitors concretely need to...

- **SEE when coming to Holy Cross?**
 - Greeters, welcoming people.
 - Organized parking.
 - Guest Book for signing in.
 - Signs announcing church activity not only in the front but strategically placed for all to see, even outside for the community.
 - Choir to stand while singing.
 - Imagery that reflects diversity, inclusivity.
- **HEAR when coming to Holy Cross?**
 - Common welcoming phrase, read by cantor or someone "trained."
 - Clear announcement of hymns. Everyone singing in community.
 - Asking the name of new attendees and offering your own. Addressing others by name.
 - Relevant homily, urbanizing scripture, "food for the soul."
 - Church as "our home."
 - Screen projecting the words of the hymns.
 - Thank you for attending Holy Cross.
- **RECEIVE (tangibly) when coming to Holy Cross?**
 - List of active ministries, contact information.
 - Welcome Tote or Packet containing rosary, crucifix, etc.
 - Guest Book to sign in at the door.
 - Registration form where appropriate, email or flocknote, cards in the pew, link to website in the Bulletin.

2. How do you imagine effective follow up from Holy Cross to a visitor?

- Ask the visitors if they are willing to receive a follow-up phone call, email, etc.
- Allow the visitor to choose point of contact.
- Provide a link to website.