

CONTACT

PERSON

MANUAL

MISSION STATEMENT

CHALLENGING

young Catholics

TO LOVE CHRIST

and embrace the life of the Church

THIS IS ACCOMPLISHED BY

PROCLAIMING

the Gospel of Jesus Christ through a personal witness of faith

INVITING

young people to live for Christ

FORMING

young people in Christian character through the study and practice of our faith

EQUIPPING

youth workers and young adults with the ministry skills needed for evangelization

CONTENTS

PREPARATION

- Overview: From booking to after your retreat (Page 4)
- Fees (Page 5)
- Payment Info (Page 5)
- Themes (Page 6)
- Logistics and Other Considerations (Page 7)

HOSTING

- Host Homes How-To (Page 8)
- Alternate Options (Page 9)

POLICIES

- Cancellations (Page 10)
- Safe Environment Policy (Page 11)
- Important Information for Host Homes (Pages 12-13)

APPENDIX

• FAQ's (Page 14 - 15)

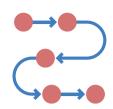
CONSIDERATIONS FOR THE DIOCESAN/REGIONAL CONTACT PERSON

- Promoting Dates (Page 16)
- Geographical Considerations (Page 16)
- Filling the Calendar (Page 17)
- Assigning Accommodations (Page 17)

Please refer to our <u>NET Retreat Resources</u> page for all resources and forms mentioned in this Handbook.

PREPARATION

Overview: From booking to after your retreat



Please refer to our NET Retreat Resources Page for all resources and forms mentioned below.

STEP 1 - RETREAT INFORMATION FORM

Complete a separate Retreat Information Form (see <u>NET Retreat Resources Page</u>) for each retreat you are hosting. Please only complete these once you have confirmed your dates with your Diocesan Contact Person or the Scheduling Administrator. Please complete this 6 weeks ahead of your retreat(s). This confirms your retreat date.

STEP 2 - HOSTING

Find 3-4 host families to accommodate the missionaries. On the <u>NET Retreat Resources Page</u> there is a section for Hosting. You will need to:

- Complete the Host Home Information Sheet and submit it to the Scheduling Administrator 2 weeks prior to the team's arrival.
- Communicate to each host home:
 - Which team members are assigned to which host home (once you have been told this by the Scheduling Administrator).
 - Send each host family the Information for Host Homes document (this includes details of names, contact info, allergies on the team, meal suggestions, and other important information for host families).
 - Host Families may text or call the team if they have questions. Otherwise, the team will only contact the host homes if they are likely to arrive for their first night outside the usual 5-6 pm time frame.
- Please also see the other resources, including a Promotional Flyer to aid in recruiting families.

STEP 3 - REVIEW DETAILS

- Parameters: The ideal retreat length is 6 hours (unless overnight or weekend), a minimum of 4 hours; teams will not travel before 7 am or after 10 pm, so if the host homes are far away the Retreat start time should be adjusted (8:30 am at earliest); the team will only have one retreat booking on any given day.
- Supervision: ensure that there is a ratio of 1 teacher or staff member to every 40 students scheduled for the retreat, with staff members understanding that they are to be actively involved in behavioural management during the retreat.
- Facility: the team will aim to arrive an hour before the retreat; please arrange for someone to meet the team to unlock the facility; please verify and communicate to the team the times that the facility is available; it is helpful if the facility can be available for 1-2 hours after the retreat for the team to pack up, pray together, and catch up on Admin work.
- Hosting: ensure that the Host Home Information Sheet has been submitted to the Scheduling Administrator; communicate to each host home who they are hosting, send the Information for Host Homes document, communicate that the default arrival time is between 5-6 pm in time for supper.
- Connect with the Team Leader(s): the team leaders will aim to contact you a week before the retreat, but you are also welcome to reach out to them to confirm details (e.g. meals, times for Mass and Sacraments, breakout rooms, etc).

PREPARATION

Retreat Pricing



4-8 HOURS

0-60 YOUTH 61-100 YOUTH 101-120 YOUTH

\$800 \$1000 \$1400

- 7-12 trained NET missionaries
- · Retreat set up & clean up
- Faith based talk (various themes available)
- Small group discussions
- Games

- Experiential learning activities
- · Entertaining skits
- · Moving dramas
- · Live music
- · Guided prayer time

OVERNIGHT 0-60 YOUTH

^{\$}1500

Includes everything in a 4-8 hour retreat as well as:

- · Recreational time
- Morning & evening praver
- Multiple talks (various themes available)

WEEKEND 0-60 YOUTH

\$1600

Includes everything in a 4-8 hour retreat as well as:

- · Recreational time
- Morning & evening prayer each day
- Multiple talks (various themes available)

Please note: NET requires a ratio of 1 teacher per 40 students as a minimum supervision requirement at NET retreats. This ensures our missionaries can do what they do best - connect and witness to youth - while teachers can offer ongoing crowd control and behavioural management.

If you have questions about other events that the NET retreat team may be able to offer and any associated fees, please contact schedule@netcanada.ca.

PAYMENT INFO

NET Canada will directly bill each parish/school hosting a retreat. Payment is due to NET Canada no later than 30 days after the date of the event. A late fee of \$20 per month per retreat will be applied after 30 days have lapsed.

While NET Canada relies on retreat fees to continue operating as a charity, we do not want a parish or school's financial situation to prevent them from hosting a NET retreat. If a parish or school truly cannot afford the full cost of a retreat and have explored other avenues of funding, we will work with them to adjust the fees accordingly ahead of time.

If you have questions regarding billing, please contact admin@netcanada.ca.





DARE TO HOPE

When youth are faced with challenging situations, what gets them through? During this event, the youth will be invited to see their lives in the context of God's eternal love. Because we know the end of the story, we can Dare to Hope.



A QUIET PLACE

Everyone's heart yearns for peace. In a noisy and busy world, it can be difficult to hear God's voice. This event creates a space where youth are invited to hear about and encounter God and the peace that He alone offers.



INTO THE DEEP

This event explores themes of hope and greatness. Inspired by St. John Paul II, we will explore how "only in Christ do we find real love, and the fullness of life."

Note: this retreat can also be adapted as an overnight retreat



THE GIFT RECEIVED

What does it mean to be empowered by the Holy Spirit? In this event, youth prepare for their Confirmation and get ready to take action in the Church and the world. We will discuss how the Gifts of the Holy Spirit are meant to equip us and how we can become the best versions of ourselves with God's help.



UNDERLYING TRUTH

In a world where our identity is being shaped both positively and negatively by others, how can we find a stable self-worth. In this event, we'll explore how we are unconditionally seen, known, and loved by God and can be sure of our value through him.



LIVING FOR GREATNESS

Society tells us that the purpose of life is to get a good job and make a lot of money. However, Our greatness is not measured by what we do but who we are. God has a plan for each of us. In this event we explore how to hear Him and have the strength to follow him.

Note: this retreat can also be adapted as a Gr 12 Grad retreat or overnight retreat

PREPARATION

Logistics and Other Considerations



AGE GROUP AND SIZE

The size of the group greatly affects the quality of the retreat and the experience the youth have on the retreat. Please consider the following:

- The ideal size is 60 youth, and the absolute maximum is 120 youth
- If your group is less than 20, you may want to consider inviting youth from a neighbouring parish to join your retreat
- If your group is more than 120, you must schedule multiple retreat days and divide your group accordingly
- Supervision is required at a ratio of 1 staff/teacher: 40 students, with staff actively involved in behavioural management during the retreat so that the team can focus on connecting with students
- We recommend you provide separate retreats for junior high (grades 6-8) and senior high (grades 9-12), allowing the team to focus all retreat content to a particular maturity level
- NET Canada works specifically with students from Grades 6-12

RETREAT FACILITY

It is most helpful to have a facility that includes:

- · A large enough meeting room for all of your youth
- Enough chairs for everyone
- Spaces such as small rooms or hallways that can be used for small group discussions
- A chapel or main church for prayer ministry at the end of the retreat
- If you are hosting an overnight retreat, please choose a site that will provide hot water showers for the team and at least two separate sleeping areas for the men and women on the team, separate from the youth

PUBLICISING YOUR RETREAT

- When completing your Retreat Information Form, you can request that Retreat Posters be mailed to you ahead of your event, or NET can arrange to have posters professionally printed at a nearby Staples or equivalent for you to pick up. This ensures a level of uniformity and quality for our promotional materials.
- If you would like to create your own posters, social media posts, flyers etc, you are welcome to do so
- On the NET Retreat Resources Page, you will also find other helpful documents such as:
 - A Host Families flyer that may be used in bulletins, mass announcement slides, and school emails to recruit host families
 - An Information for Host Homes document that has a picture of the team, their names and allergies which may also be useful to you as the contact person.
 - A generic Social Media graphic that you may use to promote your retreat, adding your own caption.

HOSTING

Host Homes



FURTHER DETAILS FOR ARRANGING HOST HOMES

The contact person booking a retreat is responsible for securing housing for the team for the days that the Diocesan Contact Person or NET's Scheduling Administrator has assigned your community. Please consider the team's commute to and from the retreat sites when arranging hosting.

Housing should be arranged so that a minimum of two team members of the same gender can be housed together at all times - our missionaries do not stay in host homes alone. If team members of different genders need to be housed together, we ask that there be separate sleeping spaces available (even couches) for the team members.

The number of days your community is responsible for hosting the NET Team depends on a few factors, including the number of retreats booked, as well as necessary days off, team days, ministry prep days, and travel days. Please be prepared to find hosting for two nights, at the very least, until you are told more specific dates.

Please let the host families know that simple breakfast and lunch options, such as toast, cereal, sandwiches and fruit are completely sufficient. Once the Scheduling Administrator has received the Host Home Information Sheet from you, you will be emailed the names of which missionaries will be hosted with which family. It is then your responsibility to communicate these names to each host family, attaching the Information for Host Homes document.

Please note: NET Teams will no longer be contacting host families ahead of time. Host families can expect the team to arrive for their first night between 5-6 pm, in time for supper. If the team is likely to arrive outside this time, they will then contact the host homes. If host families have any specific questions about the team's schedule or allergies etc, they are welcome to reach out using the contact details in the Information for Host Homes document.

HOSTING

Alternate Hosting Options



While host homes are ideal, NET recognizes that this is not possible in every community. In this case, rectories, convents, retreat centres and gyms can work! You are also welcome to book accommodation for the team, should your community have the budget for this. Please note that in these cases, you as the Contact Person are still responsible for arranging meals for the team. This could take the form of grocery or restaurant gift cards, families in the community dropping off meals or hosting on particular nights for dinner, etc. With the exception of limited food allergies, the team will be happy to eat whatever food is made available to them.

Team members all have their own sleeping bags and pillows, and if needed can sleep on couches, air mattresses, or even floors if necessary. Their basic needs from wherever they are staying are washroom and shower availability, meals, and sleeping areas. Access to the Washer and Dryer are also greatly appreciated.

Cancellation Policies



INCLEMENT WEATHER

In the event that severe weather threatens a scheduled retreat, the team, Scheduling Administrator and the Contact Person will determine together if the retreat needs to be cancelled. NET Canada will work with you to see if the retreat can be scheduled for another time. There is no charge for a retreat cancelled due to inclement weather.

INDIVIDUAL RETREAT CANCELLATIONS

If a parish or school finds it necessary to cancel a scheduled retreat, they are to contact the Scheduling Administrator no less than four

weeks before the scheduled retreat date. The Scheduling Administrator will work with you to (hopefully) find another parish or school to fill that date.

For reasons other than inclement weather, any parish or school cancelling a retreat less than four weeks before the scheduled retreat date will be required to pay a cancellation fee of \$400.

NET Canada will bill the parish or school directly for that amount.

The housing and meal obligations originally assigned by the DCP or Scheduling

Administrator will remain the responsibility of the cancelling parish unless told otherwise.

DICOESAN/REGIONAL CANCELLATIONS

This stipulation was necessary to implement because in past years dioceses have had to cancel multiple retreats at the last minute, mostly due to unfortunate circumstances. Please understand that we are compassionate when this happens.

We, at the NET office, just need to be notified in advance to prevent the time from being lost. Also, we lose a large amount of revenue when this happens. As a non-profit organization, this is revenue that sustains the ministry. In the event that the diocese cancels a week or more of their reservation less than 2 months before the team arrives in the diocese, the diocese will be charged a fee of \$1000.00 for every week cancelled.

Safe Environment Policy



RECRUITING, SCREENING AND TRAINING

Each missionary undergoes a thorough screening and background check prior to their acceptance with NET Canada. This includes an application, references testifying to their suitability for work with young people, a clean Vulnerable Sector and Criminal Record Check, as well as two thorough interviews with our staff. Once accepted, and prior to beginning active ministry with NET Canada, the missionaries all undergo five weeks of extensive ministry training, that includes VIRTUS' Safe Environment and Sexual Abuse Prevention Training. NET also ensures that they have received permission to conduct ministry from the Bishop or Chancellor of each diocese before facilitating any retreats.

NET holds all reference checks, Police Checks, and proof of training on file at our head office in Ottawa, ON. Should you require proof of any of the above, please contact the Office and ask to speak to the Program Director.

SAFE ENVIRONMENT AND CONFIDENTIALITY

It is the intent of NET Canada to act responsibly with information a young person openly reveals to a team member that the team member recognizes as harmful or potentially harmful. This includes informing appropriate paid parish/school personnel from the hosting parish/school and any local authority as necessary and appropriate.

NET team members are not professionals. Therefore, it is not appropriate (and in fact may be harmful) for a team member to attempt to "counsel" a young person in a dangerous or potentially dangerous situation. The goal of the NET team member is to help the young person identify where help is available to them.

There must be a paid contact person present at every NET Retreat in case of a special need situation. NET team members are trained to respond to situations where a young person is in a harmful or potentially harmful situation by clarifying the information the young person has shared and then taking appropriate action.

Team members respect confidentiality by handling information in a responsible manner. They do not promise to keep as anonymous the identity of a young person who is in a potentially dangerous situation. At the earliest opportunity after identifying a situation as potentially dangerous, the goal of the team member is to get the young person connected to a resource that can help him/her. The team member will try to get the young person to talk to the contact person identified by the parish/school for that retreat.

Some examples of situations where there is potential danger are allegations of physical abuse, sexual abuse, or suicide.

Important Information for Host Homes

WHY HOST HOMES?

When a NET Team comes to a parish or school, we ask them to work with members of their community to provide food and lodging for the missionaries. A minimum of two NET Missionaries of the same gender are housed together. This is a very important and valuable aspect of the ministry which allows more of the community to get involved. Host homes provide a place for missionaries to eat, pray and rest their heads each night, and many missionaries cite an experience at a host home as one of their favourite memories from their service with NET. Many of these families have shared that this experience has been extremely valuable and memorable to their family.

WHO ARE NET MISSIONARIES?

NET Missionaries are faithful men and women between the ages of 18-30 who have chosen to devote a year of their lives to serving and ministering to Catholic youth across Canada. Hosting members of a NET Team provides a Christian witness in your home, and when at home the missionaries will be happy to join in meals, games, and other activities. You can rest assured that these low-maintenance, relatable and good role models will be a joy for your families to host!

Our missionaries go through an extensive screening and training process before being sent into Ministry. This includes a thorough application process involving reference checks and interviews, collection of clean Police and Vulnerable Sector Checks, and 5 weeks of extensive ministry training, including VIRTUS' Safe Environment Training. If you have any questions about this process, please contact our Scheduling Administrator at schedule@netcanada.ca.

QUOTE FROM HOST FAMILY

"It is always a privilege to host God's ambassadors. We enjoyed their faith stories, their laughter and their love. They were so grateful for everything."

· Marg and Ken, Regina SK

TRANSPORT

The team provides their own transportation, though if the host family is happy to drop off and pick up the missionaries to the parish or school, this can sometimes be helpful!

Missionaries may leave the homes as early as 6:30 a.m. or arrive as late as 10:30 p.m. depending on retreat times and traffic. Arrival times for their first night will be communicated with you (either by your Retreat Contact Person or directly by the Team Members). Once arrived, the missionaries you are hosting will be able to give you an idea of their schedule for the dates they are with you.

MEALS

Our missionaries sometimes have some allergies and dietary restrictions (dairy-free, gluten-free, etc.) or environmental allergies (cats, dogs, etc.). With the exception of these limited food allergies, the team will be happy to eat whatever food is made available for them!

Important Information for Host Homes

ACCOMMODATIONS AND AMENITIES

Families can host any combination, between two missionaries up to the entire team (we just don't ever send one missionary into a host home). Families can let their retreat contact person know how many they can host, and if they have a preference for hosting men or women. In most cases, one family will host two women, or three men, but sometimes they have space for the whole team! Families do not need to worry about having enough beds for the missionaries they host. In the end, the NET Missionaries need a roof over their heads and shower access, and the missionaries are flexible – they all have their own sleeping bag, pillow, towel, and toiletries; therefore, floors, couches, or air mattresses work just fine, if need be! If you are housing a number of the missionaries, we just ask that the men and women have separate rooms for sleeping, even if that means some are on a couch or floor!

THINGS TO COMMUNICATE UPON ARRIVAL

Let your NET Missionaries know of your schedule during their stay, and they will do the same (e.g. arrival times in the evenings, mealtimes, etc). Please do not disrupt your life while hosting - if you have sports, appointments, and children to drop off, please continue with your life! If you have any particular house rules or ways of doing things, feel free to pass anything relevant on (e.g. Rinse plates before placing them in the dishwasher!). Other helpful things to communicate may include the location of light switches, operation of washer and dryer, instructions for locking up the house, location of linens and food, etc.

SAFE ENVIRONMENT PROTOCOL IN HOST HOMES

Our missionaries are thoroughly screened and trained for their important work with young people and are approved to do ministry in each diocese that they enter. The missionaries are trained to remain above reproach in all of their interactions, both with young people and adults. We want to be very clear in stating that NET has full confidence in the character of each of our missionaries, year after year, and believe that you will find hosting to be a joyful, positive experience, as hundreds of families across the country each year do. Our missionaries are servant-hearted and thoroughly enjoy getting to meet so many wonderful, generous families across Canada.

Some important things worth noting are:

- Our missionaries will not share a bedroom with any member of a host family.
- Missionaries are not caregivers or babysitters, and cannot be asked to do so while serving on NET.
- NET missionaries will endeavour to remain in public places in your home throughout their stay, interacting with your family in living rooms, kitchens, etc. We tell our missionaries to avoid entering bedrooms at all, especially if a parent is not present.
- Sending our missionaries into Host Homes in pairs, rather than on their own, is a matter of safety and prudence for both the missionaries and also for the families.
- If you are hosting both men and women from a NET Team, we just ask that there be separate private places for sleeping provided (even couches or floors will work).

NET Canada treats any accusations of inappropriate conduct seriously. If you have a concern or complaint, please contact Amy Hall, the Program Director at: amy@netcanada.ca.

FAQ'S

Will NET contact me before the retreat?

One of the NET team leaders will contact you one to two weeks prior to your NET Retreat. Using a copy of the Retreat Information Form you submitted, he or she will confirm the details of the retreat and answer any questions you have. If you haven't heard from the NET team at least five days before the retreat, please contact the Scheduling Administrator (schedule@netcanada.ca).

How many adults must be present at the retreat? (Catechists, teachers, parents, etc.)

One paid Contact Person must be present and known to the team, particularly in the case that a safe environment concern arises. On top of this, NET asks for a ratio of 1 teacher/staff/volunteer actively present to every 40 youth. This allows for the most effective behavioural management of the retreat group, ensuring that the team can do what they do best - connecting with young people - rather than being primarily responsible for crowd control.

When will the NET team arrive for the Retreat?

Teams aim to arrive at the retreat site one hour prior to the start of the retreat. This allows enough time to meet you, get acquainted with the facility, set up for the retreat, and pray before the young people arrive. The team may wish to arrive a few hours before the retreat to allow time for them to have a meeting, drama practice, music practice, etc. If this is the case, the team leaders will make these arrangements with you when they call.

When will the NET team arrive to host homes?

When travelling to a new host home, the default window for arrival is between 5-6 pm. The team will only contact the host homes if they will be arriving outside this time frame, otherwise, all details for host homes are to be communicated by you, the Contact Person. For any consecutive nights staying in the same home, the missionaries will communicate their schedule with their host families on the first night.

What is a team supervisor visit?

Each NET team has two supervisors (one male and one female) who oversee the team's work and provide ongoing training and care. They work out of our main office in Ottawa and periodically visit their team. If a Supervisor visit is going to occur while the team is at your parish or school, the Scheduling Administrator will notify you. For all practical purposes, it's just like having an extra two people on the team (i.e., they are housed with the team, go on retreat with the team, etc).

FAQ'S

What equipment will the team need for their NET retreat?

Every NET Team is equipped with their own sound system and supplies. You may share with the Team Leaders what facilities and equipment are available to them, and they will let you know what will be helpful, but for all intensive purposes, NET teams are self-sufficient.

What are Team Days, No Obligation Days, Ministry Days and Retreats Off?

Due to the intense lifestyle the volunteer NET team members lead, it is necessary to schedule different types of regular days off to allow them to rest. You may be responsible to coordinate a number of nights of host homes if your retreat aligns alongside any of these scheduled days.

- Team Days are scheduled weekly, giving the team a chance to connect, remain united and continue formation.
- No Obligation Days are also scheduled weekly and are a day for missionaries to have 'no obligations' - a true day off. They may go and explore the town, contact their families, sleep in, do laundry, etc. They will communicate their plans to their host families, and the host families should do the same.
- Ministry Days are scheduled monthly and are a chance for the team to catch up on preparation for retreats, including administrative tasks, practicing talks and dramas, or continuing formation. If a ministry day falls in your area, you may be asked to assist with finding a location (e.g. school or parish hall or meeting room) for the team to have their Ministry Day.
- Retreats Off are occasional days given to individual team members who may be sick, need rest, or have another commitment. These days are spread out, and teams try to only have one team member off from a retreat on any given day - generally retreats off are only allocated to a team member if the Retreat Size is 60 students or less, except in the case of unexpected illness. Team Leaders will assign these retreats off to team members as needed, and so will likely not give prior warning to you about this, and appreciate your understanding in this.

What are the parameters for travel days?

If a NET Team needs to drive more than 2-3 hours to travel to a new place, a Travel Day must be allocated, without any booked ministry. For safety reasons and to avoid burnout, we ask that NET Teams not be expected to travel more than 8 hours in a day. Sometimes a shorter travel day will be combined with a half-day Ministry Day or Team Day.

CONSIDERATION FOR THE DIOCESAN/REGIONAL CONTACT PERSON

Publicizing Retreat Dates



Here's a sample letter that you can send to every parish/school in your diocese:

Dear (name), NET Canada will be serving our (Arch)diocese from (blank) until (blank) conducting retreats for Catholics in grades 6-12 at your own parish or school. The available retreat dates are limited, so if you would like to reserve a retreat date, please contact me as soon as possible. Once you have confirmed a date with us, you will be sent a packet of helpful information and materials that you can use to publicize the retreat. At a later date, I'll send a copy of the complete schedule and will advise you of your housing and meal responsibilities. Please contact me if you have any questions. I look forward to hearing from you soon!

Sincerely,

Geographical Consideration



To maximize the time the NET team is with your young people, we recommend dividing the (arch) diocese into regions and assigning dates to each region. The following model shows how this would work for an area hosting the team for 30 days:

- Northern region hosts the 1st through the 10th
- Central region hosts the 11th through the 20th
- Southern region hosts the 21st through the 30th

Please seriously consider this as an option in your (arch) diocese, as we cannot emphasize enough how important this point is to us and to the parishes and schools who offer us feedback. The following observation has been taken from one of the Retreat evaluations we received:

"This team seemed to be doing a lot of backtracking. It's too bad that areas of their ministry can't be put together better to avoid so much time on the road."

Minimizing the team's travel will help to keep them rested and ready to facilitate the Encounter event in your area.

CONSIDERATION FOR THE DIOCESAN/REGIONAL CONTACT PERSON

Filling the Calendar



Master Calendar

Once your diocese's dates are confirmed, the scheduling administrator will send you a master calendar to complete. The scheduling administrator will indicate in the calendar how many team days, days off, and ministry prep days will be needed. There is flexibility within this but please do not eliminate any.

Please complete the following sections (the Scheduling Administrator will complete the rest):

- · Parish and city hosting the team
- Retreat Contact Person's name, email and telephone number
- The city and distance in kilometres to which the team will be travelling to on that particular day
- Housing information referencing the city where the team will stay rather than the parish providing the housing (unless there are multiple parishes in the same city).

Assigning Accomodations



