



**DIOCESAN**

**CONTACT**

**PERSON**

**MANUAL**



**THANK  
YOU**

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**FOR BOOKING A  
NET TEAM**



## DOING SOMETHING AMAZING...

Welcome to the NET Canada family! We believe that this year you are truly "doing something amazing" for the young people in your diocese that are starving for the message of Jesus Christ.

All of us here at NET Canada are here because this message has touched us in some way and when it did, we knew it was something we could not keep to ourselves. Faith is a gift that is kept alive by being given away and this year you are giving the young people in your diocese the opportunity to receive this gift.

This manual is intended to serve as a guide for the team's stay in your diocese. Please read the instructions below before you contact your parish and schools. It'll be worth your time – we promise! It will make your role as the Diocesan Contact Person (DCP) a lot easier, as they contain specific guidelines we ask you to follow. If you have any questions, please contact our Scheduling Administrator.

Again, we're absolutely thrilled that you've joined us in this mission of bringing young people to Jesus this year. If you let the Lord work, your life will never be the same. There really is nothing quite like NET and we believe that through you, the God of the universe will "do something amazing" in your diocese. We'll be praying for you!

*- Garth Pereira*

**PROGRAM DIRECTOR**



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“

**MODERN MAN**

**LISTENS MORE  
WILLINGLY**

*to witnesses than*

**to teachers**

**and if they  
listen to teachers**

*it is because*

*they are*

**WITNESSES**

”

*- Evangelii Nutiandii, Pope Paul VI*



# 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*



## CORE VALUES

### COMMITMENT TO CHRIST

*Christ is the beginning and end of our ministry. It is Christ who guides all our decisions. All of our efforts are aimed at assisting young people to entrust their lives to Christ and live as His disciples.*

### CATHOLIC

*We are under the authority of the local bishop in the diocese of our head office and conduct ourselves in a manner consistent with Holy Scriptures and the teaching magisterium of the Roman Catholic Church.*

### EVANGELISTIC

*We are part of the Church's urgent mission of evangelization to awaken the faith of those we serve by inviting them to live as Christ's disciples.*

### PROCLAMATION

*We understand that evangelization begins with an explicit proclamation of God's merciful love through both word and personal witness.*

### CHARISMATIC

*We understand that conversion is the work of the Holy Spirit in the heart. We strive to rely on the Holy Spirit and His gifts as we reach out to others.*

### COMMUNITY

*We are a relational ministry that emphasizes reaching out to those we serve with relationships marked by welcome, kindness, and mercy.*



# PROMOTION

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*Publicizing Retreat Dates • Sending Parishes and Schools Information*



## PROMOTION



# Publicizing Retreat Dates

## HOW TO

To help you publicize your retreat dates, we'll happily send out postcards for you!

Please email us an Excel file containing the names and addresses of all the parishes/schools in your (arch)diocese and we'll send out postcards announcing the dates that a NET team is coming to your area. We'll list you as the person to contact to schedule a retreat. Download our retreat posters [here](#).

### Time Required:

60 mins

### Supplies

Excel file with names and addresses of parishes and schools, retreat posters, sample letter

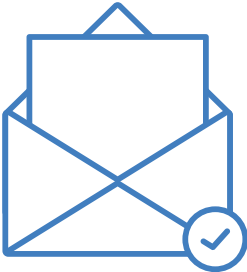
If you or individual parishes would like hard copies mailed out, please contact the Retreat Department at 613-841-4141 or [schedule@netcanada.ca](mailto:schedule@netcanada.ca)

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,*

# PROMOTION



# Sending Parishes & Schools Info

## HOW TO

Send every potential Retreat Contact Person(RCP) a copy of the Welcome Package. The Welcome Package contains an overview of what a NET Retreat entails, general pricing and the retreat themes that NET Canada is offering.

After you confirm a retreat date with a parish/school, please send the following information to the RCP. If you find it difficult to forward these materials, please contact our Scheduling Administrator to discuss making other arrangements.

**Time Required:**  
*30 mins per RCP*

**Supplies:**  
*Retreat Contact Person Manual, Retreat Information Sheet (RIS), Host Home Information Sheet, Welcome Package*

- Retreat Contact Person Manual: Describes their responsibilities, outlines the retreat themes for their selection, and answers basic scheduling questions
- Retreat Information Sheet: The Retreat Contact Person (RCP) is required to fill out a separate RIS for every retreat he/she is hosting. Inform the RCP of the date the Retreat Information Sheets are due (No later than two weeks prior to the date your completed Scheduling Packet is due at NET Canada)
- Host Home Information Sheet: The RCP will arrange housing for the time the team is at the parish. They should give the worksheet directly to the team leaders when they arrive in the parish; it should not be sent back to you. The team leaders will assign team members to each location.



# SCHEDULING

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*Scheduling Retreats • Geographical Consideration • Housing and Meals • Travel  
• Team Supervisor Visits • Completing the Scheduling Packet • Submitting the  
Scheduling Packet*

## SCHEDULING



# Scheduling Retreats

## HOW TO

As you schedule retreats in your diocese, please ensure the requests made by the parishes/schools follow NET guidelines. The Scheduling Administrator will share with you a Google sheet that is the master calendar for your (arch)diocese. You will see on the master calendar that Team Days are to be kept free of all retreat activities and all travel.

### **Time Required:**

*30 mins per RCP*

### **Supplies:**

*Types of Retreats,  
Retreat Billing Info,  
list of open days to  
be booked,  
(arch)diocesan  
Master Calendar*

**NET Canada is a relational ministry. Our retreats are effective because NET Team members build trust with the youth in their small groups and invite them into a personal relationship with Christ through witness and personal invitation.**

It is very common that RCPs try to book shorter retreats such as Youth Nights or Youth Rallies if they have a larger number of students than our max capacity of 100 or to fit their retreat into a shorter time frame. As a relational ministry, our most effective retreats are for full day retreats for less than 100 youth where the team members can develop trust with the students in their small groups. If a contact is wanting to book a retreat for a larger group, they must book two separate retreats on two separate dates.

## SCHEDULING



# Geographical Consideration

## HOW TO

To maximize the time the NET team is with your young people, we recommend dividing the (arch) diocese into regions and assign 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

### Time Required:

30 mins

### Supplies:

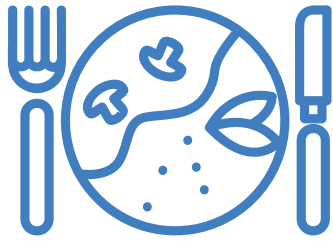
Master Calendar,  
list of ministry  
events and  
locations, map

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.

## SCHEDULING



# Housing and Meals

## HOW TO

Determine where the team will be housed each night and enter the city name on the “Stay” line on the Master Calendar. Team members travel with sleeping bags and are flexible. They can stay in host homes, rectories, convents, retreat centers, youth rooms or gyms. No team member should ever be housed alone!

### **Time Required:**

*1-2 hours*

### **Supplies:**

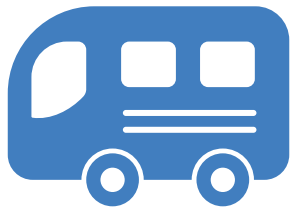
*Master Calendar,  
list of available  
venues (for places  
without host  
homes), RCP  
contact info*

Once you have communicated to the RCP the scheduled length of the team’s stay and the number of men and women on the team, the final responsibility for securing housing for the team rests with the RCP. The Team Leaders will then allocate same-gendered team members to the Host Homes provided.

Once you know the logistics of the retreats and travel, arrange for where meals will be provided. If the team is scheduled to spend several days in the same city but at different parishes, please indicate which parish is responsible for the meals. Some meals are included within the retreats, leaving the rest to be arranged with host homes or the RCP.

When the team is traveling from one parish to the next over a mealtime, please ask the parish they are departing from to have their host homes provide a bagged lunch for the trip. Please be sure to inform the RCP of the meals they are responsible for providing, whether at the event locations or from host homes. All meal assignments should be clearly indicated on the Master Calendar which is shared via Google Drive, from the scheduling administrator after your dioceses dates are finalized.

## SCHEDULING



# Travel

## HOW TO

Extended periods of travel can become exhausting. Please adhere to the following safety guidelines. Your cooperation will help maintain the health of the team members and ensure more effective retreats for the young people of your diocese.

- The team is not to depart host homes earlier than 7 a.m. or arrive later than 10 p.m.
- The team is not to travel more than 400 kilometers (or 4 hours) on a retreat day.
- The team is not to travel more than 800 kilometers (or 8 hours) on any day.
- The team needs to arrive at the retreat site at least one hour prior to the start of the retreat.

### **Time Required:**

*30 mins*

### **Supplies:**

*Master Calendar, list of ministry events and locations, Google Maps (to find travel times/distance)*

It is important to see how these guidelines affect morning retreats. For example, if a parish wants a retreat to begin at 8:30 a.m. and is 200 kilometers from where the team is staying, you would need to push the start time back to 10:00 a.m. because it will take a NET team two hours to travel 200 kilometers (excluding loading the van), the team cannot begin their travels before 7:00 a.m., and the team needs one hour preparation time after they arrive.

## SCHEDULING



# Team Supervisor Visits

## HOW TO

Each NET team has two supervisors (a male and a female) who work at the NET Office in Ottawa and visit the team three times a year. If a Supervisor Visit is scheduled while a team is serving your diocese, it will be marked on your Master Calendar.

It's not that big of a deal — it's just like having two extra people on the team for a few days. Please remember to arrange hosting for two additional members if a supervisor visit is scheduled during the NET Team's time in your diocese.

### **Time Required:**

*None*

### **Supplies:**

*Master Calendar (to see if a visit falls during a team's stay in your diocese)*

During their visit the supervisors will critique the team's ministry skills, provide personal care for the team members, lead an extended time of prayer, and conduct team-building activities. They will also conduct various meetings with the team leaders and team members.

The Team Supervisors will call you to finalize arrangements and to see if it will be possible to meet with you during their visit. On the fourth day of the visit, the Team Supervisors will facilitate a Team Retreat Day for the team and may ask for your assistance in finding a location.



## SCHEDULING



# Completing the Scheduling Packet

## HOW TO

### **Time Required:**

*2 hours*

### **Supplies:**

*All RIS's, Master Calendar, RCP phone numbers, travel route for your diocese, hosting information*

The Scheduling Packet will be due 6 weeks prior to the team's visit to your (arch)diocese. You will receive a 2 week reminder from the Scheduling Administrator 8 weeks prior to the team's visit to help you stay on track.

### *Retreat Information Sheets (RIS)*

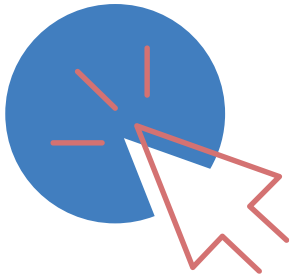
First, assign a due date by which each parish must submit the RIS. (We recommend setting a due date two weeks prior to the date your Master Calendar is due to NET Canada). Inform the RCP that you will not consider the retreat confirmed until they have submitted the RIS. As the Retreat Information Sheets are received, they will be forwarded to you by the Scheduling Administrator within two business days.

### *Master Calendar*

Once your diocese's dates are confirmed, the scheduling administrator will send you a master calendar to complete. When all information is in from your RCP's, please complete the final copy of the Master Calendar, including meals and housing for the Team Days and the times the team is between retreats. The Master Calendar should include the following information for each day:

- Parish and city hosting the team
- RCP's name and two telephone numbers (please include the correct area code with each phone number and both a work and home/cell phone number for every RCP so the team leaders can contact the RCP prior to the retreat and so the NET office and parents can contact the team members in case of family or other emergencies)
- Retreat info including times of the retreat, numbers and grades attending retreat, theme of the retreat, and all meal information, referencing the city rather than the parish providing the meal (unless there are multiple parishes in the same city)
- The city and distance in kilometres to which the team will be traveling 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).

## SCHEDULING



# Submitting the Scheduling Packet

## HOW TO

The Scheduling Administrator at NET Canada should receive confirmation that all necessary forms have been received on or before its due date. This necessary information will consist of:

- ALL of the original Retreat Information Sheets
- The final copy of the Master Calendar

### **Time Required:**

*None*

### **Supplies:**

*Master Calendar (to see if a visit falls during a team's stay in your diocese)*

Once the final copy of the Master Calendar is complete, all changes that are made must be cleared through the Scheduling Administrator. We ask for your cooperation in adhering to the deadlines and guidelines we have given you. Please be aware that any diocese that fails to have the completed Master Calendar and the Retreat Information Sheets by the due date is in jeopardy of forfeiting their eligibility for hosting a team in future years.

It is our belief that, as our Diocesan Contact Person, you are the hands and feet of this ministry. We could not do what we do without you. We realize you are very busy, so we attempt to keep our guidelines as minimal as possible and ask only what we consider essential.

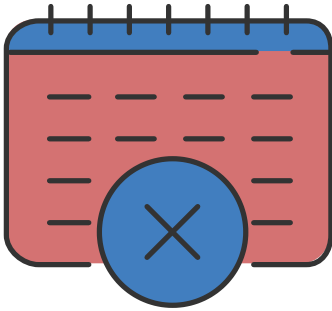


# CANCELLATIONS

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*Cancellations • Inclement Weather • Diocesan Cancellation Policy*

## CANCELLATIONS



# Cancellations

## CONSIDERATIONS

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.

### **Time Required:**

*None*

### **Supplies:**

*Master Calendar,  
cancellation fee,  
Scheduling  
Administrator  
contact info,  
alternate bookings*

**For reasons other than inclement weather, any parish or school canceling a retreat less than four weeks before the scheduled retreat date will be required to pay a cancellation fee of \$350.**

NET Canada will bill the parish or school directly for that amount. The housing and meal obligations originally assigned to them will remain the responsibility of the canceling parish unless other arrangements are made with you.

## CANCELLATIONS



# Inclement Weather

## CONSIDERATIONS

In the event that severe weather threatens a scheduled retreat, the team and the RCP will determine together if the retreat needs to be canceled.

The RCP has been instructed to notify the Scheduling Administrator at NET Canada who will work with you to see if the retreat can be scheduled for another time.

**Time Required:**

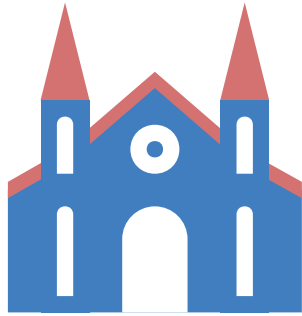
*None*

**Supplies:**

*Master Calendar,  
weather forecast*

**There is no charge for a retreat canceled due to inclement weather.**

## CANCELLATIONS



# Diocesan Cancellation Policy

## CONSIDERATIONS

This stipulation was necessary to implement because in past years dioceses have had to cancel 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 ministry. Thus, we have instituted this fee, which will be sent to the Diocesan Contact Person and billed to the diocese.

**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 \$500.00 for every week cancelled.** Therefore, when obtaining the Bishop's permission letter you will also need to advise him of the cancellation fee.

### **Time Required:**

*None*

### **Supplies:**

*Master Calendar,  
cancellation fee,  
Scheduling  
Administrator  
contact info,  
Bishop's permission  
letter*



# BILLING

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*Retreat Fee Structure • How Retreat Fees are Paid*

**BILLING**



# Retreat Fee Structure

## F E E S

NET Canada depends on retreat fees to continue operating as a ministry. When determining fees we must consider the cost of purchasing vans, vehicle insurance, gas, medical insurance for team members, administrative costs, training and supervision of team members, retreat materials, etc.

**Time Required:**

*None*

**Supplies:**

*Master Calendar,  
types of retreat  
interest from RCPs,  
retreat budgets*

TYPE/# YOUTH	0-60 YOUTH	61-100 YOUTH
4-12 HOURS	\$800	\$1000
OVERNIGHT	\$1200	N/A
WEEKEND	\$1600	N/A

*Multiple Retreats (same school/parish)*

- 2 Retreats: \$100 off (\$1600 - \$100 = \$1500)
- 3+ Retreats: \$250 off (\$2400 - \$250 = \$2150)



# BILLING



# How Retreat Fees Are Paid

## PAYMENT INFO

NET Canada will directly bill the billing contact indicated on the Retreat Information Sheet. Payment is due to NET Canada no later than two weeks after the date of the retreat invoice.

### *Paying as a Diocese*

Some Diocesan Contact People coordinate paying for all the retreats in their area in one combined payment to NET Canada. If you choose to do so, please inform your parishes and schools to make their payment to you. After the last retreat in your area, a summary billing invoice will be sent to your office. The total amount will be due two weeks after the date of the team’s last retreat.

We do not want a parish’s financial situation to prevent them from hosting a NET retreat. If a parish 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. Please note, however, that the agreement for adjusting the retreat fee must be made prior to the retreat date and can only be made by the Scheduling Administrator at NET Canada. Please do not adjust any retreat fee on your own.

**Time Required:**

None

**Supplies:**

RCP billing info or  
DCP billing info



# SAFE ENVIRONMENT

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*Team Member Recruiting, Screening, and Training •  
Safe Environment Protocol • Confidentiality*

## SAFE ENVIRONMENT



# Recruiting, Screening, & Training

## NET TEAM MEMBERS

NET Canada thoroughly screens and trains every NET Team member prior to their work with young people. All of our team members go through a comprehensive scrutiny to ensure their suitability for work with youth prior to their conducting any ministry.

- In the initial screening and selection process, NET requires several references for each potential NET Team member, references who can testify to the suitability of a prospective team member. Each reference is originally submitted in writing, and then followed up by our selection committee with a verbal verification. This is part of the extensive application process which includes 2 live interviews. All NET team members are at least 18 years of age.
- NET conducts a criminal background check and vulnerable sector screening of each prospect, specialized to accommodate the young age of the NET Team members.
- NET Team members are also required to successfully complete NET's five week training process, which is conducted prior to and during their ministry. During this training, the NET Team members receive instruction concerning:
  - Appropriate standards of conduct for those working with youth
  - Inappropriate speech, touch, and relationships with youth
  - Requirements for creating a safe environment for all retreatants
  - Guidelines for ensuring their own personal safety.
- Team members acknowledge annually, by their signature, that they have received, understood, and intend to conduct themselves in accordance with NET Canada's' Personal Conduct Agreement. This policy is reviewed and updated annually.

Once the NET team members are in active ministry with NET, they continue to receive ongoing training and supervision by NET staff members, which includes monthly contact and bi-monthly onsite visits. Personnel records, including the above mentioned paperwork, are kept on each individual team member at NET Canada's Headquarters and are available upon request.



# Safe Environment Protocol

## OUR PRACTICES

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.

## SAFE ENVIRONMENT



# Confidentiality

## OUR PRACTICES

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.



# GLOSSARY

# GLOSSARY OF TERMS

**Arrival Day:** The day the NET team arrives in your (Arch)diocese. Please do not schedule a retreat on the Arrival Day unless approved by the Scheduling Administrator or indicated on your Master Calendar. The team will arrive late afternoon or early evening in time for dinner. It is helpful for both you and the team if you are able to meet with them on arrival day. This meeting provides an opportunity for you to orient the team to your diocese and to review the Master Calendar. You may want to highlight any particular needs of individual parishes, schools, or youth groups.

**Arrival Time:** The time the NET team arrives at a parish or school. Teams will arrive at the retreat site no later than one hour before the start of the retreat. This allows enough time to meet the parish contact, get acquainted with the facility, set up for the retreat, and pray before the young people arrive. The team leaders may make arrangements to arrive at a parish more than one hour before the retreat to have a team meeting, drama practice, music practice, etc.

**Departure Day:** The day the team leaves your diocese, usually after breakfast. We ask that a bagged lunch be provided for their trip. Please do not schedule a retreat on the Departure Day unless approved by the Scheduling Administrator or indicated on your Master Calendar.

**Ministry Day:** A day that is scheduled free of retreat activities. Ministry Days allow the team to practice and refine their ministry skills. These days will run from the hours of 9:00AM - 4:00PM and will require a parish hall or classroom facility for that day. These days are necessary for the quality of the team's ministry.

**No Ob Day:** A day if no obligations or a "No Ob Day" is a day that is free of all ministry and team activities. It is strictly a day for each team member to have a "day off" and rest from ministry and team life.

# GLOSSARY OF TERMS

**Retreat Day:** A day during which the NET team gives a retreat to one group of retreatants for one specified length of time. Please do not schedule the team to work more than one retreat or ministry activity per day. Although retreats vary in length, our standard retreat is six hours, beginning no earlier than 8:30 a.m. and ending no later than 10:00 p.m.

**Retreat Site:** The location of the retreat, usually the parish or school hosting the retreat, but can be another facility in the area.

**Team Day:** Every week there will be day reserved as a Team Day, which is a day of rest for the team. Please do not schedule retreats or travel to new retreat sites on Team Days. As requests come in from parishes, please keep this in mind so the team members will get the rest they need in order to better minister to the young people in your diocese. Any exceptions must be cleared with the Scheduling Administrator at NET Canada prior to your scheduling any activity on a Team Day.

**Team Supervisor Visit:** A five-day period during which the team's two supervisors (traveling from Ottawa, ON) visit the team. They use this time to provide ongoing training and care for the team members. Each visit typically begins on a Wednesday and ends the following Sunday afternoon. For all practical purposes, it's just like having an extra two people on the team (i.e., they are housed with the team).

**Travel Day:** A day set aside (without retreats) for the team to travel from one retreat site to another. If the team is to travel more than 400 kilometers (4 hours) to reach their next retreat site, a Travel Day needs to be scheduled. You may have the team drive up to 400 kilometers (4 hours) and still do a retreat on that day.

**RCP:** Retreat Contact Person (the person at the parish or school who is in charge of the retreat, such as the youth minister or Director of Religious Education etc.)

**DCP:** Diocesan Contact Person.



