

GENERAL CHA CHO/A INFORMATION

Please note: All communications with the Rector/a should be through the Head Cha Cho/a. The Head Cha Cho/a is the time keeper and basically in charge for the weekend.

Dress comfortably but neatly. Jeans are most appropriate (shorts in summer a must). Try to look especially well-groomed Thursday evening. You will be the first team members the candidates encounter. If you've made a special effort to look your best, it communicates to them that their arrival is "special" and important. Remember, the candidates are guests. They were invited to the weekend. **Treat them royally!**

SEND OFF

Mingle - Help ease any tension. Begin your awareness of who each candidate is. Start learning faces. Be cheerful and smile. Make them feel like this is a pleasant, warm and friendly place to be.

Usually 1/2 hour before send off the Rector/a will have the team assemble for an Altar Visit at the sendoff site. If you do not have a candidate or have not been assigned to the site you should be present.

Please do not bring your luggage to sendoff. The men that handle the candidate luggage during sendoff have enough to take care of - do not ask or expect them to take care of yours. Bring everything early and place in your sleeping area beforehand. If you cannot attend set-up the night before, maybe someone can take it for you, or you may have to take it to the site earlier in the afternoon before sendoff.

THURSDAY EVENING IN ROLLO ROOM

Do not sit at tables with candidates. Sit in back of room when you are not passing out snacks or doing your job. Some Chas will be assigned to the site before arrival. You will assist the Head Server and Rollo Room Cha Cho/a in getting everything set up. As the luggage arrives, it need to be places by the appropriate beds (beds and luggage are numbered). When the call comes that the bus has left the Chas need to be ready, some at the door where the bus will be arriving, some in the hall to point the way to the Rollo Room, in winter helping to hang coats. Generally be available to help.

Please do not engage in conversations with candidates **at tables** during the weekend. You will get to talk to them on walks, and at meals, in the hallways etc.

HALLS AND DOORS

Generally two or three Chas are needed on each floor, whenever there is about to be or there is movement of candidates. General security is the purpose, we don't want to lose anyone.

Times needed:

1. Before and during every "mass" bathroom break as scheduled.
2. During poster times if individual bathroom breaks are permitted, then.
3. Before walks or visits to Chapel.

DUTIES

1. Politely clear halls of community; keep community traffic out of area.
2. Smile! Open and hold doors.
3. After breaks, make a quick sweep of all areas, making sure no candidates are left.
4. Before and after breaks, clean up any messes in bathrooms hitting the high spots!

MEALS

Direct your conversations with the candidates to subjects of the Rollos whenever possible. Love those candidates. Listen to them. The team's work of "personal EVANGELIZATION" applies to Chas as well as professors. Walks and meals, bathroom breaks, are opportunities for you to do this work.

Sit next to different candidates for each meal if possible but don't make it obvious. If on Saturday night you are sitting next to a candidate assure him/her that the people serenading are not spouses of any candidates. Make sure you have taken some Kleenex with you for the Saturday night meal. Someone will need it. Saturday night the tables usually sit together but Chas maybe sitting with them also.

WALKS

On all walks, there must be a minimum of four Chas. There should be one up front near the Rector/a, two in the middle and one in the rear. These are not assigned, but are very important. **Anticipate needs.** Walks and mealtimes are an important opportunity for you to "make a friend, be a friend" Listen! Love them. Share. As weekend progresses you may find a time to share "your walk" with someone. This is also a good time to discuss the previous Rollo.

Very important, if there is a group that does not want to walk, some Chas need to hang back and stay with that group. Keep alert!! Please don't wait to be assigned, just be there.

SMOKERS

At all times smokers must be accompanied by at least one Cha Cho/a. If you see a smoker head up the stairs or out the door, just quietly go with them.

BATHROOM DUTY

Morning and evening bathroom duty assignments will be made for each day. One of your jobs will be to thoroughly clean the bathrooms. This includes sinks, mirrors, and bowls, mop or sweep floor, tidy room and check all supplies. Check for paper towels, soap, and toilet paper. Two rolls in each stall at all times. Empty the wastebaskets as necessary.

The Facilities Cha Cho/a will tell you where to find any and all supplies used. We do not use the church supplies unless it is an emergency then we replace them.

In the **morning** Chas need to thoroughly clean the bathrooms after the Candidates have finished morning wash-up and left for Chapel. Chas should come to Chapel as soon as possible.

The **evening** cleanup will be done as soon as all candidates are in bed and the team meeting is done. This is also heavy duty cleaning. Others during the day are light cleaning.

Bathroom duty during bathroom breaks:

1. Before candidates arrive, check supplies, sinks should be clean. Tidy up as needed. Stand at the door and smile. Hurry them along, cheerfully.
2. When all have returned to Rollo Room notify the Head Cha Cho/a.
3. After break, do a quick "once over" and return to Rollo Room or assigned area.

FREE TIME

During free time, (time that you are not assigned to a specific area/duty) you may go to the Chapel, the Mailroom, and dining room or remain in the Rollo Room. If you are ill, tell the Head Cha first before you go to your bed. It is important that when you have a chance to sit and rest your feet and legs that you do just that - sit!

GENERAL

Keep your personal copy of your schedule and your Pilgrim's Guide in your pockets. Be discreet when using your schedules.

Please follow all instructions of the Head Cha Cho/a **without question**. Often there is not time to explain all instructions or schedule changes.

Head counts must be regular and inconspicuous. Don't lose anyone.

If a candidate asks you what time it is, tell them don't lie. Besides the Head Cha Cho/a you are the only ones with watches so try to be discreet with them.

Keep your eyes and ears open. Be alert.

There are many general responsibilities not assigned, which you need to **anticipate** and be ready to do. Example: When the Rector/a says "please follow me." or, "We will now go to..." the Cha Cho/a nearest the door should stand, smile and as soon as the Rector/a arrives, open the door.

We hold and open all doors. A candidate or professor should never have to open a door on the weekend. Always let the love of Christ radiate from you. Smile, be sincere.

Please do not fast on a weekend, you need plenty of energy. Try to get plenty of rest before the weekend. Do not lift anything too heavy by yourself. Get help. Try to get to bed as early as possible. There should be time during the day if you need to finish your Palanca letters, so get some sleep.

DECURIA

When the candidates are up front, try to be as quiet as possible. This is the candidates' time to "star". At least two Chas will be assigned to introduce each table at Decuria. A bit more reserved on Friday night, but ham it up on Saturday. First introduce yourselves (name, LVCCM #, table, church) then the table. These same Chas will also hang the posters for that table. If you wish to come prepared, bring some props you might want to use.

A final note: don't worry if you feel a little confused. Love your brothers/sisters. Keep your mind in the general flow of the weekend. Be familiar with the general order of the talks each day. It is not necessary to memorize the schedule. This is the job of the Head Cha Cho/a. He/she will give you lots of little sticky notes to keep you on track.

**GOD IS PRESENT IN EACH ONE OF US, GUIDING AND DIRECTING!
GOD IS IN CONTROL! LET HIM DO HIS WORK!**

PLEASE REMEMBER:

The Head Cha Cho/a will make your assignments and is the sole authority between the Rector/a and the Chas. The Head Cha Cho/a is "BOSS". Don't question or argue. When you are asked to do something, PLEASE DO IT.

CHA CHO'S/CHA'S HANDBOOK

A Via de Cristo weekend is made up of many people, each doing a specific job, working as a team, for one goal: ***TO BRING JESUS CHRIST INTO THE PERSONAL LIVES OF THE CANDIDATES.*** Serving as a Cha Cho/a is perhaps the most unselfish giving of oneself, mentally and physical. You have the opportunity to use all of God's gifts in His service.

You are at the weekend to serve, as are all the team members, and your function is to see that everything runs smoothly. The Chas are the arms and legs of the Rector/a and an extension of his/her eyes and ears. It is a joyful responsibility!

TO DO FOR OTHERS IS TO DO FOR THE LORD!!!

On Thursday night the candidates are told, "You are here because God has chosen you". This also applies to each team member. Serving as a Cha Cho/a is just as important as any other job on a team. **WITHOUT CHAS A WEEKEND WOULD NOT HAPPEN.**

From the time you arrive at the send-off on Thursday night till the closing Sunday, you have to give your time, thoughts and energy to those candidates. We are not there for our own enjoyment, or to re-experience our own weekend (although this usually happens while we serve).

Following are some guidelines, duties and responsibilities you will undertake as a Cha Cho/a, plus some other general information that will help to ensure a smoothly run weekend.

These guidelines can change sometimes weekend to weekend and from site to site. Also, things sometimes differ between men's and women's weekends. The Rector/a and Head Cha Cho/a will work out together the way they want things done and then you will be informed at your team meetings.

Do not share problems, especially those concerning the growth and attitude of specific Candidates, with persons not on the team. Only to team members if it serves a purpose. **DO NOT GOSSIP OR TELL TALES OF WHAT IS HAPPENING WITH THE CANDIDATES.** Others can pray for the Candidates without knowing what their problems are.

CHA CHO/A GUIDELINES

1. Familiarize yourself with the site before the weekend begins, so that you will know where supplies are kept and can locate things quickly when needed. At least one of your team meetings should be at the weekend site.
2. Be alert at all times to what is going on in the Rollo Room. Be ready to distribute supplies when needed. Be prepared to handle any emergency. Do your assigned job and re-join the group.
3. If a candidate leaves the room *for any reason*, a Cha Cho/a is to accompany him/her. Be careful not to act like a policeman in a way that may be perceived as such! Be a Friend.
4. Chas assigned to the Rollo Room will prepare and serve to the candidates such things as beverages, snacks, medications, etc. There should be no reason for a candidate or professor to leave the table.
5. Chas will serve the tables at times designated by the Head Cha Cho/a. These times are usually during posters or at break times announced by the Rector/a. At no time will the tables be served during a Rollo or table discussion unless permitted by the Rector/a.
6. Chas will open doors for Candidates. They should never have to do this for themselves.
7. There may be times when Chas are needed to serve meals. If the need arises, the Head Cha Cho/a will make the assignments.
8. Good housekeeping is a must. The facilities we use belong to others and we must respect their generosity. During the weekend, Chas are responsible for housekeeping in the bathrooms, Rollo Room, Chapel and Mail room.
 - a) Rest rooms should be cleaned after each bathroom break. Chas assigned to this will pick up paper from the floor, empty trash cans, replenish paper towels and toilet tissue if needed, clean sinks, flush and clean toilets and urinals, replenish soap, damp mop floors as needed.
 - b) Chapel will be checked before and after each Chapel visit - paper picked up, chairs straightened. The Chapel Cha Cho/a will check altar candles and straighten banners if needed.

- c) Rollo Room must be straightened and cleaned each time candidates leave for chapel visits, walks, meals, etc. Chas stay behind and clean trash from table tops arrange candidates' personal items neatly on the table in front of their seats, empty trash cans, and pick up paper, etc. from the floor. Never clean in the Rollo Room while candidates are there.
9. There should be no movement in the Rollo Room while a Rollo is being given. Chas should not be moving around or opening or closing doors. ***Silence is golden!*** There should be no deliveries from the snack area during Rollos.
10. Chas must cooperate with the Rector/a and table professors by not getting into discussions with the Candidates while they are in the Rollo Room.
11. Leave the Candidates spiritual needs to the Spiritual Directors.
12. ***Keep all unauthorized persons out of the Rollo Room.*** This is a must - and includes community helping in the kitchen. If something is needed from the kitchen a Cha Cho/a will be sent for it.
13. ***Be on time*** - unless you have been assigned another job. The Head Cha Cho/a is responsible for a head count, and this includes yours.
14. ***Be happy!*** Days will be long, the sleep little, the work sometimes hard; but remember, the work you do and the sleep you sacrifice are for the Lord. ***Smile always*** and be courteous to the Candidates and other team members.
15. The Head Cha Cho/a will be with the Rector/a at all times, unless otherwise specified. In this event he/she will assign a Cha Cho/a to stay with the Rector/a.
16. Chas will be assigned to the doorways to the Rollo Room to keep anyone from entering during a Rollo.
17. Chas do not wake candidates unless requested to do so by Rector/a.
18. Every time we leave the Rollo Room the Cha Cho/a at the door will notify the Head Cha Cho/a that the room is clear.
19. The Head Cha Cho/a or his/her appointee will take a head count upon arriving for chapel and meals and when returning to the Rollo Room. ***No function will start until all have been accounted for.***

20. Chapel arrangements are very important. Check each time prior to a Chapel visit and see that there is *one* chair for each candidate and team member. ***NO MORE AND NO LESS.***
21. The above also applies to mealtime seating. The Head Cha Cho/a may ask you to pass on to the serving team exactly how many places to set.
22. Do not leave any notes or schedules lying around. If you have any questions about the schedule during the weekend, ask the Head Cha Cho/a.
23. Do not disturb the Rector/a. All communications between the Cha Cho/a and Rector/a will be handled by the Head Cha Cho/a.
24. Sometimes a candidate's needs and wants might be special, such as medications. We will provide this if at all possible. Each weekend has a runner who will go after such items. Chas will not leave the site except in an emergency with the Head Chas' approval.
25. Chas will be used for Chapel Palanca.
26. It is the Head Cha responsibility to wake the Rector/a.
27. During Chapel visits on Saturday and Sunday afternoons, one Cha Cho/a must be stationed outside the Chapel door. It will be his/her responsibility to keep community out of the Chapel and to keep the noise down.
28. As each poster is explained at the Decuria each night, two Chas will be assigned to hang the posters on the walls throughout the Rollo Room.
29. Chas will sit with Candidates at meals and go on walks when you can. Remember, to center the conversation on the previous Rollo when possible.
30. When we go on walks or leave the Rollo Room for any reason as a group, the Head Cha Cho/a should walk ahead of the group and one Cha Cho/a will be assigned to follow the group.

ESCORT CHA CHO/A

About 20-30 minutes before a scheduled Rollo, the Escort Cha Cho/a goes with the Rollista professor to be by his/her side. The Head Cha will remind you BUT ANTICIPATE this request! Check your schedule and be nearby. Get to the Rollo Room during the discussion period of the preceding Rollo, or if the Rollo comes after a meal, your Rollista may choose not to eat at this time. You eat with him/her after the Rollo; inform the Head Server of this choice if the Rollista has not done so.

At the scheduled time, you will be sent to the table to get the Rollista. Simply say to him “will you please come with me?” You leave together. This is the time to be cheerful, and generally look after him/her. You may need to move the professor along without making him/her feel rushed. If you are escorting a Spiritual Director, you will generally join him shortly before the Rollo in the Community Chapel.

Ask the Rollista, (exception, you don't need to ask the Spiritual Directors) if they need help with anything, usually they don't. This is the time you can sit quietly. **Make sure the Rollista gives you his/her Rollo before he/she starts dressing. Check to make sure each page is numbered and in order.**

Take the Rollista to the chapel and join the community in praying with, and for him/her. **THIS IS A MUST** and can **NEVER** be bypassed to make up time. The Rollo Room will wait if needed. The arrival of the Palanca Cha and Palanca Professor is your cue to go to the Rollo Room. Get a flower from the Chapel vase and proceed with Rollista and their Rollo to the Rollo Room, they will be waiting for your arrival. While the Rector is exchanging an Abrazo with the Rollista, place the Rollo on the podium and place the flower in the Rollo Room altar vase. You then sit at the back of the Rollo Room in front of the Rector's table to smile, encourage and pray during the Rollo.

After the Rollo, you and the Rollista must return to the chapel to pray. He/she will pray first and if there is a spouse present, they will usually follow. If the Rector/a comes in, he/she usually prays next so he/she can promptly return to the Rollo room. You and the rest of the community can also offer prayers of thanks.

The Rollista does not return to the Rollo Room until after discussion of the Rollo. This is the time you can both eat if you missed a meal and the Rollista will change clothes. The Rollista can return to the Rollo Room during posters and **MUST** be back in the Rollo Room by the time the posters are finished. On Sunday, there are no posters so they return immediately after changing clothes.

PALANCA CHA

Just before the Rollista is summoned to the Rollo Room, the Palanca Team will go to the chapel. If you are part of the team and are not scheduled to be in the Rollo Room before this time, please check your schedule and be there in advance. This team consists of a Palanca Professor and Palanca Cha. This team will pray in the chapel during the Rollo.

At the direction of the Head Cha Cho/a, the Cha will get the Palanca Professor. Walk up to the Professor and say “Will you please come with me?” Go directly to the Community Chapel and tell the Escort Cha Cho/a that it is time for them and their Rollista to go to the Rollo Room.

The Community Chapel supports the candidates, team, and the weekend experience best when the Chapel Chas create an atmosphere where the *Holy Spirit is the actual palanca leader* in the chapel. Reflect and consider chapel time to be an altar visit rather than an Ultreya, reunion group, or Bible study.

Crucial elements of the chapel: Prayer is the priority. Regarding silence, Martin Luther wrote: “The fewer the words, the better the prayer.” Silence can be meaningful and a natural way for the Holy Spirit to be in charge. Scripture reading is encouraged as the Holy Spirit prompts. Allow God to speak through His Word. Music and singing are a powerful dynamic in the chapel, but it is most effective when used as an avenue to prayer. St. Augustine wrote: “He who sings, prays twice.”

Members of the community may also be there. **RESIST THE TEMPTATION TO COMMENT ON HOW ANYONE IS DOING, OR TO PRAY IN DETAIL ABOUT A SPECIFIC CANDIDATE OR PROBLEM.** If someone from the community asks you how a specific candidate is doing, smile and say "fine". **DO NOT DISCUSS CANDIDATES OR THE “PROGRESS OF THE WEEKEND” WITH COMMUNITY AT ANY TIME OR PLACE.** This must be a role for the entire weekend. The candidates deserve privacy and our respect.

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THE ROLE OF THE PALANCA PROFESSOR

(As a Cha Cho/a you will not be required to lead a Chapel visit. However, you should be aware of what a Palanca Professor does.)

The Palanca Team is made up of one Professor (Rollista/Silent Professor) and Palanca Cha.

The Professor will be called from your table when it is time for you to go the Chapel to pray for a Rollista. A Cha will simply come to your table and tap you on the shoulder and ask you to come with them. Smile and say, "Okay". Go directly to the Community Chapel.

When you arrive in the Chapel, you should proceed directly to the Altar and tell the Escort Cha Cho/a that it is time for the Rollista to go to the Rollo Room.

The Chapel Palanca Request sheet completed by each Rollista is intended as a guide rather than a script or order of worship. This sheet will be either on the altar or the Chapel Cha Cho/a will have it for you. You can begin by offering a prayer for the Rollista and inviting the others to join in if they wish. Then perhaps you might ask someone to read the Scripture listed and discuss it in the relationship to the Rollo. Sing a song or two and bring out some of the points he/she has listed and just keep repeating as above. **YOU DO NOT NEED TO LEAD A WORSHIP SERVICE!!** Again, reflect and consider the time in chapel as an altar visit.

If a Rollista's spouse is there, they may assume leadership, and that is fine. Don't compete. The object of being there is support for the Rollista and Candidates.

When the Rollista returns, he/she gather at the altar with the community for a final time of prayer. After the prayers are completed the Palanca Team returns **AT ONCE** to the Rollo Room. The Rollista will return after the discussion is finished.

If you are asked where you have been simply say, "they just asked me to go to the chapel and pray for a while so I did". You don't need to offer any other explanation unless they press you then answer as truthfully as you can without getting detailed.