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| Policy Name: ON-CALL CHAPLAINCY SERVICES | Policy Number: 0705 |
| | Effective Date: May 22, 1999 |
| Approved By: Executive Team | Date Revised: August 5, 2022 |
| Reason for Revision: <i>Click on item below and select item from list.</i> CONTENT- Enter BELOW Reason for change Ex: Combined Policy ## and ##. Change in Procedures in Sections 2: b & c and 3: b, d, e & h | Next Date for Review: August 5, 2025 |
| Section: Section 07 - Pastoral Care - Administration | Page No: Page 1 of 2 |

Policy

A Chaplain is available for support and counsel 24 hours a day, for resident, family, significant others and staff.

When the Chaplain is away, arrangements will be made for another qualified Chaplain to be available on an 'on-call' basis.

CROSS REFERENCES

Policy 0307 - Spiritual Care Responsibilities: On-Call Support

Procedure

1. The Chaplain will arrange to cover time away.
2. 'On-call' persons will meet requirements of experience and qualifications in spiritual visitation and counsel through one or more of:
 - a. CAPPE (Canadian Association of Pastoral Practice and Education) training
 - b. Specialized training provided by their faith community
 - c. 2 years' experience in palliative pastoral care
3. 'On-call' person will:
 - a. be made aware of pastoral care policies
 - b. be given an appropriate orientation to the expectations of the role
 - c. sign a confidentiality statement
 - d. be available 24 hours a day either in person, by telephone or other social media
 - e. Inform personnel in nursing station when arriving in the building
 - f. have access to resident chart/information
 - g. make applicable notation in resident chart
 - h. complete contact sheet, indicating nature of the visit and forward to Chaplain's attention



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4. 'On-call' person may, if they wish, make visits to residents, family members, and staff any time during their scheduled pastoral care period.
5. The Chaplain will provide a memo with all pertinent information about 'on-call' person (days, time, name) to the Nursing Station.