**Policies and Procedures – Spiritual Care**

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# Chaplain Position

**Policy:**

It is the policy of the Women’s Counselling Centre that a suitably qualified chaplain is available to care for the spiritual care needs of clients, families, staff, volunteers and students.

**Procedure:**

In the Salvation Army, we are aware of the fact that spirituality is very important to many people. There is a multiplicity of ways in which people express their spirituality. Nevertheless it is often a source of comfort, strength and hope in times of difficulty. During such times, however, questions and struggles may also arise which are of a spiritual nature. It is sometimes helpful to have someone who is trained professional to discuss spiritual issues with.

As the Women’s Counselling Centre is a small facility we do not have a specifically appointed chaplain. The Director will serve as the Chaplain and will be available to care for the spiritual needs of the clients, family members, staff, students and volunteers.

The chaplain or chaplain designate will normally have the following qualifications:

* The chaplain will be a Salvation Army Officer, member of the clergy approved by The Salvation Army, or a committed and mature Christian lay person.
* The chaplain will normally be a member in good standing of the Canadian Association For Spiritual Care (CASC) or an appropriate alternative professional association
* The chaplain will normally have completed at least one basic unit of training through the Canadian Association for Spiritual Care (CASC) or other appropriate chaplaincy education.
* The chaplain will have a working knowledge of the field of Violence Against Women issues and academic credentials in the human services field.
* The chaplain will work from an anti-racism / anti-oppression framework.

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# Christian Literature

**Policy:**

It is the policy of the Women’s Counselling Centre that appropriate Christian Literature be made available to clients to assist them with their spiritual journey.

**Procedure:**

Reading is one of the primary ways in which we take in information. It is helpful in our spiritual journey to be reading good wholesome Christian material. This includes the Holy Bible but is not limited to only that. The Women’s Counselling Centre will make such literature available to clients and staff as resources permit.

The “Faith and Friends” magazine and other appropriate Christian magazines will be placed in the waiting area for the use of the clients.

If a client requests a bible or new testament, the chaplain will ensure that one is provided for them.

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# Communication of Spiritual Care Services

**Policy:**

It is the policy of the Women’s Counselling Centre thatspiritual care is available to all clients, staff, volunteers, students and families on an ongoing basis for counseling and concerns of a spiritual nature.

**Procedure:**

At various times in our lives it is helpful to have another person journey with us spiritually. The chaplain is one person who is trained to do this ministry. It is important that all people associated with the Women’s Counselling Centre are aware of the services that the chaplain can provide.

The availability of spiritual care services will be discussed with each new client during the face to face intake process. This will normally be incorporated into the spiritual assessment section of the intake process. The availability of Spiritual Care services has been incorporated into the Client Information document which all new clients are given during the face to face intake process.

Each new staff member, volunteer and student will be provided with an information sheet that lists the spiritual care services that are available to them. This sheet will outline the availability of the chaplain and the spiritual care services that are provided. This information sheet will be given to each new staff member during the employment orientation period.

The availability of spiritual care services will be offered to family members of clients and staff on a case by case basis as the need arises and upon request only. In order to protect our clients and avoid a conflict of interest, we will not provide spiritual care at this location for client’s abusers. We will however, facilitate a referral to another person who can provide that care.

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# Confidentiality

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to both Legislation and established best practices with regards to Agency and Client Confidentiality.

**Procedure:**

All information related to clients and their families is confidential. A “Release Of Information” form must be signed by the client prior to any information being released about that client. No personal or identifying information shall be disclosed to any source by staff members. All client files and anecdotal notes will be stored in locked cabinets and maintained in a confidential manner.

All staff members, students, and volunteers must sign a “Client Confidentiality Form and Agency Confidentiality Form” prior to commencement of association with The Women’s Counselling Centre. Copies of these forms are attached.

Staff members, students and volunteers who do not comply with this policy will be disciplined and may be terminated from their association with The Women’s Counselling Centre.

**The Salvation Army**

**Women’s Counselling Centre**

## Confidentiality Policy

It is a matter of professional ethics, that the strictest confidentiality be maintained regarding any information obtained for and/or about the clients we serve. It is also essential that information pertaining to the business, administrative and financial situation of the Women’s Counselling Centre is also kept confidential. All employees, students, interns and volunteers of the Women’s Counselling Centre must not divulge any information concerning confidential material.

I understand that it is imperative that the confidentiality of our clients be maintained. I further understand that the identities of the Women’s Counselling Centre clients must not be disclosed to the media and/or general public.

Confidential Information Includes but is not limited to the following:

**Client Information**

* Client File Contents and Information
* Client Identifying Information
* Client Treatment Details
* Details regarding Client’s Family Members

**Business and Agency Information**

* Contact Information for Staff, students, interns and volunteers
* Personal Information regarding Staff, Students, Interns and volunteers
* Minutes of Internal Meetings
* Business, Administrative and Financial Information regarding The Women’s Counselling Centre (In the spirit of collaboration, in some cases, exceptions to this clause may be made but only with the prior consent of the Director.)

I understand that other policies are in place governing the appropriate release of information to other professionals with signed consent, research and removal of files from the premises. I agree that my behaviour will be governed by those policies also.

I understand that anyone found to be in violation of this policy will be subject to appropriate disciplinary action.

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**AGREEMENT**

I understand the above and agree to total confidentiality of Client, Business and Agency information pertaining to The Salvation Army Women’s Counselling Centre. I understand that a copy of this document will be kept in my personnel file.

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Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Director Date

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# Copyrighted Material

**Policy:**

It is the policy of the Women’s Counselling Centre that any use of copyrighted material will be done within the laws governing the use of such material.

**Procedures:**

In order to protect the rights of authors and musicians who have written material and music:

Staff will ensure that any written material handed out to clients will contain a notation indicating the source of the material. An exception to this will be direct bible quotations, although the chapter and verse reference should also be included on the hand out.

Large sections of books are not to be photocopied and given to clients.

If music is used or handed out, its use will be in accordance with the standard copyright license process. The Corps CCLI number will be clearly shown on each handout or PowerPoint slide. The number of copies and the material used will be reported to the Corps Admin assistant for the appropriate tabulation and reporting to CCLI.

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# Funerals, Weddings, Baby Dedications

**Policy:**

It is the policy of the Women’s Counselling Centre that the Chaplain will be available to conduct funerals, weddings and baby dedications for clients, staff, volunteers and students upon their request.

**Procedure:**

We understand that there are significant spiritual events that happen throughout life. These events include, but are not limited to, funerals, weddings and baby dedications. The Chaplain will be willing to facilitate such events as requested.

It is desirable that if the person is connected with a faith group, that the pastor or spiritual leader of that group conduct significant spiritual ceremonies. This provides an opportunity for fellowship to happen within one’s own faith tradition. However, it is possible that a person may not have anyone to conduct such ceremonies. When this is the case, the chaplain will be available to:

* Conduct funeral services for clients, staff, volunteers, students.
* Conduct dedications of infants and children of clients, staff, volunteers or students.
* Conduct weddings for clients, staff, volunteers and students. The chaplain will not conduct a wedding ceremony without ensuring that the couple has completed a pre-marital counselling program either with the chaplain or with some other appropriate facilitator.
* The chaplain will not conduct a wedding ceremony where one party is a known abuser without having assurance that the marriage be safe for the client.
* The chaplain may assist in any of the above ceremonies along with the person’s spiritual leader if requested to do so.
* In order to protect the confidentiality of our clients, weddings, funerals and baby dedications will not take place at the Women’s Counselling Centre.
* The chaplain will help facilitate another appropriate location for such events if the client or staff member requires such assistance.

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# Religions Other Than Christian

**Policy:**

It is the policy of the Women’s Counselling Centreclients whose faith tradition is other than Christian will be encouraged to continue or reconnect with their own faith traditions. The chaplain is available to people of any faith.

**Procedure:**

While The Salvation Army is a Christian organization, we provide service to people of all faiths without discrimination. We understand that some of the clients who come to the Women’s Counselling Centre belong to faith traditions other than Christian. It is not our intention to proselytize (convert someone to Christianity). We encourage people of any faith traditions to continue or reconnect with their own faith group.

As part of the initial spiritual assessment, the counsellor or chaplain will ascertain what faith tradition the client comes from.

The counsellor or chaplain will discuss with the client what helpful measures could be done by The Women’s Counselling Centre to assist the client in continuing or reconnecting with their faith group if they wish to do so.

The counsellor or chaplain is willing to be the liaison person in attempting to set up a meeting or conversation between the client and a faith leader from the appropriate tradition should the client request this.

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# Spiritual Assessment

**Policy:**

It is the policy of the Women’s Counselling Centrea Spiritual Assessment will be completed with all new clients as part of the intake process.

**Procedure:**

We encourage each client to begin or continue their spiritual journey while they are receiving services from the Women’s Counselling Centre. For that reason, the Counsellor conducting the intake will include in that process a spiritual assessment.

The spiritual assessment form is integrated into the WISH database and should be completed electronically as part of the face to face intake process. A paper version of the form is on the server to be used only in the case where the electronic form or database is not available. If the spiritual assessment is completed using the paper version of the form, the information should be transferred to the WISH database as soon as possible by the staff member, student or intern who completed the assessment.

Once the assessment is completed, the wishes of client will be followed to the best our ability. A spiritual care plan will be developed if spiritual care is requested. If the client wants a spiritual care plan to be developed, this may be done by either the counsellor or the chaplain.

If the counsellor is comfortable incorporating the spiritual care plan in the regular counselling sessions, she is encouraged to do. If the counsellor is not comfortable with this or the client requests the care of the chaplain, the counsellor will contact the chaplain and make a referral.

A meeting of the client and chaplain will be set up to facilitate the development of a spiritual care plan including spiritual care goals. The chaplain or counsellor will conduct ongoing spiritual counselling as requested.

Whether provided by a counsellor or chaplain, a Spiritual Care Plan must be completed for each client requesting Spiritual Care.

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# Spiritual Care Evaluation

**Policy:**

It is the policy of the Women’s Counselling Centre that the Spiritual Care program will be included in our program evaluation and continuous quality improvement of the centre.

**Procedure:**

When formal spiritual care has been requested and provided for a client, she will be asked to participate in an evaluation process at the end of the spiritual counselling or care.

The client will be asked to complete a short evaluation from which is integrated into the WISH database. A paper version of the form is on the server to be used only in the case where the electronic form or database is not available. If the Spiritual Care Evaluation is completed using the paper version of the form, the information should be transferred to the WISH database as soon as possible by the staff member, student or intern who completed the assessment.

The results of this evaluation process will be used in future Spiritual Care Program Development.

Where possible, subject to budget and staff resources and appropriateness to our program, the suggestions of the client will be implemented.

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# Spiritual Care Log

**Policy:**

It is the policy of the Women’s Counselling Centre that the chaplain will keep a spiritual care log and that this will be handled in accordance with the confidentiality policies of the agency.

**Procedure:**

It is understood and expected that Spiritual Care will take place outside of any formal counselling care arrangement.

When providing spiritual care, prayer etc. that is not recorded as a spiritual counselling session in a client’s file, a notation will be made in the spiritual care log with the date, time and names of the persons involved. No specific details other than generic statements such as “prayer provided” and similar statements will be recorded in this log.

The log will be kept by the Chaplain as a permanent record of Spiritual Care provided and this record will be maintained according the confidentiality policies of the agency.

If the chaplain is involved in assisting another person with a salvation decision, the decision will be recorded in the log as a “spiritual decision made”.

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# Spiritual Care Plan

**Policy:**

It is the policy of the Women’s Counselling Centre that s Spiritual Care Plan will be developed for each client requesting Spiritual Care.

**Procedure:**

When a client requests Spiritual Care, either during the initial assessment or at some other point in the counselling process, a Spiritual Care Plan will be developed.

The Spiritual Care Plan will be developed collaboratively between the client and the counsellor or chaplain who will be providing the Spiritual Care.

The Spiritual Care Plan form is integrated into the WISH database and should be completed electronically. A paper version of the form is on the server to be used only in the case where the electronic form or database is not available. If the Spiritual Care Plan is completed using the paper version of the form, the information should be transferred to the WISH database as soon as possible by the staff member, student or intern who completed the assessment.

As much as possible, the Spiritual Care provided should address the goals that the client has set for herself regarding her spirituality.

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# Spiritual Care Program Review

**Policy:**

It is the policy of the Women’s Counselling Centre to have a written Spiritual Care Program Plan which is reviewed regularly.

**Procedure:**

The Director is responsible to ensure that a written Spiritual Care Program Plan is in place and that this plan is reviewed at least annually and revised as necessary.

The Spiritual Care Plan will clearly show the dates of creation and review.

The Spiritual Care Plan will include the following sections:

* Mission And Vision
* Goals And Objectives
* Description of Target Population Served
* Current Organizational Chart
* Description of Programs And Services
* Assessment Tools and Process
* Follow Up Process
* Client Rights To Service
* Program Components
  + - Description
    - Expected outcomes
* Relationship To Facility/Centre/Corps
* Volunteer Opportunities
* Program Staff / Volunteer qualifications
* Resource list of relationships with other churches / faith communities
* Program Budget
* Process for Improving Programs And Practices

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# Spiritual Care Records

**Policy:**

It is the policy of the Women’s Counselling Centre that spiritual care records are handled in accordance with the confidentiality policies of the agency.

**Procedure:**

It is important that anyone who requests spiritual care be assured that any information that they share with the chaplain or counsellor will be held in the strictest of confidence.

When the counsellor or chaplain conducts spiritual counselling, this will be noted in the client file as “spiritual counselling”. Only a minimum amount of information should be written in the file.

The counsellor or chaplain conducting spiritual counselling is welcome to keep anecdotal or more detailed notes of the counselling in a separate file. This information will be kept confidentially by the person doing the counselling until the client file has been closed. At this time, the anecdotal or spiritual counselling notes will be shredded.

If a client makes a spiritual decision of salvation, this will be noted in her client file as a “spiritual decision made”.

If the chaplain is providing spiritual counselling to a staff member, student or volunteer, she may keep anecdotal or session notes during that time. Any such notes will be stored by the chaplain in a secure and confidential manner. The notes will be kept by the chaplain for the shorter of one year after the spiritual counselling is complete or until the person no longer has association with the Women’s Counselling Centre.

If the counsellor or chaplain is leaving the Women’s Counselling Centre, she will notify any people with whom she is doing spiritual counselling that she is leaving. If the person wishes additional spiritual counselling, the staff member will facilitate a link with another staff member or the new chaplain so that the counselling may continue.

**Spiritual Care Records Policy – Cont’d**

If the counselling is to continue with another staff member, the client will be asked whether they wish any anecdotal or session notes to be transferred to the person taking over the spiritual counselling.

If they wish the notes to be transferred, this will done in a confidential manner.

If they do not wish the notes to be transferred they will be shredded.

In keeping with the law, the counsellor or chaplain will report suspicions of child abuse, danger to self or others to the Director and follow the Duty To Report Policy.

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# Spiritual Counselling - Clients

**Policy:**

It is the policy of the Women’s Counselling Centre that spiritual counselling will be available all clients upon request.

**Procedure:**

Counsellors, who are comfortable incorporating spiritual counselling into sessions, are free to do so upon the request of the client. The following procedures apply to the chaplain as well as to any staff member providing spiritual counselling.

The chaplain will be available to meet with clients for the purpose of spiritual counsel upon request.

The chaplain will work within her area of expertise and qualifications when counselling clients.

The chaplain will suggest any referrals that may be necessary in the care of the client.

The chaplain will adhere to the Spiritual Care Records policy with regards to record keeping. These records will be kept in a confidential manner.

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# Spiritual Counselling - Family Members of Clients

**Policy:**

It is the policy of the Women’s Counselling Centre that Spiritual Counselling be available to the family members of clients as long as it is safe for the client.

**Procedures**

The chaplain will be available to meet with family members of clients for the purpose of spiritual counsel upon request.

The chaplain will not discuss confidential client information with family members without the written consent of the client.

The chaplain will not provide spiritual counselling for a known abuser but will refer this person elsewhere for such counselling.

The chaplain will work within her area(s) of expertise and qualifications when counselling family members.

The counselling will normally be of a short term duration only with no more than 6 sessions being offered.

The chaplain will suggest any referrals that may be necessary in the care of the family members.

The chaplain will follow the Spiritual Care Records policy with regards to notes. These records will be kept in a confidential manner.

These records will be shredded upon the completion of the counselling.

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# Spiritual Counselling – Family Members of Staff

**Policy:**

It is the policy of the Women’s Counselling Centre that Spiritual Counselling be available to the family members of staff.

**Procedure:**

The chaplain will be available to meet with family members of staff for the purpose of spiritual counsel upon request.

The chaplain will not discuss confidential information with staff members or their family without appropriate written consent.

The chaplain will not provide spiritual counselling for a known abuser but will refer this person elsewhere for such counselling.

The chaplain will work within her area(s) of expertise and qualifications when counselling family members.

The counselling will normally be of a short term duration only with no more than 6 sessions being offered.

The chaplain will suggest any referrals that may be necessary in the care of the family members.

The chaplain will follow the Spiritual Care Records policy with regards to notes. These records will be kept in a confidential manner.

These records will be shredded upon the completion of the counselling.

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# Spiritual Counselling – Staff, Students, Volunteers

**Policy:**

It is the policy of the Women’s Counselling Centre that Spiritual Counselling be available to staff, students and volunteers.

**Procedure:**

The chaplain is available to meet with staff, students or volunteers for the purpose of spiritual counsel upon request. The content of such discussions will be handled according to the confidentiality policy of the agency.

The chaplain will work within her area(s) of expertise and qualifications when counselling family members.

The chaplain will suggest any referrals that may be necessary in the care of the family members.

The chaplain will follow the Spiritual Care Records policy with regards to notes. These records will be kept in a confidential manner.

These records will be shredded on the earlier of one year after the completion of the counselling or the completion of the person’s involvement with the Women’s Counselling Centre.

The chaplain will suggest suitable reading material of a spiritual nature to staff upon request.

The chaplain will be available to staff who wish to make a spiritual commitment.

The chaplain will provide one-on-one bible study or will attempt to answer specific bible questions, as requested by staff.

The chaplain will be available to pray with staff upon their request.

The chaplain will be available to visit staff members who are ill in the hospital or in their home upon request.

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# Spiritual Development

**Policy:**

It is the policy of the Women’s Counselling Centre that a chaplain will be available to all clients, staff, students and volunteers on an ongoing basis for counseling and concerns of a spiritual nature.

**Procedure:**

A Spiritual Assessment will be done with each new client as part of their intake process.

When providing spiritual care to staff, students and volunteers or their family members, the chaplain may choose to do a spiritual assessment if necessary.

The chaplain will endeavour to make contact with each person seeking spiritual care from the chaplain regularly during her involvement at the Women’s Counselling Centre.

The chaplain will be available to those who wish to make a spiritual commitment.

The chaplain will provide one-on-one bible study or will answer specific bible questions, as requested.

The chaplain will be available to pray with people upon their request.

The chaplain will be available to provide spiritual counseling as requested. Clients may approach the chaplain directly for this counseling or may be referred by their counsellor.

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# Staff Devotions

**Policy:**

It is the policy of the Women’s Counselling Centre that regular staff devotions be held for staff wishing to participate.

**Procedure:**

Staff devotions are normally held at the beginning of each staff meeting. The leadership will be shared according to a roster.

Attendance is not mandatory. However, all staff members are encouraged to do so. Any staff member who does not want to attend staff devotions will be excused from that part of the staff meeting.

From time to time, there may be additional scheduled staff devotion events held in the building. When the Director is aware that these are occurring she will notify staff members so that they can attend if they choose to do so.

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# Worship Attendance and Bible Study

**Policy:**

It is the policy of the Women’s Counselling Centre to encourage interested persons to attend the regular worship services and women’s bible study offered by the Erin Mills Corps.

**Procedure:**

People are holistic in nature and good health includes an awareness of our spiritual health. Regular attention to worship and the expression of our spirituality is important to holistic health.

The Women’s Counselling itself does not provide regular worship services or bible studies as these are provide by the Erin Mills Corps. Any interested clients, staff, students, volunteers or their family members are encouraged to participate in these Corps programs.

The weekly worship service takes place at 10:30 am on Sunday mornings in the Corps Sanctuary.

The Women’s Bible study takes place on Thursdays from 10:30am to 12:00 pm.

See policy on Religions other than Christian for information pertaining to clients from other faith groups.