**POLICY**

To provide programs & support to patients, their families/caregivers, and staff during regular operating hours and/or “after hours” during evenings and weekends if required for emergency situations.

**PROCEDURE**

1. Regular operating hours for the Spiritual Care Department are:

Monday to Friday (9:00 a.m. – 5:00 p.m.) and Sunday (9:00 a.m. – 5:00 p.m.-as scheduled)

1. All programs/services are to take place within these hours unless approved otherwise by the Director of Spiritual Care.
2. The Director of Spiritual Care will ensure that adequate chaplaincy coverage is in place and maintained during regular hours. As such, personal business must not happen during work hours unless during a scheduled break time and/or for an emergency.
3. Spiritual care visits on patient care units are to take place between the hours of

10:30 a.m. – 12:00 noon and/or 1:00 – 5:00 p.m. in respect of patient care needs and/or lunchtime. Any visits outside of these hours are for emergency and/or valid reasons only and the Director of Spiritual Care is to be notified of such visits including the purpose/reason for visit.

1. At times, an “Emergency/After-hours call in” may occur and/or be required outside of the regular operating hours and will be attended by the designated “on call” chaplain(s), if available.
2. “Call in” hours must be recorded on the applicable emergency call list (located on the “W” drive under Spiritual Care Services)indicating reason for call and time attending to call.
3. “Call in” hours are compensated in the form of lieu time off, equal to the amount of time required for the emergency call.
4. To ensure proper rest and renewal for the chaplains, lieu time must be taken in the current and/or following week and cannot be banked and/or added to any other time off requests.
5. To maintain adequate coverage during regular hours, lieu time must be “negotiated” with other department members and be approved as needed by the Director of Spiritual Care.