 **Canada & Bermuda Territory - Social Services Department**

**Spiritual & Religious Care**

**Housing Ministries**

**Top 10 List: When to Call a Chaplain**

1. **“Why?” Questions**

The client is asking questions such as “Why is this happening to me?” “What did I do to deserve this?” or “Why is God punishing me?”

2. **Anxiously Awaiting Assessment**

The client expresses anxiety while awaiting assessment or assessment results from an outside agency.

3. **Serious or Repeated Set-backs**

. There have been a series of set-backs, personal development complications, or other unexpected events. This applies especially if the client’s program discharge is being delayed or staff will be considering termination of program privilege.

4. **Bereavement**

The client mentions bereavement during the last year, or an anniversary of bereavement, or ANY OTHER LOSS (e.g. job loss, death of pet, end of a marriage). Also refer any client who becomes bereaved during service delivery.

5. **Persistent Negative Feelings**

The client expresses persistent feelings of hopelessness, sadness, guilt, fear, anxiety or resentment.

6. **Religious Need**

Clients who express a religious or spiritual concern should meet with the Chaplain for a spiritual assessment and a spiritual care plan developed.

7. **Pain**

The client complains of a feeling of persistent pain in spite of all appropriate medical interventions.

8. **Potentially Life-Threatening Diagnosis**

The client is newly diagnosed with a potentially life-threatening disease or condition.

9. **Family Members (only where applicable, and client has requested family support)**

The family members of clients who are maintaining an active supportive connection through any of the above circumstances may request care.

10. **Family Members Making Decisions - only in conjunction with client approval**

Family members feeling anxious or guilty over decisions being made on behalf of a client (e.g. – residential placement, guardianship, medical attention etc.) may need care.

**Contact a Chaplain whenever you believe there may be a spiritual need.**