

COMISS Network



CCAPS *Standards*

for Accreditation of Pastoral Services

COMISS CCAPS STANDARDS

Approved 2012

100 Care for the spiritual dimension of the client, family, and organizational community is evidenced in the mission and operation of the organization.

- 111 The organization documents a component for the spiritual care of the needs of all persons, as integral to a comprehensive approach to care.
- 112 Recognition of the spiritual needs and rights of the person is reflected in policies, procedures and administration's ability to articulate these needs and rights.
- 113 The budget includes monies to meet the operational, programmatic, and capital needs of the Pastoral Services Department.

200 Pastoral Services is the formal and identifiable means to demonstrate the organization's commitment to provide for the spiritual needs of the client, family and staff.

- 211 Pastoral Services is clearly identified on the organizational chart.
- 212 Pastoral Services has written policies and procedures which are reviewed annually. 213
The director is a member of middle or upper management levels.

BUDGET

- 221 Within the contexts of the organization and the profession, the salaries of the Pastoral Services personnel are consistent with their education, training and responsibilities.
- 222 The budget provides availability of Pastoral Services 24 hours a day, seven days a week.
- 223 The budget provides opportunities for the staff's continuing professional education and development.

STAFFING

- 231 The Pastoral Services Department has personnel sufficient to meet and implement the goals and objectives of the Pastoral Services Department.
- 232 A formal arrangement is documented when operational needs requires pastoral personnel from outside of the facility.
- 233 Pastoral Services has support personnel to carry on duties and programs.

FACILITIES

241 Space is available for private, confidential, and professional consultation. 242

Each staff member has an individual work area.

243 Space is available for departmental meetings.

244 Pastoral Services provides for confidential record keeping. 245

Space is available for a departmental library.

246 The director has a private office.

247 Space is made available for visiting clergy.

248 The organization provides worship space which is sensitive to a broad range of religious traditions.

249 All Pastoral Services facilities are well-identified, easily accessible, and barrier free.

300 A fully developed Pastoral Services program includes a variety of personnel who are qualified and trained to perform their assigned duties.

PROFESSIONAL STAFF

311 The staff is certified by an appropriate national pastoral credentialing agency. 312

Ongoing religious body endorsement is documented.

313 Staff demonstrates ability to minister with persons of diverse cultural and religious backgrounds.

314 The staff adheres to professional codes of ethics.

315 The staff of the department functions as a team intra-departmentally.

DIRECTOR OF PASTORAL SERVICES

321 The director meets all of the criteria expected of the professional staff.

322 The director is certified by a national professional pastoral care organization. 323

The director has management training or experience.

324 The director plans and coordinates staffing.

325 The director evaluates the department's staff and has the authority to take appropriate action. 326

The director effectively utilizes the department's human and economic resources.

327 The director has commitment to and responsibility for the provision of Pastoral Services as delineated by the administration.

328 The director provides procedures to assure that community clergy adhere to policies regarding patient visitation.

OTHER PASTORAL SERVICES PROVIDERS

331 All contract, on-call, faith group, student and volunteer pastoral services providers are screened, trained, and follow a clear plan of supervision.

332 All contract, on-call, faith group, student and volunteer pastoral services providers are accountable, either directly or indirectly, to the Director of Pastoral Services.

SUPPORT STAFF

341 The support staff exhibit an understanding of the role and function of Pastoral Services. 342

The support staff exhibit skills necessary to perform identified tasks.

400 Pastoral Care provides a comprehensive program of Pastoral Services.

411 Pastoral Services are made available to patients, residents, and families within the organization.

412 The personnel participate as team members in discharge planning and in patient/resident/family care conferences.

413 Pastoral Services demonstrates sensitivity to the sacramental and ritual needs of patients/residents and families.

414 Pastoral Services personnel are available for crisis intervention. 415

Pastoral Services staff provide clinically based ministry.

416 Pastoral Services has identified personnel available to address the linguistic, cultural and diverse spiritual needs of patients/residents/families and staff.

- 417 Pastoral Services has identified comprehensive resources available for pastoral counseling, spiritual direction and other specific spiritual care services.
- 418 Religious services and resources are offered utilizing various media.

ORGANIZATIONAL SERVICE

- 421 Pastoral Services staff are utilized as an ethical resource.
- 422 Pastoral Services personnel serve as a resource for staff counseling.
- 423 Information regarding the availability of Pastoral Services is included in orientation programs for new employees, professional staff and board members.
- 424 The staff demonstrates the ability to function collegially and professionally in relationship to other disciplines.
- 425 The staff actively contributes to assigned committees, such as ethics committee, patient/resident care committee, employee assistance committee, etc.

OUTREACH PROGRAMS

- 431 Pastoral Services are accessible to users throughout the integrated delivery network.
- 432 Pastoral Services provides referral services to the religious community when requested by patient and/or family.

PASTORAL SERVICES QUALITY ASSURANCE

- 500 Pastoral Services has a system of accountability which measures both the quantitative and qualitative aspect of its service.**
- 511 The Pastoral Services staff is involved in continuous quality improvement efforts or activities in the organization.
- 512 Pastoral Services meetings are held at least monthly.
- 513 Pastoral Services providers and support staff are evaluated annually. 514
The director is evaluated annually.
- 515 Pastoral Services has specific plans, goals and objectives to be reviewed and revised annually.

- 516 The accredited organization agrees to a CCAPS evaluation every five years.
- 517 The accredited organization agrees to notify CCAPS of any substantive change in leadership in Pastoral Services.

DOCUMENTATION

- 521 Minutes of Pastoral Services staff meetings are reported, filed and made available to administration.
- 522 Scheduling of staff hours is consistent with patient and staff needs.
- 523 The Pastoral Services staff document their interventions in the record of the patient/resident.
- 524 Pastoral Services staff maintain an ongoing record of indicators which document pastoral services and activities.

Questions about the CCAPS Accreditation Process can be addressed to:

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