COMISS Network

CCAPS Standards

for Accreditation of Pastoral Services
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.

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.
The director evaluates the department's staff and has the authority to take appropriate action. The director effectively utilizes the department's human and economic resources.

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

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

**OTHER PASTORAL SERVICES PROVIDERS**

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

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**

The support staff exhibit an understanding of the role and function of Pastoral Services. The support staff exhibit skills necessary to perform identified tasks.

**Pastoral Care provides a comprehensive program of Pastoral Services.**

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

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

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

Pastoral Services personnel are available for crisis intervention.

Pastoral Services staff provide clinically based ministry.

Pastoral Services has identified personnel available to address the linguistic, cultural and diverse spiritual needs of patients/residents/families and staff.
Pastoral Services has identified comprehensive resources available for pastoral counseling, spiritual direction and other specific spiritual care services.

Religious services and resources are offered utilizing various media.

**ORGANIZATIONAL SERVICE**

Pastoral Services staff are utilized as an ethical resource.

Pastoral Services personnel serve as a resource for staff counseling.

Information regarding the availability of Pastoral Services is included in orientation programs for new employees, professional staff and board members.

The staff demonstrates the ability to function collegially and professionally in relationship to other disciplines.

The staff actively contributes to assigned committees, such as ethics committee, patient/resident care committee, employee assistance committee, etc.

**OUTREACH PROGRAMS**

Pastoral Services are accessible to users throughout the integrated delivery network.

Pastoral Services provides referral services to the religious community when requested by patient and/or family.

**PASTORAL SERVICES QUALITY ASSURANCE**

Pastoral Services has a system of accountability which measures both the quantitative and qualitative aspect of its service.

The Pastoral Services staff is involved in continuous quality improvement efforts or activities in the organization.

Pastoral Services meetings are held at least monthly.

Pastoral Services providers and support staff are evaluated annually.

The director is evaluated annually.

Pastoral Services has specific plans, goals and objectives to be reviewed and revised annually.
The accredited organization agrees to a CCAPS evaluation every five years.

The accredited organization agrees to notify CCAPS of any substantive change in leadership in Pastoral Services.

**DOCUMENTATION**

Minutes of Pastoral Services staff meetings are reported, filed and made available to administration.

Scheduling of staff hours is consistent with patient and staff needs.

The Pastoral Services staff document their interventions in the record of the patient/resident.

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:

**COMISS Commission for Accreditation of Pastoral Services**

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