

4. PERSONNEL

4.1.1. STANDARDS FOR SPIRITUAL AND RELIGIOUS CARE-GIVING WITH PATIENTS (AND THEIR FAMILY MEMBERS)

STANDARD 1

Patients or family members may initiate a request that a Spiritual and Religious Care-giver attend to them.

Physicians, Nurses, Therapists, Unit Teams or any other persons may refer a patient, or family member(s), to a Spiritual and Religious Care-giver. (Note: Patient consent is not required in order to make a referral; of course, consent is to be determined by the Spiritual and Religious Care-giver.)

STANDARD 2

Spiritual and Religious Care-givers will respond to all referrals in a timely manner (for example, normally within 24 hours).

STANDARD 3

All *routine* Spiritual and Religious Care-giving is to be carried out according to normal office hours and/or hospital visiting hours (exact definition may vary from site to site); *however*, when urgent Spiritual and Religious Care is needed by a patient or family member, the Spiritual and Religious Care-giver may be present at any time.

STANDARD 4

Spiritual and Religious Care-givers will wear their hospital identification badges at all times when working in their official capacity.

STANDARD 5

Upon arrival in the Unit where requested, the Spiritual and Religious Care-giver will consult with Nursing Staff regarding pertinent information about the patient, family and situation.

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STANDARD 6

The Spiritual and Religious Care-giver, once with the patient and/or family, will work to support and enhance the resources at the disposal of the client(s). Included in these resources are

- i) the client's communication and involvement with the rest of the multidisciplinary team;
- ii) the client's understanding of the situation, and of any/all decisions to be made;
- iii) the client's emotional and cognitive responses to the situation;
- iv) the involvement of family, friends, and community (including faith community);
- v) the philosophy, spirituality, religious practice and beliefs of the client(s).

STANDARD 7

The Spiritual and Religious Care-giver, throughout her/his work, will gauge the client's willingness regarding the Care-giver's involvement. If the client chooses, "No, I don't want this," the client's direction will be honoured as an exercise of needful control.

STANDARD 8

Spiritual and Religious Care-givers will offer, make arrangements for, and (as authorized) conduct rites and services of worship on behalf of patients and their family members. (This includes baptisms, funerals, weddings, anointing, and other situation-specific liturgies.)

STANDARD 9

Spiritual and Religious Care-givers will record their work (as per record keeping standards – see 2.5. and 2.9.), and take part in multidisciplinary consultation

STANDARD 10

Spiritual and Religious Care-givers will respect the confidentiality of their interventions. (Refer to the statement on Confidentiality)

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STANDARD 11

There shall be no proselytizing, and any complaints of this shall carefully be investigated, and may mean withdrawal of standing and privileges.

STANDARD 12

(Addressing Faith Group Leaders and lay visitors:) Spiritual Care Visitor privileges are to be utilized only when visiting parishioners / congregants / community members. When attending the hospital for self, family or friends, (a) parking is not paid by the hospital, (b) photo ID is not to be worn, (c) 24 hour visiting access does not apply.

STANDARD 13

(Addressing Faith Group Leaders and lay visitors:) Niagara Health's policies concerning workplace environment and relationships apply to Spiritual Care Visitors. Required are freedom from discrimination, aggression and perfumed scent.

STANDARD 14

Any difficulty incurred regarding Spiritual and Religious Care-giving is reported to the site's Co-ordinator of *Spiritual and Religious Care*, who is responsible to take appropriate/necessary action.

STANDARD 15

Spiritual and Religious Care **staff members** are subject to the *Code of Ethics & Professional Conduct* of the Canadian Association for Spiritual Care / l'Association Canadienne de Soins Spirituels. Copies of the *Code* are available from any *Spiritual and Religious Services* staff member's office.