



CCAPS Standards 2021

100. THE ORGANIZATION SEEKING ACCREDITATION	
100.1	Care for the spiritual dimension of the client, family, and organizational community is evidenced in the mission and operation of the organization.
100.2	The organization publicly documents its commitment to the spiritual care of the needs of all persons, as integral to a comprehensive approach to care.
100.3	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.
100.4	The budget includes sufficient funds to meet the operational, programmatic, and capital needs of the Chaplaincy Services program. ¹
100.5	The organization is in good standing with its accrediting body(ies).
100.6	The accredited organization agrees to notify CCAPS of any change in leadership of Chaplaincy Services.

200. CHAPLAINCY SERVICES	
200.1	Chaplaincy Services is the formal and identifiable means to demonstrate the organization's commitment to provide for the spiritual needs of the client, family and organizational community.
200.2	Chaplaincy Services is clearly identified on the organizational chart.

¹ The name for the Spiritual Care department varies from institution to institution. Typically, the department is called pastoral care, chaplaincy services, or spiritual care.



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200. CHAPLAINCY SERVICES	
200.3	Chaplaincy Services has a mission statement congruent with that of the institution as well as written goals, policies, and procedures that are reviewed annually, revised as needed, and approved by administration.
200.4	The Department provides a comprehensive program of spiritual care services.
200.5	Chaplaincy Services has personnel sufficient to meet and implement the goals and objectives of the department and the organization.
200.6	Chaplaincy Services has sufficient support personnel to meet and implement the goals and objectives of the department and the organization.
200.7	Chaplaincy Services are made available to patients/residents/clients and their families as well as to team members within the organization.
200.8	Department personnel demonstrate sensitivity to the sacramental and ritual needs of patients/residents and families and provide for them through both internal and/or external resources.
200.9	Chaplaincy Services personnel are utilized by the organization for crisis intervention.
200.10	Chaplaincy Services personnel have specialized training and experience in the area of their clinical ministry assignment.
200.11	Chaplaincy Services personnel have available to them resources to address the linguistic, cultural and diverse spiritual needs of patients/residents/families and staff.
200.12	Chaplaincy Services has identified resources for referral for pastoral counseling and spiritual direction.



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200. CHAPLAINCY SERVICES	
200.13	Chaplaincy Services offers religious services and spiritual resources appropriate to the setting.
200.14	When operational needs require the use of chaplaincy personnel from outside of the facility, a formal agreement is made and documented.

300. BUDGET	
300.1	Within the contexts of the organization and the profession, the salaries of the Chaplaincy Services personnel are consistent with their education, training and responsibilities. The salaries are based on market analysis of comparable institutions and fall in the middle range or higher and take into consideration salary surveys by professional chaplaincy organizations.
300.2	The budget provides for the availability of Chaplaincy Services 24 hours a day, seven days a week, 365 days per year.
300.3	The budget provides adequate funds for operational expenses and office equipment and supplies.
300.4	The budget provides funds for the continuing professional education and development of all full-time chaplain employees.
300.5	The budget provides funds for the payment of professional dues to the chaplain's certifying organization.
300.6	The budget provides funds for books and periodicals in the field of spiritual care.



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300.1 FACILITIES & EQUIPMENT	
301.1	Space is available for private, confidential, and professional consultation.
301.2	Each full-time chaplain has an individual work area.
301.3	Space is available for departmental meetings.
301.4	Chaplaincy Services provides for confidential record keeping,
301.5	Space is available for a departmental library, which can be a section in the institution's library.
301.6	Chaplaincy Services has identified departmental office space.
301.7	Chaplaincy Services has access to adequate and well-functioning equipment and software appropriate to their scope of practice including telephones, mobile communication devices (pagers/cell phones), computers, printers, scanners, and photocopiers.
301.9	The organization provides a dedicated space for worship, meditation and memorial services that is designed to be sensitive to a broad range of religious traditions.
301.10	All Chaplaincy Services facilities are well-identified, attractive, carefully maintained, easily accessible, and barrier free.

400. PROFESSIONALISM	
400.1	A fully developed chaplaincy program includes a variety of personnel who are qualified and trained to perform their assigned duties.



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400. PROFESSIONALISM	
400.2	Chaplains in the department are certified by a national chaplaincy credentialing agency. Membership of that agency in COMISS is preferred.
400.3	Chaplains in the department provide annual documentation of their good standing with their credentialing agency(ies).
400.4	Chaplains in the department provide a copy of their annual continuing education report to the Director and verification that their peer review is current.
400.5	Chaplains in the department have current endorsement by a religious endorsing body (or a letter of endorsement from a faith group that has no endorsing body). The current endorsement is on file for each chaplain.
400.6	Chaplaincy staff demonstrate the ability to minister to persons of diverse cultural and religious backgrounds through appropriate continuing education and through institutional assessment and evaluation instruments or procedures.
400.7	Members of the department adhere to a professional code(s) of ethics that is specified in departmental and/or institutional policies. This may include the code of ethics of the individual's board certifying agency, the code of ethics of the Chaplaincy Services department, the code of conduct of the institution, and other such codes as are relevant.
407.8	Chaplains in the department are research literate, demonstrate awareness of evidence based practices in the literature, and are utilized as a spiritual care resource in performance improvement and research studies within the organization.
400.9	Chaplains, individually and as a department, are recognized as an integral part of the interdisciplinary team and function effectively therein.



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400. PROFESSIONALISM	
400.10	Chaplaincy Services personnel demonstrate awareness and integrated practice of at least one of the standards of practice/scope of practice documents issued by national organizations that are members of COMISS, such as the Association of Professional Chaplains, the College of Pastoral Supervision and Psychotherapy, or the HealthCare Chaplaincy Network.

401. THE DIRECTOR OF CHAPLAINCY	
401.1	The Director of Chaplaincy Services reports to upper management (e.g., the CEO or an appropriate Vice President).
401.2	The Director of Chaplaincy Services has a private office.
401.3	The Director of Chaplaincy Services meets all of the criteria expected of the departmental professional staff including board certification (311).
401.4	The Director has formal training in management and team leadership and/or significant experience therein.
401.5	The Director provides for the planning and coordinating of staffing.
401.6	The Director provides for the evaluation of departmental staff and has authority, in collaboration with Human Resources and other managers in Chaplaincy Services (if any), to take appropriate action. The range of appropriate action may include commendation, promotion, and various forms of correction up to and including termination of employment.
401.7	The Director effectively utilizes the department's human and economic resources.



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401. THE DIRECTOR OF CHAPLAINCY	
401.8	The Director has responsibility for the provision of Chaplaincy Services as delineated by and provided for by administration.
401.9	The Director demonstrates awareness of national and local trends in healthcare policies, funding, and other issues that affect the organization and the role of the Department in supporting the needs of the institution.
401.10	The Director provides for a program of continuing education for the department that takes into account research studies and evidence based practices in the field.

402. OTHER SPIRITUAL CARE PROVIDERS RECOGNIZED BY THE ORGANIZATION	
402.1	All spiritual care providers utilized by the institution, whether contract, on-call, student and/or volunteer spiritual service providers are screened, trained, and follow a clear (written) path of accountability and supervision.
402.2	All spiritual care providers utilized by the institution are accountable, either directly or indirectly, to the Director of Chaplaincy Services.

403. OUTSIDE CLERGY	
403.1	Community and other clergy are not considered as spiritual care providers for the organization unless they are formally recognized by the institution as an employee, student, or volunteer.
403.2	The organization has a policy providing for the needs of visiting clergy including parking, visitation, and space.



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403.3	The organization has a policy for outside clergy that clarifies what information they may or may not have access to in compliance with HIPPA regulations.
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404. CHAPLAINCY SERVICES SUPPORT STAFF	
404.1	Support staff exhibit an understanding of and appreciation for the role and function of the department.
404.2	Support staff have the skills necessary to perform their duties, tasks, and role in the department.

405. OUTREACH PROGRAMS	
405.1	Chaplaincy Services are accessible to users throughout the integrated delivery network, consistent with the institution's mission, values, and purpose.
405.2	Chaplaincy Services makes referrals to and has an up-to-date list of religious resources within the community in order to make referrals when requested by the patient/resident or the healthcare proxy.

500. INTEGRATION INTO THE ORGANIZATION	
500.1	Chaplaincy Services has a written Scope of Practice that has been approved by administration.
500.2	Chaplains serve as a resource for team member support and work cooperatively with the Employee Assistance Program or other staff support resources of the organization.



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500. INTEGRATION INTO THE ORGANIZATION	
500.3	Information regarding the availability of Chaplaincy Services is included in orientation programs for new employees, professional staff and board members.
500.4	Chaplains function collegially and professionally in relationship to other disciplines.
500.5	Chaplains are members of and actively contribute to assigned committees (such as ethics committee, patient/resident care committee, employee assistance committee).
500.6	Chaplains participate as team members in intradisciplinary patient/family conferences.
500.7	Chaplains are utilized as a resource for clinical and institutional ethics.
500.8	Organizational policies and procedures mandate the use of chaplaincy services in certain instances and support the Department's Scope of Practice.

600. DOCUMENTATION, EVALUATION AND QUALITY	
600.1	Chaplaincy Services has a system of accountability which measures both the quantitative and qualitative aspect of its service.
600.1	Chaplaincy Services is involved in the continuous quality improvement efforts or performance improvement activities within the department and in the organization.
600.2	The Department has a current strategic plan that is based on survey or other data of the spiritual care needs of all sectors of the organization and that has the approval of administration.



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600. DOCUMENTATION, EVALUATION AND QUALITY	
600.3	Chaplaincy Services department meetings are held at least once per month.
600.4	Minutes of Chaplaincy Services team meetings are reported, filed and made available to administration.
600.5	Chaplaincy Services providers and support staff, including the Director, are evaluated annually or more frequently as required by their organization.
600.6	Chaplaincy Services has specific plans, goals and objectives that are reviewed and revised annually and that take into account the mission, goals, and needs of the organization.
600.7	Scheduling of staff hours is consistent with and adequate for the Department's Scope of Practice and the needs of the organization.
600.8	Chaplains document their interventions in the record of the patient/resident.
600.9	Chaplaincy Services maintain an ongoing record of indicators that document pastoral services and activities.
600.10	During its period of accreditation, Chaplaincy Services, on behalf of the organization, will submit an annual report to CCAPS and will undergo a mid-cycle review.

Questions about the CCAPS Accreditation Process can be addressed to:

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