



**PRESIDENT'S FAMILY JUSTICE CENTER INITIATIVE**  
**CHAPLAINCY GUIDELINES PROTOTYPE**

**The Tasks of the FJC Chaplaincy Team Member**

- Assist where chaplaincy services manager and/or FJC staff see greatest need.
- If all volunteer positions are filled, serve as chaplain services provider in the chaplain office but also remain available to serve as a backup for other areas when needed.
- Work as a team with a variety of helping agencies and with staff and volunteers from diverse religious backgrounds.
- Be willing to do what is assigned and recognize your role as a spiritual care provider.
- Have compassion for community members with diverse cultural and religious backgrounds.
- Be alert to stress levels of others and be an instrument of de-escalation should emotions flare.
- Defer to the chaplaincy services manager when special circumstances arise.
- Refrain from proselytizing or preaching.
- Provide sacred literature when requested by the client. Such literature should be in accord with the client's faith tradition and not that of the chaplaincy team member.
- Be respectful in assessing if prayer is requested and never insist on prayer.
- If requested by a client of faith, move to the chaplain's office or a more private space designated for chaplaincy purposes (e.g., meditation room).

- Understand the importance of listening and talking only when it facilitates a supportive role.
- Understand the importance of interventional strategies.
- Provide a supportive presence.
- Practice active listening skills.
- Provide hope and empathic care and comfort.
- Suggest other FJC support services and referrals as needed.
- Ensure practical assistance is available.
- Complete the monthly time card and turn in to the chaplaincy manager.
- Report to FJC during scheduled shift.
- Should you need to cancel your shift, contact the chaplaincy manager with the change.

### **The DON'Ts of a Chaplaincy Team Member**

- DON'T proselytize.
- DON'T treat the FJC as a site for evangelism, new congregation members or missionary activity.
- DON'T enter restricted areas (if any).
- DON'T push sacred text or prayer on people.
- DON'T take on other social service or legal roles.
- DON'T give out personal business cards or information about your own religious congregation.
- DON'T act independently of the Family Justice Center's guidelines.
- DON'T talk to the press or take on the role of FJC spokesperson.
- DON'T wear clothing with specialized religious logos.
- DON'T wear the FJC ID badges outside of the service area.
- DON'T assist at a service area unless properly scheduled.
- DON'T finish assignment without properly checking out.
- DON'T intrude on families unless requested or referred.
- DON'T be directive, that is, don't ever tell a client what to do. Instead, provide options, resources and referrals.
- DON'T make promises you can't keep.

*Adapted from the Chaplain's Department guidelines of the San Diego Family Justice Center.*