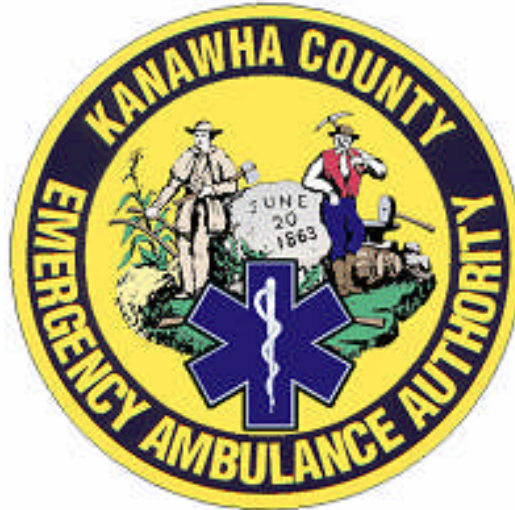


**Kanawha County  
Emergency Ambulance Authority**



**601 Brooks Street  
Charleston, West Virginia 25301**

**Chaplain Corp Plan**

## EMS Prayer

*As I perform my duty Lord  
Whatever be the call,  
Help to guide and keep me safe  
From dangers big and small.  
I want to serve and do my best  
No matter what the scene,  
I pledge to keep my skills refined,  
My Judgement quick and keen.  
This calling to give of myself  
Most do not understand,  
But I stand ready all the time  
To help my fellowman.  
To have the chance to help a child  
Restore his laugh with glee,  
A word of thanks I might not hear,  
But knowing is enough for me  
The praise of men is fine for some,  
But I feel truly blessed,  
That you, oh Lord have chosen me  
To serve in EMS!*



Each of the six "points" of the star represents an aspect of the EMS System.

- 1) Detection
- 2) Reporting
- 3) Response
- 4) On Scene Care
- 5) Care In Transit
- 6) Transfer to Definitive Care

The staff on the star represents Medicine and Healing

#### Numbers 21:4 -9

They traveled from Mount Hor along the route to the Red Sea, to go around Edom. But the people grew impatient on the way; they spoke against God and against Moses, and said, "Why have you brought us up out of Egypt to die in the desert? There is no bread! There is no water! And we detest this miserable food!"

Then the LORD sent venomous snakes among them; they bit the people and many Israelites died.

The people came to Moses and said, "We sinned when we spoke against the LORD and against you. Pray that the LORD will take the snakes away from us."

So Moses prayed for the people.

The LORD said to Moses, "Make a snake and put it up on a pole; anyone who is bitten can look at it and live."

So Moses made a bronze snake and put it up on a pole. Then when anyone was bitten by a snake and looked at the bronze snake, he lived.

#### John 3:14-16

Just as Moses lifted up the snake in the desert, so the Son of Man must be lifted up, that everyone who believes in him may have eternal life.

"For God so loved the world that he gave his one and only Son, that whoever believes in

him shall not perish but have eternal life.

## **Preface**

The Kanawha County Emergency Ambulance Authority is a nonprofit organization created in 1977 by the Kanawha County Commission under the Emergency Services Act of 1975. The primary purpose of the Ambulance Authority has been to provide emergency ambulance service to the citizens of Kanawha County.

The Authority has continued to grow and evolve since its inception in order to meet the needs of a changing community. With this growth, the employee base has at least doubled in size along with a greater call volume. Stress is an ever-present commodity for the EMS worker and at times is much greater than many may realize.

Starting in August, 2000, a Chaplain group was created in West Virginia with the Kanawha County Emergency Ambulance Authority. Five individual EMS personnel employed by the company initially staffed the group. This program utilized the military chaplain design, since most EMS is paramilitary in structure. The program is unbiased, non-denominational, and mirrors the military's tolerance and respect for all spiritual beliefs. All personnel included in the program were required to meet a set training course and produce a written ecclesiastical endorsement from their denomination.

The group Facilitator met with the Executive Director and Chief of Operations with an outlined plan, and upon approval, the program was implemented. The Executive Director then authorized a formal training program and the addition of monthly board meetings. With these training programs in place, the Chaplains will be able to work through issues that impair the EMS worker on the job while adding quality to their overall well being.

All feedback indications are that the Chaplains group has been well received by the staff, administration and field crews. The Executive Director further endorsed this to all employees in written form via email.

## **PURPOSE OF THE KCEAA CHAPLAINCY PROGRAM**

The field of emergency services is changing. In West Virginia and all across the country, emergency professionals are faced with stressful situations on a daily basis. This stress can present itself in a vast array of physical, emotional and spiritual abnormalities and challenges. To this regard, Chaplains exist to offer appropriate peer support to those in need through a comforting, compassionate and caring manner. A Chaplain also attempts to meet the spiritual needs of a person "where they are," while serving God and Humanity.

EMS (Emergency Medical Service) Chaplains are truly home missionaries, providing a necessary witness of the love of God based on Scripture. A Chaplain may minister outside the traditional boundaries of the local church, within a unique subculture of people, such as to the men and women in emergency services.

Due to the very nature of emergency services, the EMS Chaplain must be available for assistance at all times, and must be a specifically trained individual who has been called by God to serve in this capacity. Thus, a Chaplain must be a spiritually mature person with a background in service to God prior to becoming a Chaplain.

The Chaplain does not replace the home church or pastor, but seeks to support the concern of every church for its members who may be in professions with special risks or needs. Moreover, the Chaplain must be for the advantage of every member of the Department, regardless of his or her nationality, race, sex or religion.

## **MISSION STATEMENT**

By providing effective ministry to EMS personnel, the KCEAA Chaplain Program will strive to achieve goals by serving God and humanity. By the nature of their work, EMS personnel may need the assistance provided by a thoughtful, caring support organization such as Chaplains. This, we will strive to build, with God's help.

## **OBJECTIVES**

1. To minister to those who are in an emotional, physical, or environmental crisis in a way that uplifts, encourages, and strengthens both the KCEAA employee and family.
2. To provide a ministry that is rooted through scripture and which ascribes to the highest moral standards possible, while refraining from being dogmatic.
3. To offer an alternative means of relational and/or spiritual peer support for those in need by providing assistance "where they are."
4. To ensure that the mission of the Chaplains program is carried out through visitation, peer support as needed, CISM when called upon, card ministries, and available special spiritual resources that are situational appropriate.
5. To be available to provide peer support at all times for crisis intervention and disaster assistance. Contact can be established with the Chaplains via pagers, phone, on duty Supervisors and the Communications Center.
6. To develop a compassionate ministry through the creation of a resource book that will allow us to offer extended community services to those in need.

## **STAFFING**

The KCEAA Chaplain Corp shall consist of like trained individuals who are current employees of KCEAA, have felt God's calling into the field of ministry, and have a written ecclesiastical endorsement from his/her Church or equivalent. All members of the KCEAA Chaplain Corp will be required to successfully complete a training program. A more detailed training outline will be provided later in the manual.

The Chaplain Corp shall consist of the following elements:

- Head Chaplain – responsible for reporting to administration, supervising Chaplain Activities and finances.
- Field Chaplains – Chaplains assigned to Operations various departments within KCEAA.
- Pastoral Senior Advisors – responsible for overseeing the sacraments and education for the Chaplains, the person(s) the Chaplains may go to for religious leadership or questions. These people will not be KCEAA employees.
- Charleston Area Religious Leaders Association – An external organization that will aid the KCEAA Chaplain Corps in their endeavors.

## KCEAA Chaplain Job Description

Job Title: Chaplain

Primary Duty: Chaplain

Collateral Duty: Operations assignment based on certification

Description: *A Chaplain by definition is a person who attempts to meet the spiritual needs of a person “where they are”, and ministers to a unique subculture of people.*

By providing effective ministry to EMS personnel, the KCEAA Chaplaincy Program will strive to achieve goals by serving God and humanity. By the nature of their work, EMS personnel may need the assistance provided by a thoughtful, caring support organization such as Chaplains. This, we will strive to build, with God’s help. The Chaplain does not replace the home church or pastor, but seeks to support the concern of every church for its members who may be in professions with special risks or needs. Moreover, the Chaplain must be for the advantage of every member of the Company, regardless of his or her nationality, race, sex or religion.

The Chaplain will perform his/her job duties by meeting these goals:

- The Chaplain is required to have a written Ecclesiastical endorsement from their Church or equivalent.
- The Chaplain will be trained in all elements required for effective service to the EMS worker.
- The Chaplain operates at the will of the commander and is to take on the role of a servant to the EMS worker.
- The Chaplain shall not publicly criticize any KCEAA policy or the actions of any KCEAA employee.
- The Chaplain is expected to be an Ambassador for the Company and uphold all expectations detailed in the KCEAA Personnel Manual.
- The Chaplain will show respect to all personnel through his/her words and actions.
- Execute “Special Details” from the direction of the Head Chaplain when called upon.
- To ensure that the mission of the Chaplain program is carried out through visitation, peer support as needed, CISM when called upon, being a positive role model, and being an available spiritual resource that is situation and socially appropriate.

- To minister in a way that uplifts, encourages, and strengthens both the KCEAA employee and family. To provide a ministry that is rooted through scripture and which ascribes to the highest moral standards possible, while refraining from being dogmatic.
- All communications between a Chaplain and client will be considered confidential and will only be discussed with a fellow Chaplain in the event assistance is needed.
- Maintain contact with the Operations Department to provide for the well-being of the employee and to offer a means of relational spiritual peer support for those in need by providing assistance “where they are.”
- Become familiar with the Companies Employee Assistance Program and Company Insurance Policies.
- The services provided through the Chaplain will be that of a spiritual nature and peer support, according to scriptural doctrine. At no time shall the Chaplain delve into the psychiatric field of mental health counseling.
- The Chaplain must accept the Chaplaincy with pride but serve in it with humility, continually calling on God for strength and wisdom.
- Conducting/Assisting with funerals, weddings and sacraments at the request of an employee.

## TRAINING

- Each Chaplain is required to have a written Ecclesiastical endorsement from their Church or equivalent.
- The Chaplain Corps has two Senior Advisors who are both PhDs. They will advise the Pastoral Manager as to Education and Structure.
- Each new chaplain entering the program will be required to attend a chaplain orientation module and have Basic and Pastoral CISM within their first year.
- Every three years each Chaplain must provide proof of training in the following areas...

HOSPITAL CHAPLAINCY	4	HRS
WEDDINGS AND FUNERALS	4	HRS
MINISTERIAL ETHICS	4	HRS
GRIEF AND BEREAVEMENT	4	HRS
LINE OF DUTY DEATH	4	HRS
INTRODUCTION TO SOCIAL WORK	4	HRS
SACRAMENTS AND ORDANANCES	4	HRS
SERMON AND LESSON PREPARATION	4	HRS
RELIGIOUS DIVERSITY	8	HRS
TOTAL HOURS	40	HRS

## **OPERATING PROCEDURES**

### **2007.01 KCEAA Standard Operating Procedure Chaplain Call Out Procedure**

1. Chaplains for KCEAA will be available on a continuous basis via pager through KCEAA Shift Commander and KCEAA Dispatch utilizing a current list provided by the Head Chaplain.

2. For CISM the Head Chaplain will be contacted through the KCEAA Shift Commander or KCEAA Dispatch.

- When a Shift Commander or Department Head feels a Chaplain should be notified for any reason, they are to contact the Head Chaplain or his/her designate.
- When an employee calls their Supervisor, Scheduling or Dispatch on a matter that may need a Chaplains attention, the person receiving the call may ask...  
“Would you like a Chaplain notified?” If so, use the following guide...
  - Contact Communications for activation of this procedure.
  - The Communications Center will then...
    - Activate the Chaplain Group Page unless a specific Chaplain is requested, if so, contact the specific Chaplain.
  - When the Chaplain Group page is activated, the first Chaplain to call in to accept the detail will be given instructions from the Dispatcher or Scheduler.
  - The Dispatcher or Scheduler is then to activate the group page again to inform the other Chaplains who accepted the detail.

For the following...

- Line of duty injury requiring hospitalization
- Hospital admission of an employee
- Line of duty death
- Death of an employee immediate family member
- Anytime the employee/family requests a Chaplain
- Anytime the KCEAA Scheduler or Dispatcher feels appropriate

...the Chaplain Group page shall be activated.

Any questions or concerns regarding Chaplain Duties to be directed to the Head Chaplain, Mike Jarrett

**2007.02 KCEAA Standard Operating Procedure  
Chaplain Fuel Procedure**

KCEAA Chaplains, when called upon to perform duties shall make every attempt to utilize company vehicles to carry out their assigned details. If this is performed, then the fuel shall be handled per current company policy. When a company vehicle is not available or not prudent to be utilized, the Chaplain will be reimbursed per company policy for mileage at the current rate as established by the KCEAA Employee Personnel Manual. In order for reimbursement to take place certain criteria **MUST** be met and are outlined below:

- The Chaplain Mileage log must be completed and turned into the Head Chaplain along with a brief description of the detail.
- The Head Chaplain will complete the form required for reimbursement and forward them to the appropriate persons.
- The Head Chaplain will review and sign off as approved and forward to payroll department for check issue.
- On occasion, the Chaplain may be issued a company fleet card for fuel purchase. These credit cards will be signed out from the Head Chaplain on an as needed basis. These cards are to be utilized for **FUEL PURCHASE ONLY**. No other items may be on the receipt.
- Upon completion of the assigned duty, the Chaplain will return the fuel card with receipt to the Head Chaplain within 24 hours.