

1

---

---

---

---

---

---

---

---



2

---

---

---

---

---

---

---

---


**Level 3: COH – Focus and Goals**

**CENTRAL FOCUS:**  
To further develop a COH understanding of the necessary components for success in this ministry

**COURSE GOALS:**  
To offer insights and application of chaplaincy principles

Students will study:

- 1) Ministry Development
- 2) Advanced / Specialized Development
- 3) Personal Development (LAB)

3 

3

---

---

---

---

---

---

---

---

### ***Level 3: Table of Contents***

**1. Ministry Development:**

Success as a Chaplain - The Power of Presence  
The Importance of Character - 9 Essential Character Traits  
Guard Your Heart  
Seeing your role as a COH

**2. Advanced/Specialized Development/Chaplaincy in High Risk Areas**

Culture - Understanding Those You Serve / Competency  
Stress - Recognition / Management / Stress Survival Skills / Intervention  
Death Notification – Who is Your Audience / P.A.R.I.S. Model / ABC's / Children  
Trauma / Fatigue

**3. Personal Development (LAB)**

A Healthier You: Self-Care and Resilience  
Qualities of Resilience  
Pre and Post Resilience



4

---

---

---

---

---

---

---

---

4

### ***Success in the Community as a COH***

The look of success must include views from **ALL Sides**  
or a very untrue picture of the journey to success

***Chaplaincy, what is it to you?***

**Chaplaincy is a ministry of presence!**

- ✓ Showing up / Just being there
- ✓ Your presence is a ministry – a gift of yourself to another
- ✓ Loving a person by giving them yourself
- ✓ Not necessary to “have any answers”
- ✓ Not necessary to “say the right thing”
- ✓ Not necessary to “say anything at all”



5

---

---

---

---

---

---

---

---

5

### ***The Power of the Ministry of Presence: Job***

- ❖ Lost everything
- ❖ His friends showed up
- ❖ They sat with him & said nothing
- ❖ They blew it & tried to explain what happened to Job.
- ❖ God rebuked them & asked Job to pray for them
- ❖ **Never underestimate the ministry of your presence; it is the pathway to success!**



6

---

---

---

---

---

---

---

---

6

# Success!

**Success** isn't something we can determine ourselves, but we can advance the process by determination & dedication to those we serve as a COH.



7

7

---

---

---

---

---

---

---

---

## What can you do to be more successful in your role as a COH?

- ✓ **Be Submitted To God**
- ✓ Be Real
- ✓ Be Calm
- ✓ Become Bilingual

**BE SUBMITTED TO GOD!**



8

8

---

---

---

---

---

---

---

---

## God your "Appointment Secretary"

- In many ways, the emergencies chaplains respond to are like their own personal burning bushes
- Like Moses, chaplains are called to alter their schedule when needed
- Submission to God brings spiritual growth, bringing change which is never easy.
- In the COH core group, **God is Calling** the chaplains to move from a shallow life of religious activity to a **deeper spiritual relationship with God & others.**



9

9

---

---

---

---

---

---

---

---



### ***Submission Involves Trust!***

- **Submission** also involves availability. A chaplain is one who is available, who will answer the call.
- This means a willingness to get out of the office & into the world, where service can be rendered.
- A Chaplain must trust that God will do what He wants done thru them & they let God work thru them

Requires obedience – **MOVING WITHOUT QUESTION**



---

---

---

---

---

---

---

---

10

### ***What can you do to be more successful in your role as a COH?***

- ✓ Be Submitted To God
- ✓ ***Be Real***
- ✓ Be Calm
- ✓ Become Bilingual

***BE REAL - NOT PERFECT***



---

---

---

---

---

---

---

---

11

### ***BE REAL-NOT PERFECT!***

- There is no place in chaplaincy for what might be called the Politician, Clergy or Layperson; those clergy or laypeople who adopt a persona of “clergy hood”. They have an ecclesiastic aloofness that seems to be erected as a wall around who they really are.
- ***The average church attendee may accept or even expect it, but it won't get you very far in the average community.***
- Chaplains need to model vulnerability & openness with those they serve.



---

---

---

---

---

---

---

---

12

**BE REAL-NOT PERFECT!**

- **Be comfortable in your own skin**
- Requires You to understand who you are – Your “Lot In Life” Ecclesiastes 5:18-19 NLT
- You are a unique person, created by God
- *Hebrews 13:13, TPT – **We join Him, Partner with Him***
- John Wesley, “Without God, man can’t, Without Man, God won’t.”



---

---

---

---

---

---

---

---

13

**What can you do to be more successful in your role as a COH?**

- ✓ Be Submitted To God
- ✓ Be Real
- ✓ **Be Calm**
- ✓ Become Bilingual

**BE CALM – RETAIN VALUE**



---

---

---

---

---

---

---

---

14

**BE CALM – RETAIN YOUR VALUE**

- ❖ A huge part of what chaplains do is summed up by the phrase, “**Ministry of Presence.**” That is, chaplains are the presence of God in the lives of everyone they encounter.
- ❖ Chaplains need to exhibit that “peace that passeth understanding” & be the calm at the center of the storm.
- ❖ ***Calmness is not oblivion to one’s surroundings.***



---

---

---

---

---

---

---

---

15

**BE CALM – RETAIN YOUR VALUE**

- ❖ This calmness comes from experience, so chaplains need to get all they can as fast as they can. Learning the sights, sounds, & even smells of what a chaplain is exposed to helps to build situational awareness.
- ❖ **Experience will teach a COH** how to be fully aware of everything that is going on around them, enabling them to remain safe, while focusing on the need of those they are ministering to.



16

---

---

---

---

---

---

---

---

**What can you do to be more successful in your role as a COH?**

- ✓ Be Submitted To God
- ✓ Be Real
- ✓ Be Calm
- ✓ **Become Bilingual** (even a small understanding of a second language can be very helpful)



17

**BECOME BILINGUAL – COMMUNITY RELEVANT**

**BECOME BILINGUAL – BE COMMUNITY RELEVANT**

- Every profession has its own **jargon- terms & phrases** that will show whether one is an insider or an outsider
- If chaplains expect to be accepted by a community, they need to learn to speak their **language** & how to communicate **spiritual truth** in non-religious language
- Important to remember that along with language comes **culture**
- Learning culture means becoming immersed in it which takes time



18

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



# Success!



**Many trials will come your way as a COH**

*Consider it all joy, my brethren, when you encounter various trials, knowing that the testing of your faith produces endurance.*

James 1:2-3

**What Success Really Looks Like**



19

---

---

---

---

---

---

---

---

19

## CHAPLAINS of HOPE

MINISTRY OF

# HOPE

Advanced  
Chaplains Of Hope

The Importance of  
Character



20

---

---

---

---

---

---

---

---

20

### **What would you call the sum-total of your choices?**

- Failure & disappointment are part of the journey. They are how we discover our need of **God** who **trumps our abilities & choices**
- COH must understand their constant need for God's guidance.
- A good chaplain must do as John, **"decrease that Christ might be made known"**
- A chaplain should represent the Body of Christ as a whole
- God has **placed you in the "body" for His purposes**



21

---

---

---

---

---

---

---

---

21

## What is Character?

**Character** is the sum total of a person's ethical and moral qualities & is demonstrated through the choices we make

Abraham Lincoln once said, *"Character is like a tree & reputation like its shadow. The shadow is what we think of it; the tree is the real thing."*



22

---

---

---

---

---

---

---

---

22

## Thomas Macaulay

*"The measure of a man's character is what he would do if he knew he never would be found out."*

### Fact:

The Choice is always mine to make, so my character is always a matter of my choice, & thus it is my responsibility.



23

---

---

---

---

---

---

---

---

23

## What is Character?

*Your character is the real you; you cannot separate what you do from who you are.*

### High Value Character Traits:

- Integrity
- Courage
- Honor
- Honesty
- Fortitude



24

---

---

---

---

---

---

---

---

24



## What Does God Say About Character?

- God absolutely cares about character; it could be said the Bible is a character textbook
- Adam's story is filled with numerous character lessons. When he sinned, Adam's character demonstrated rebellion & rejection of God
- Adam, created *physically & morally perfect*, **chose to disobey God**, & character is always the result of choices



---

---

---

---

---

---

---

---

25

## Pride

*Words of prophet Obadiah, written thousands of years later, ring true for Adam as they do for us today*

- Adam's actions included disobedience, and a lack of submitting to God, which is what we call **P-R-I-D-E!**

*The pride of the heart has deceived you... Obadiah 1:3*



---

---

---

---

---

---

---

---

26

## Humility

- Since the beginning, God has been guiding His children to develop positive character traits
- God's Word is packed with instructions concerning how a person with godly character is to both **think & act**

*One of the most important traits of godly character is **humility**, which is the polar-opposite of pride.*



---

---

---

---

---

---

---

---

27

## 9 Essential Character Traits



28

---

---

---

---

---

---

---

---

## 9 Essential Character Traits

1. A Good COH **Seeks God's Direction**. Is there anything more important in a COH than seeking God's direction?

2. A Good COH is **humble**, not arrogant.  
A *know-it-all* person on the mission field is dangerous, the "submit-or-else" person is too.  
***"Everyone who is arrogant in heart is an abomination to the Lord; be assured, he will not go unpunished."***  
*Proverbs 16:5*

29

---

---

---

---

---

---

---

---

## 9 Essential Character Traits

3. A good COH is a **peacemaker**.  
*When man's ways please the Lord, he makes even his enemies to be at peace with him." Proverb 16:7*

- We must never lose our ability to **empathize** with others & what they are going through
- **Flexibility** in our approach & **Compassion**
- God calls us to be **steadfast**, however, He didn't call us to be jerks, when our "**boldness**" is interpreted as "**coldness**," we are not doing something right!

30

---

---

---

---

---

---

---

---

### 9 Essential Character Traits

4. A good chaplain is **fair and just.**

*“Better is a little with righteousness than great revenues with injustice”* Proverb 16:8

- A chaplain should believe in goals & working hard to achieve them
- The end always justifying the means is simply not true.
- A COH should be more interested in **doing things the right way the first time**
- *“Whatever you do, work at it with your whole being, for the Lord and not for men, because you know that you will receive an inheritance from the Lord as your reward. It is the Lord Christ you are serving.* Colossians 3:23-24



31

---

---

---

---

---

---

---

---

31

### 9 Essential Character Traits

5. A good chaplain surrounds their self with **honest, trustworthy counselors & listens to them.**

*“Righteous lips are the delight of a king, and he loves him who speaks what is right”* Proverb 16:13

- Sometimes **personal insecurity** can drive someone to seek only positive reinforcement for every decision they make.
- An **effective chaplain** will surround themselves with smarter people, who are willing to speak their minds & offer sound counsel.

*“Without counsel plans fail, but with many advisers they succeed”* Proverbs 15:22



32

---

---

---

---

---

---

---

---

32

### 9 Essential Character Traits

6. A chaplain is **humble!**

*“Pride goes before destruction, and a haughty spirit before a fall.”* Proverb 16:18

- **Never allow your calling to fall to the seductive draw of recognition, popularity, & rewards** given by a fallen world - once you do you are no longer serving the Kingdom of God, but the **kingdom of self.**
- Everyday we see people who build empires around themselves only to watch their world crumble to ruins. Pride crept in. **Their ego** got in the way of God.

*“It is better to be of a lowly spirit with the poor than to divide the spoil with the proud”* Proverbs 16:18



33

---

---

---

---

---

---

---

---

33



## 9 Essential Character Traits

### 7. A chaplain is **sensible & kind**.

*"Good sense is a fountain of life to who has it, but the instruction of fools is folly. The heart of the wise makes his speech judicious and adds persuasiveness to his lips."* Proverbs 16:22-23

- As a chaplain you may be responding to someone's darkest day. Portray the character of God, the nature of **His love**, & the wisdom of **His Word**.  
*"Your speech must always be **with grace**, as though seasoned with salt, so that you will know how you should respond to each person."* Colossians 4:6
- You don't need to know what to say all the time. If you don't have the words to say, allow the Holy Spirit to be your guide.
- It is possible that all God wants in this situation is the power of **His presence** through you.



34

---

---

---

---

---

---

---

---

34

## 9 Essential Character Traits

### 8. A chaplain is **slow to anger**.

*"Whoever is slow to anger has great understanding, but he who has a hasty temper shows great Foolishness."* Proverbs 14:29

- An angry chaplain is an **ineffective chaplain**.  
*"For man's anger does not bring about the righteous life that God desires."* James 1:20
- A COH will never find success if their attitude doesn't line up with their calling.
- **Knowing & addressing anger before ministering to others is key to your success as COH**  
*"He who is slow to anger is better than a warrior, and he who controls his temper is greater than one who captures a city."* Proverbs 16:32



35

---

---

---

---

---

---

---

---

35

## 9 Essential Character Traits

### 9. A chaplain has a **teachable spirit & applies themselves as a good learner**.

*"How much better to get wisdom than gold! To get understanding is to be chosen rather than silver."* Proverbs 16:13

- Learning is a *lifelong* experience.
- A *good Chaplain* should be able to teach others as well.



36

---

---

---

---

---

---

---

---

36



37

---

---

---

---

---

---


---

---

**Guard Your Heart**

*“Watch over your heart with all diligence, for from it flows the spring of life.” Proverbs 4:23*

- ❖ Today’s secular world places emotions & feeling as something that is a matter of the heart, but biblically the heart is the center of knowledge, understanding, thought, & wisdom
- ❖ If you noticed, Proverbs 4:23 didn’t tell us that God will guard our hearts. No, **We MUST guard our hearts.**



38

---

---

---

---

---


---

---

---

**Guard Your Heart**

- ❖ To guard or to keep in scripture means to set a watchmen over your heart
- ❖ Allow the **Holy Spirit** to be the One appointed to that position; He can bring the Word of God to the heart in difficult times in ministry.
- ❖ ***If we don’t learn God’s Word & write it on the “tablets of our heart,” then the Holy Spirit can’t remind us of what God’s Word says.***
- ❖ We must stay in His word & constantly continue to learn to better serve those God places in front of us.



39

---

---

---

---

---

---

---

---

## Guard Your Heart

- ❖ We must never forget that our heart will never be perfect. We all have areas of our hearts that are weak spiritually. Those that think they don't have any weaknesses of the heart are usually the ones that fall the hardest. (PRIDE!)
  - ❖ As a chaplain **we have an enemy waiting in the shadows** looking for weakness in our heart & **he intends to break through our defenses** to "steal, kill, and destroy" all that God is doing through us.
- "He gives strength to the weary and increases the power of the weak." Isaiah 40:29**



40

---

---

---

---

---

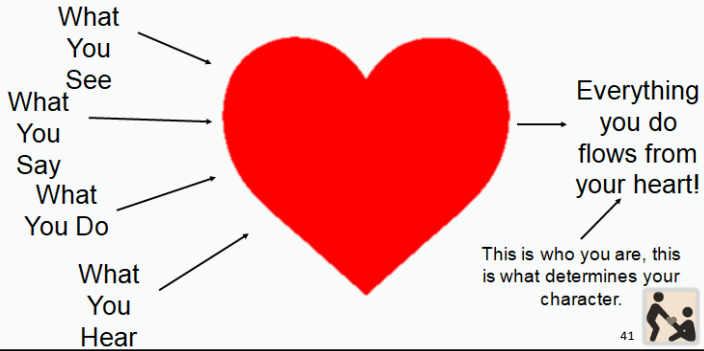
---

---

---

40

## Above All Else Guard Your Heart Proverbs 4:23



41

---

---

---

---

---

---

---

---

41

## CHAPLAIN OF HOPE

**Seeing your role as a  
Chaplain of Hope**



42

---

---

---

---

---

---

---

---

42



**BEING MADE OVER IS RARELY INSTANTANEOUS; IT'S A PROCESS**

- A Chaplains **FIRST** focus should be on you. **Your preparation** in becoming the chaplain God has called you to be is your first-priority & responsibility. Do your Homework!
- You will be required to train, study, prepare, practice, & take on the **role of Chaplain** rather than the **title of Chaplain**.
- Many seek credentials & certificates at the expense of becoming experienced & prepared by the role of chaplain refined by serving others.
- **Don't underestimate the value of learning chaplaincy in the field. You will never handle two situations the same because no two people are the same.**



---

---

---

---

---

---

---

---

43

**Develop a Reputation for HOPE**

- Every community has a need for people willing to take on the role & responsibilities of being a chaplain.
- When you start on this journey, **the reputation you gain** in the eyes & hearts of the community, the church, & those in need **will be a genuine asset**.
- The Christian Church has often struggled to have a positive reputation in its buildings & structures alone, but it has never had a struggle in areas of faith/reputation for **HOPE**...
- See what the community sees ...

**HOPE IS THE CHAPLAINS GREATEST GIFT AND RESOURCE!**



---

---

---

---

---

---

---

---

44

**Seven Ingredients for a Chaplain to Pursue**

1. Your specific areas will be defined & refined as you grow in your Chaplaincy
2. Lean into your support base, EVUSA; Mission M25, Local Pastor and your COH Community

**DO NOT DO THIS ALONE!**



---

---

---

---

---

---

---

---

45

### Seven Ingredients for a Chaplain to Pursue

- 3. Expand your areas of sensitivity by taking advantage of any opportunity made available to you
- 4. Take **steps of faith** on what you **hear in your spirit to develop confidence** in your ability to hear.
- 5. Success rests on your pursuit of God, dedication to serve & never-ending pursuit of training.



---

---

---

---

---

---

---

---

46

### Seven Ingredients for a Chaplain to Pursue

- 6. Your ability to **build a good reputation** in the community you are serving
- 7. Do not copy other ministries – follow your path



---

---

---

---

---

---

---

---

47

### Avoid Traps That Limit You

- Your **number one objective** is not *“popularity or pats on the back”* but rather the ability to **effectively deliver HOPE** in someone’s darkest times.
- This level of COH is designed to start anchoring you in who you are & who you are called to be. *The distance between who you are today and who you are called to be depends on you.*
- Your calling will not fade, nor will its value & purpose diminish. Potential value will never diminish because God chose you to serve this generation of people & their issues



---

---

---

---

---

---

---

---

48

### ***Understanding your call***

- Accept the fact you are called regardless of how hard the assignment. It is easy to say, "Use me God." ***Just remember,*** when times get rough, ***you asked Him.***
- God's role is to guide you, lead you, & shield you from others & sometimes yourself. He specializes in going before you & being your rear guard. ***He guides & provides as we journey with Him.***
- A challenge for every COH is ***understanding how to deliberately rely on the Lord & simply respond to the situation or person in your path.***



49

49

---

---

---

---

---

---

---

---

### ***Understanding your call***

- You must have clarity & unwavering commitment to your position as a COH.
- ***God will open doors that provide His call & anointing on your life as you move forward in His leadings.***
- Many different experiences as a COH will be the balance needed for successful Chaplaincy.
- Many think they know the area they feel good about or drawn to, but God may open doors to other opportunities if you are open to His leading.

***He can use where you are serving today to prepare you to be His response to those in need somewhere else.***



50

50

---

---

---

---

---

---

---

---

### ***Understanding your call***

- COH is very personal & often requires more listening than speaking. ***This is an absolute, concerning hearing the Holy Spirit***
- Moving people through the process too quickly is often a mistake a chaplain may make early in their ministry.
- Giving yourself some time to develop a positive relationship with the person you are trying to help is a wise investment.
- Like all professionals you must study the things related to the profession of Chaplaincy, and its methods.



51

51

---

---

---

---

---

---

---

---



### ***Understanding your call***

- You will eventually settle on an area of specialty like youth chaplain, senior chaplain, hospital chaplain, jail or prison chaplain, & the many other areas of chaplaincy.
- A certificate, hat, or jacket will not make you a successful or desired chaplain, ***but your experience & dedication will open many doors.***
- Your willingness to research the many areas of chaplaincy can make you a powerful & valuable future chaplain.
- When studying the many areas of chaplaincy, ***never forget*** that there are ***other areas you need to include*** in that study.



---

---

---

---

---

---

---

---

52

### ***Broader Community***

- ❖ Every community is **unique & has their own identity & their own issues**
- ❖ The ***whole or entire community is the primary focus*** for a COH, look at all the needs.
- ❖ The term, “Chaplain Of Hope” draws people to you although **your focus is on the broader community.**
- ❖ Your identity will always be based on the value you place on every individual in your path & your ability to evaluate the situation while valuing the person.
- ❖ Working as a Chaplain to prisoners is an example. Other areas exist.



---

---

---

---

---

---

---

---

53

### ***Ministry Example: Prison Chaplaincy***

- ❖ Because of circumstances the spouse, siblings, parents, grandparents, & victims feel incarcerated by an individual’s deeds.
- ❖ The **children of a prisoner** can be **in bondage** too.
- ❖ For success in prison chaplaincy, you should be willing to visit traffic court, family court, general sessions court to learn the process, events, & circumstances that effect the lives of those you want to minister to.



---

---

---

---

---

---

---

---

54

### **Ministry Example: Prison Chaplaincy**

- ❖ **Seek an understanding of all those who suffer.** Often consequences effect more than the ones behind bars... Mother, sister, brother, spouse, grandparents, children, and many others are victims.
- ❖ When you visit the incarcerated, you are a silent ambassador of the victims, so your response starts to build on the responsibilities of all... *Courts need you just as much as jails.*
- ❖ You need to address the following with yourself alone: The litmus test will be how you measure up to the call of God on your life as a COH



55

---

---

---

---

---

---

---

---

55

### **Community Response**

- ❖ You will always represent more than your collection of knowledge or experience; you represent a **godly response** to needs for the benefit of the community's value.
- ❖ The reasons why you are selected as God's response, took place long before you knew it.
- ❖ *God designed you especially for this generation as His response.* You need to acknowledge this internal wiring to learn & understand the separation of your response from **God's response.**
- ❖ It takes time to balance your response with the help & assistance of the Holy Spirit not just responding from your human observations or views.



56

---

---

---

---

---

---

---

---

56

### **Think this one through...**

- Ideas should be considered for impact value on broad community not just the individuals need in front of you.
- Success in COH is a process, not an event.
- Missionary means mobile or moving. You will always need to take time for mobility & moving throughout the community at all levels observing the needs of people.

*The community is made up of five key groups and no one group trumps the value or needs of the others.*

(used in Level One Action Plan)



57

---

---

---

---

---

---

---

---

57

## Five Key Groups of Community

1. Community Government
2. Community Commerce
3. Community Education
4. Community Church
5. Community Individuals in need

*Your attention to what matters to each of these groups is the determining factor or measure of your success as a COH.*

➤ Example:

When serving as an Education System Chaplain also look at the individual teachers and students you can help.



58

---

---

---

---

---

---

---

---

58

## Measuring Up

1. An earnest desire to know community strengths & weaknesses, good & bad in preparing, a “need identification” for community engagement.
2. Understanding *you are the responsible one* to lead in development of response ideas for the community around the local church.
3. Understanding that building the inclusion needed for the team may require more than your church family alone.



59

---

---

---

---

---

---

---

---

59



## Measuring Up

4. Faith is not waiting on God to respond but walking into the community as though God is responding through you. Think of the disciples who were sent to the greater community, but always had to address the one who could not help themselves
5. Critical for your success is to *never be religious but always godly.*



60

---

---

---

---

---

---

---

---

60



## Culture

### Understanding Those You Serve



61

---

---

---

---

---

---

---

---

61

### What is Culture?

- The learned or shared knowledge, beliefs, traditions, customs, rules, arts, history, folklore & institutions of a group of people used to interpret experiences & to generate social behaviors.
- Culture is one of the lenses through which we see the world.
- Why is **cultural & spiritual sensitivity** important in COH?
- *Sensitivity* allows for effective ministry to those in need.
- *Fosters growth* both in the chaplain & the community.
- Removes barriers between worldviews.

62

---

---

---

---

---

---

---

---

62

### Cultural Areas To Consider:

- Communication/Language
- Time / Relationships
- Dress Code, Cultural Modesty
- Food, Diet, Preparation
- Belief, Values & Traditions

### What Does it Influence?

- Health, healing, & wellness belief systems
- How illness, disease, & their causes are perceived
- The behaviors of people who are seeking help & their attitudes toward care
- Understanding of death & procedure that follow
- Spiritual traditions & services

63

---

---

---

---

---

---

---

---

63

## Cultural Competency

- The challenge is determining how we can provide Chaplaincy Services in ways that are appropriate & sensitive to these differences.
- How do we effectively take on the challenge of cultural difference in the assignment of chaplaincy?
- **Cultural Competency** refers to an ability to interact effectively with people of different cultures.
- **Having an appreciation for diversity!**
- *Cultural Competency* allows us to respond with respect & compassion to people of all cultures, classes, races, religions & ethnic backgrounds in a way that recognizes, affirms & values worth of individuals, families, all people groups & communities at large.



---

---

---

---

---

---

---

---

64

## What does Cultural Competency require?

### How can Chaplains become Culturally Competent?

- ✓ Value diversity
- ✓ Assess yourself / then assess others
- ✓ Manage the dynamics of difference
- ✓ Acquire cultural contexts of individuals & communities served.
- ✓ Assess the spiritual make-up of the community that surrounds you.
- ✓ Educate yourself on the spiritual needs of the community.
- ✓ Value others & their needs.



---

---

---

---

---

---

---

---

65

## What does Cultural Competency do?

### How do we effectively take on the challenge of cultural differences?

- *Cultural Competency* refers to an ability to interact effectively with people of different cultures. Having an **appreciation for diversity!**
- *Cultural Competency* allows us to respond with respect & compassion to people of all cultures, classes, races, religions & ethnic backgrounds in a way that recognizes, affirms & values worth of individuals, families & communities.



---

---

---

---

---

---

---

---

66

### **How can Chaplains become Culturally Competent?**

- Assess the spiritual make-up of the community that surrounds you.
- Educate self on the spiritual needs of the community. **Something to remember!**
- Being culturally competent/sensitive doesn't happen overnight.
- Not only do you have to become aware of the lenses (worldviews) that you observe other cultures through but must also be a constant learner of other cultures.

**True care means treating each person as a human being, who has real feelings and a real spiritual outlook on life.**



67

---

---

---

---

---

---

---

---

67

### **Something to remember!**

When sharing with people of a different ethnicity – the best rule is to *always use surnames* unless you are given permission by the person or the person's family member to use their first name.

- In many cultures, it is inappropriate to initiate a serious conversation immediately.
- Take a few moments to introduce yourself to the person & family in order to build rapport and trust.

**Nonverbal – gestures, facial expressions, body language & personal space are important in every culture**



68

---

---

---

---

---

---

---

---

68

### **Something to remember!**

- A handshake is customary among many Americans, however it is not always welcome among other cultures where it may be considered rude or intrusive, **especially between opposite genders.**
- Being culturally sensitive does NOT mean knowing everything about every culture. It is instead respect for the differences, & willingness to accept that there are many ways of viewing the world.

**Practically all faiths use prayer – simply offer to lead prayer in a way that encourages the patient.**



69

---

---

---

---

---

---

---

---

69



### ***Something to remember!***

- It is okay to ask questions. None of us can know absolutely everyone & every faith. We have a tendency to feel like we look stupid if we have to ask, but the truth is that asking only makes us look interested & caring.
- People generally appreciate being asked about themselves & their Religion/Faith.
- **Ask, but DO NOT argue! Never challenge someone concerning their faith.** This does not mean that you have to nod in agreement, but that you are open to learn about another person's faith.



---

---

---

---

---

---

---

---

70

### ***Something to remember!***

- This may also allow you an opportunity to share about your faith but be sensitive to the person's willingness to learn.
- Sometimes the people we minister to may feel more comfortable with someone from their own culture. This is not a criticism of you.
- **It is our job to help facilitate the best care, even if it isn't us.**
- It is easy to project our worldview on someone else & think that is the way they want to be treated. It may not be.



---

---

---

---

---

---

---

---

71

### ***Getting Started!***

- Get to know the cultural & religious groups in your community.
- Create a contact list that you can use when the situation arises.
- Keeping an open mind is the foundation to cultural competency.
- **There are numerous resources available to assist with cultural competency.**
  - Disasters & Religion App
  - FEMA Courses
  - Spiritual & Cultural Leadership in Your Community
  - Books on the topic



---

---

---

---

---

---

---

---

72

### Putting Cultural Competency in Perspective

- Remember the Woman at the Well. (John 4:1-26) Jesus went out of His way to encourage her.
- **May we be willing to learn about the religions of others & look for ways to encourage them.**
- This does not mean that we have to know, agree with, or practice other belief systems.
- But we need to be open for the opportunities to minister to all.



73

73

---

---

---

---

---

---

---

---

# ref·er·ral

/ noun / rɪˈfɜːrəl

1. The act of directing someone to a different place or person for information, help, or action, often to a person or group with more knowledge or resources
2. An act of referring someone or something for consultation, or review



74

74

---

---

---

---

---

---

---

---

### Referral

- ❖ Creating & updating a referral list after you have visited and talked to various organization is a never-ending process. Your list will grow & diminish as time goes by.
- ❖ **Do not refer anybody by just looking something up on the internet without checking them out.**
- ❖ What if you as a chaplain refers someone to a group that only serves their community?
- ❖ **What do you think will happen if you referred a person in need to an organization that no longer exists?**
- ❖ What if you gave someone a referral & the organization you referred them to feels you are sending them your problems?



75

75

---

---

---

---

---

---

---

---

## Referral

- ❖ You cannot control your reputation when someone else has the last say about you.
- ❖ **As a COH you need to do everything to help the person in front of you by preparing for them before you have even met them.**
- ❖ It can also be what the organization tells them about you that will determine the value of your ministry as a chaplain.
- ❖ Always maintain a connection with those you have given the referral and the organization you send them to.
- ❖ **ALWAYS FOLLOW UP!**



---

---

---

---

---

---

---

---

76

**The opportunity for ministry by a COH to those in need is a result of the unique environment, personalities, needs of those you serve.**



---

---

---

---

---

---

---

---

77

## STRESS

A basic understanding of the unique stressors that are involved with chaplaincy & the stress responses presented by those you serve is important for the chaplain as he or she operates in the ministry assignment.



---

---

---

---

---

---

---

---

78



### Emergency Service Stress

- There are many factors contributing to the prevalence of stress problems in COH, including the stressors of dealing with those that serve the community around you.
- Being a COH to those that serve your community as a first responder comes with some of the most challenging yet rewarding “stressor events.”



79

---

---

---

---

---

---

---

---

### Emergency Service Stress

- Stress can also be generated by:
  - those you serve,
  - events at your home, and
  - from those we minister to
- Understanding the different types of stress & its origin will help you address it in a fruitful & productive way.
- **Acute Stress**, also known as **Critical Incident Stress**, is stress brought on by dramatic, overwhelmingly powerful stressor events.



80

---

---

---

---

---

---

---

---

### Emergency Service Stress

- *Stressor events* can become “critical” when a chaplain becomes overwhelmed & find themselves battling with the ability to cope with the situation.
- *Delayed Stress* is a **Post-Traumatic Stress Disorder** occurring after a period of time following a **critical incident**.



81

---

---

---

---


---

---

---

---

The diagram illustrates a four-step process of stress response. It begins with a 'Stressor Event' (green circle) at the bottom left. A green line leads to step 1, a yellow line to step 2, a red line to step 3, and finally a black line to step 4, which is labeled 'Delayed Stress Reaction' in a red box. The steps are numbered 1 through 4 in white boxes. The text to the right explains that signs and symptoms of acute stress from a 'Critical Stress Incident' may be delayed by days, weeks, months, or occasionally years after the occurrence.

82 

---

---

---

---

---

---


---

---

82

### ***Emergency Service Stress***

- **Delayed stress** responses are still incident specific, but are harder to identify since so much time has passed since incident occurred.
- **Example:**
  - Someone dealing with the death of a loved one on-scene & not handling the situation until are faced with another death.

83 

---

---

---

---

---

---


---

---

83

### ***Emergency Service Stress***

*Delayed stress tends to be harder to resolve than simple acute stress. It has been around longer & has established roots physically & sometimes spiritually.*

84 

---

---

---

---

---

---

---

---

84

## Emergency Service Stress

- **Chronic Stress** is a consistent sense of feeling pressured & overwhelmed over a long period of time
- What stressors do you think contribute to chronic stress for a Chaplain of Hope (COH)?
- **Four Common Stressors** include:
  - Family
  - Conflict
  - Work
  - Interpersonal



85

---

---

---

---

---

---

---

---

## Four Common Stressors

1. **Family** – difficulties related to missions work & conflict at home become a constant source of chronic stress.
2. **Conflict** – whether at home, work, or other social groups. Conflict with others coupled with the personality of a chaplain, to help those in need, can cause serious stress loads.
3. **Work** – missions work depending on your chaplaincy focus can be disruptive to sleep patterns & family schedules. Overloaded work conditions can be common in chaplaincy.
4. **Interpersonal** – this is stress that occurs when people are not living their lives the way or style that they believe it should be. Personal belief, faith issues, & values are conflicted with reality.



86

---

---

---

---

---

---

---

---

## Cumulative Stress

**Cumulative Stress** also known as “Burnout” implies a build-up of stress over time.

- The build-up:
  - may include both *acute* & *chronic* stressors that have not been resolved
  - accumulate until the chaplain begins to become over saturated with stress.



87

---

---

---

---

---

---


---

---



The development of **Cumulative Stress** may occur over such a long period of time & in such small increments that it is not even noticed as it occurs.

- This type of stress is known to cause:
  - marital issues,
  - alcoholism,
  - job difficulties, &
  - many other issues.



88

---

---

---

---

---

---

---

---


### ***STRESS SURVIVAL SKILLS***

The chaplain, as a missionary minister should:

- gain a good understanding of the signs & symptoms related to each of the stress reactions mentioned.
- develop some intervention skills & knowledge to help themselves & others mitigate the effects of the stress reaction.

Surviving the stress related to an emergency or the short response, proper training & equipment is necessary.

*Experience is the best teacher.*



89

---

---

---

---

---


---

---

---

### ***STRESS SURVIVAL SKILLS***

- Proper eating habits :
  - Eat regularly
  - Eat good meals
  - Don't overeat to cope with the stress
- Exercise if possible:
  - Find ways to exercise the body
  - Sitting is very dangerous



90

---

---

---

---

---

---

---

---

### ***STRESS SURVIVAL SKILLS***

- Hydration is vital
  - Drink two bottles of water, followed by one with electrolytes
- Take a break, sit down or walk away for a minute
- If possible, a quick shower is refreshing
- Small meal or snack

*“When you say, ‘yes’ to others make sure you are not saying ‘no’ to yourself.”*

*-Paulo Coelho*



91

---

---

---

---

---

---

---

---

### ***STRESS SURVIVAL SKILLS***

- Decisive, efficient, & effective leadership during an incident will also diminish the stress response. Open, frequent communication about the event need to flow freely from all involved.
- Sometimes when we are faced with something above our usual baseline for stress, we tend to hold on to our emotions.

*As a chaplain we are to handle the stress of others, but we must always remember we are just as human as those we serve.*



92

---

---

---

---

---

---

---

---

### ***STRESS SURVIVAL SKILLS***

- Complete all required reports, etc.
  - Keeping things short-term & completing your task fully helps with moving past the critical incident stressor event.
- Spend time sharing with other chaplains
- Soon we will discuss *Critical Incident Stress Management* or “*debriefing*”
- In places of extended time, rotate with other Chaplains



93

---

---

---

---

---

---

---

---

**LIFELONG STRESS SURVIVAL SKILLS**

- ❖ Regular physical activity calms or channels the flood of chemicals in the body which are a natural part of the stress response.
- ❖ The effects of stress go beyond the physical & have impact emotionally, cognitively, behaviorally, & *SPIRITUALLY*.
  - *Tapping into spiritual & internal resources help manage the long-term effects of stress.*
- ❖ The *whole person* is impacted by the stress; the whole person, *internally* and *spiritually* needs to recover.



94

---

---

---

---

---

---

---

---

94

**LIFELONG STRESS SURVIVAL SKILLS**

- ❖ A COH's spirituality is a significant resource in stress mediation.
- ❖ The chaplain may have a special opportunity to minister in this area, helping others to access their own spiritual resource.

*It is important to remember that the COH's job is to help others work within their own spiritual reference, rather than imparting the COH's views.*



95

---

---

---

---

---

---

---

---

95

**LIFELONG STRESS SURVIVAL SKILLS**

- ❖ Using thinking processes to visualize & remember details will help reduce long term stress.
- ❖ Other inner resources can be put into play through:
  - relaxation,
  - deep breathing,
  - progressive muscle relaxation, visual imagery, and meditation
- ❖ You may need to remove certain people because of their negative influence in a long-term stress situation



96

---

---

---

---

---

---

---

---

96



## **LIFELONG STRESS SURVIVAL SKILLS**

How a person deals with stress is essential to maintain a *healthy, well-rounded life.*

*Balancing work, Chaplaincy, life outside of the Chaplaincy & maintaining healthy relationships with family & other chaplains will **benefit not only the Chaplain but those they serve.***



97

---

---

---

---

---

---

---

---

97



98

---

---

---

---

---

---

---

---

98

## **Critical Incident Stress Management (CISM)**

**Critical Incident Stress Management (CISM)** is a multi-faceted approach as designed by the International Critical Incident Stress Foundation, Inc., (ICISF) consisting of seven core interventions which are:

1. Pre-incident preparedness training
2. **One-on-one individual psychological support**
3. Demobilizations and Group informational meetings
4. **Critical Incident Stress Debriefings**
5. Defusing
6. **Family support**
7. Referral mechanisms



99

---

---

---

---

---

---

---

---

99

## Critical Incident Stress Management (CISM)

### 1. Pre-Crisis Preparation:

- Occurs before a crisis event takes place with a group & can be done with group
- Format is basically teaching & information dissemination & includes setting self-expectations & developing improved coping skills.

### 2. One-on-One Crisis Intervention

- Can occur anytime & anywhere
- Usually symptom driven; meaning it's appropriate whenever signs & symptoms of stress arise.
- A trained individual will spend one on one time with the person being affected.
- May include referral to more in-depth support.

100



---

---

---

---

---

---

---

---

100

## Critical Incident Stress Management (CISM)

### 3. Demobilizations/ 4. Group Informational Briefings

- Happen with *groups of emergency service workers* who are coming off shifts
- Or *large groups* such as schools, businesses, civilian groups after a large event
- Can be part of a *pro-active plan* to care for workers & public groups
- Aim is to inform & consult on matters of stress
- Will allow for *psychological decompression* when coming off an intense scene and help workers *plan for self-care*.

101



---

---

---

---

---

---

---

---

101

## Critical Incident Stress Management (CISM)

### 5. Defusing

- Designed for small groups containing those intimately involved on the crisis scene
- Can be led by one or two trained individuals & *occur immediately* (usually within 12 hours) of the event
- Goal is to mitigate symptoms already occurring or will occur in the next few days & to either provide closure or to set up for successful debriefing later
- Also provides a place & time for *triage* of those involved in event

102



---

---

---

---

---

---

---

---

102

## Critical Incident Stress Management (CISM)

### 6. Family and Organizational CISM

- System & methods of CISM expanded to meet the need of family of emergency service workers & to work with entire organization effected by crisis
- These *interventions can occur anytime* & are usually either symptom or event driven; may also need referrals
- Trained individuals meet with individuals, small or large groups to *foster support* & *communication*, to mitigate symptoms & provide for closure



103

---

---

---

---

---

---

---

---

## Critical Incident Stress Management (CISM)

### 7. Referral

- Individuals who receive training are often peers & not professional mental health caregivers
- Learning *how & when to refer* & building a good referral list are important parts of CISM
- CISM trained peers may meet with workers, family, or others & *assess mental status* with the ability to access higher levels of care



104

---

---

---

---

---

---

---

---

## Critical Incident Stress Management (CISM)

- *Caring for the whole person is the goal*
- Physical, emotional, cognitive, mental, & spiritual symptoms do NOT usually present separately, but *all jumbled together*
- For Chaplain to be effective in ministry, they must *learn to use all the tools available.*
- This is just a touch on CISM & should be a *steppingstone in training* in this area



105

---

---

---

---

---

---

---

---





## Death Notifications

*Sharing news no one wants to hear*



106

106

---

---

---

---

---

---


---

---

### Death Notifications

For many it falls to someone else to share the news. *How does the message get delivered?*

- Family or friend
- Police or coroner
- Doctor or nurse
- News (television & paper) or radio
- Chaplain
- Social Media – *caused death notifications to be more time sensitive & difficult by eliminating a compassionate in-person notification & replacing it with a cold second-hand delivery.*



107

107

---

---

---

---

---


---

---

---

### What do you think?

- A death notification should be delivered with compassion & the utmost seriousness.
- *When a man came into the emergency room dead on arrival, a nurse told the doctor it was up to him to tell the family.*  
The doctor called out of the emergency room door into the waiting room, "Your husband was already dead when he got to the hospital. I don't even know why they brought him in."
- *Was the message delivered ---- Yes*
- How did the wife feel? *How did the family feel?*
- Was there any forethought? Any *compassion?*



108

108

---

---

---

---

---

---

---

---

## Death Notification Procedures

- Delivering a death notification is more than telling someone about death! **You are sharing in someone's darkest of times.** Everything has suddenly changed
- Regardless where the death notification takes place, procedures remains somewhat the same
- There is no completely right way to make a death notification, but there are many wrong ways!
- **Take death notifications seriously.** Not an end; in some cases, it's the beginning of their worst nightmare.



109

---

---

---

---

---

---

---

---

## Death Notifications

**\*\*CAUTION – Know the Facts!**

### True Example:

A chaplain informed a family that their daughter had been killed in a car accident. The family responded with the traditional, no it cannot be. The chaplain struggled to assure them that it was true. "But she is upstairs in bed." the parents cried out. The mother ran upstairs, and shortly brought down their daughter who had given her driver's license to a friend to use."

Chaplain Lisle Kauffman



110

---

---

---

---

---

---

---

---

## Death Notifications

### Verify Details:

- Often a Chaplain might already be on scene of a death & have firsthand knowledge of the details
- Sometimes they receive details from second & third hand reports of a death & be asked to make notification based on this information.

*If the COH doesn't have firsthand knowledge of the details of a death, three things must be done:*

**VERIFY! VERIFY! VERIFY!**



111

---

---

---

---

---

---

---

---

## Death Notifications

### Consider the Audience:

- To whom is the chaplain bringing the bad news?
  - Family Members
  - Other Patients
  - Friends
  - Co-workers
  - Significant Other
  - Others

Consider the audience & advance accordingly.

112



---

---

---

---

---

---

---

---

112

## Death Notifications

- Where is the death notification to be delivered?
- *Is it a place where those being notified can feel most comfortable?*
- Does more than one location need to be notified simultaneously?
  - At Home
  - Nursing Home
  - School
  - Workplace
  - Hospital
  - Location of death
  - Other

Consider the Audience!

113



---

---

---

---

---

---

---

---

113

## Death Notifications

### Recipient Personal History:

- People to whom the chaplain will bring the news are people with a *history already in place*
- May have other problems the COH will need to consider
- What *other problems* does a chaplain need to take into *consideration* before delivering a death notification?
  - health problems, heart disease, mental health issues, deafness (*take a notebook on which to write messages & allow them to write questions/messages back to you*), blindness, cancer, & much more.

114



---

---

---

---

---

---

---

---

114



## Death Notifications

### Recipient's Personal History:

- May be angry at the doctors, nurses, or caseworkers
- Family may have **financial or personal problems**
- May have **significant problems** that will make assimilating this news even more difficult
- May be **marital problems** which will make this moment even more awful
  - What if they have been **separated for a long period of time**?
- What if they got into a **big argument** before their loved one's death?
- What if recipient is **pleased to hear they are dead**?

115



115

---

---

---

---

---

---

---

---

## Models For Death Notification

#1 – **P.A.R.I.S.** Model

#2 - **ABC's** Model

116



116

---

---

---

---

---

---

---

---

## #1 **P.A.R.I.S.** Model

### Preparation - Self/Partner:

- ❖ The COH should try to **have someone accompany them**.
- ❖ Be careful who the partner will be if possible. An inappropriate partner can make the situation worse.
- ❖ The COH **cannot always predict what the other person is going to say**. There may be persons who **could trigger problems just by their presence**.
- ❖ Preparation - Family & Significant Others
- ❖ Know who the family members & the significant others are. **Be aware that there may be hidden grievers**.

117



117

---

---

---

---

---

---

---

---

## #1 P.A.R.I.S. Model

### Announcements – Brevity:

- ❖ Be *thoughtful*, but do not beat around the bush.
- ❖ Do not lie or expand the story.
- ❖ Be *compassionate*, but do not deliver false hope.
- ❖ You have been entrusted with the message – Deliver!



---

---

---

---

---

---

---

---

118

## #1 P.A.R.I.S. Model

### Announcements – Clarity:

- ❖ Be clear & make sure the family understands the message being delivered.
- ❖ It is a good idea to *use the word "death."* "He is dead." means something very different than "He is gone."
- ❖ If someone is struggling hard with denial, he or she can be *asked point blank if he/she understands* what is being said.



---

---

---

---

---

---

---

---

119

## #1 P.A.R.I.S. Model

### Announcements – Clarity Example

One nurse told the family, "Your mom has slipped away, the daughter said, How could she slip away. She couldn't even walk!"



---

---

---

---

---

---

---

---

120

## #1 P.A.R.I.S. Model

### Response:

- ❖ Human beings are all different.
- ❖ Do not fall into the trap of expecting everyone to respond to crushing news in the same way.
- ❖ There are some general responses that are seen more than others.



---

---

---

---

---

---

---

---

121

## #1 P.A.R.I.S. Model

### Response - Initial Response:

- ❖ Expect shock, numbness, disbelief, rejection of the news.
- ❖ Some will experience ear shattering wailing, screaming, flailing about, running, uncontrolled crying.
- ❖ This *dramatic response is usually of short to moderate duration*, although may last quite a long time.
- ❖ **Do NOT** feel compelled to shorten this response.



---

---

---

---

---

---

---

---

122

## #1 P.A.R.I.S. Model

### Response - Initial Response:

- ❖ Their grief is not the chaplain's responsibility.
- ❖ It may be uncomfortable but **do NOT** feel the need to *protect them from grief*.
- ❖ It may, however, be advisable to *move them to a place of privacy or safety* where this uncontrolled grief can be ventilated.



---

---

---

---

---

---

---

---

123



### #1 P.A.R.I.S. Model

#### Response - Initial Response:

- ❖ Anger may be seen at any place in the process.
- ❖ Anger can be rational or irrational.
- ❖ Can be reflected in rage, cursing and violence.
- ❖ Can be directed at the deceased, emergency services, GOD or even you as the COH.

**Remember, even though recipients may be angry with God, COH's do not have to defend God.**



124

124

---

---

---

---

---

---

---

---

### #1 P.A.R.I.S. Model

#### Response - Initial Response:

- ❖ Important to realize the relief in expressing this anger will help them towards acceptance of what they cannot now accept.
- ❖ Part of what they are *raging against is the feeling of loss of control.*
- ❖ Have lost control of much of their perceived universe.
- ❖ *COH cannot give it back to them.*



125

125

---

---

---

---

---

---

---

---

### #1 P.A.R.I.S. Model

#### Response - Initial Response:

- ❖ Most people will experience subsequent, **SUDDEN TEMPORARY UPSURGES OF GRIEF.**
- ❖ Just when they begin gaining control of themselves & are ready to deal with the realities they must face, they will recycle the whole process again.

*These surges may follow them through their whole grief recovery process.*



126

126

---

---

---

---

---

---

---

---

## #1 P.A.R.I.S. Model

### Information – Written:

- ❖ Make sure *ALL information is written down* for them.
- ❖ *The dullest pencil is better than the sharpest mind.*
- ❖ People will want to know where the body is.
- ❖ Will want to know how to get belongings back.
- ❖ Will need to know to whom they can talk if have questions.
- ❖ The chaplain & the survivors may have trouble remembering the information just given them.
- ❖ **Write It Down for them!!**

127



127

---

---

---

---

---

---

---

---

## #1 P.A.R.I.S. Model

### Support - Family, Friends, Clergy, Communicator:

- ❖ Have them in the hands of a *support system*. Call their clergy if they have one.
- ❖ Call *family & friends* who may be helpful. Encourage those family & friends to come to where the griever is.
- ❖ Someone needs to be a *“communicator”* for the griever; the person who will handle calls for them.
- ❖ It is best if the chaplain can provide a *support system* in place before leaving. At this point you are on their time.
- ❖ Also, *protect them from intrusions* until a support system can be put in place.

128



128

---

---

---

---

---

---

---

---

## #2 ABCs of Death Notification Model

Model by Chaplain Denny Strand

### Approach – Ability:

- The chaplain must encompass physical & mental proficiency & have the competence to release the message with skillfulness, sensitivity, and compassion.

### Approach – Accomplishment:

- The recipient must be helped to accommodate the news being brought. The chaplain must accommodate the responses of the hearer.

129



129

---

---

---

---

---

---

---

---

## #2 ABCs of Death Notification Model

### Bear the News – Birth:

- The process is bringing a message previously unknown to the hearer, & that message involves pain. It's the birth of a whole new way of life. A life they didn't want. A *life they will have to live anyway.*

### Bear the News – Behavior:

- The COH's *behavior will be seen* as *caring or uncaring, competent or incompetent.*
- Prepare before ringing the doorbell what that behavior will look like. Be prepared for the hearer's behavior to not match the deliverer's expectations.

130



---

---

---

---

---

---

---

---

130

## #2 ABCs of Death Notification Model

### Bear the News – Bereavement:

- Because the recipient is deprived of a part of their life, the deliverer will see expressions of suffering that may startle him or her.
- The news has taken away the hearer's "normal life" & varied forms of grief will ensue.
- *Depending on how the COH bears that bereavement, the recipient will declare him or her a friend or enemy.*

131



---

---

---

---

---

---

---

---

131

## #2 ABCs of Death Notification Model

### Conclude The Notification:

- Control yourself & emotions
- Control the situation; *don't let it get out of hand.*
- Give them back some control of their lives. *Let them make decisions.*
- Listen to them to discover what control they want to take back.
- *Compassion* is not just feeling sympathy but doing something about it.
- Act to help. People may *need rides, phone calls made, babysitters secured, & other people notified.*

132



---

---

---

---

---

---

---

---

132



### Death Notification to Children

- Religious concepts & theologies can be very **CONFUSING TO CHILDREN**; *they just need to be cared for.*
- You need to know the family's faith background, if they have one, especially if it is different than yours.
- As with an adult, sometimes the COH should reach out to someone of the other faith tradition involved for help (with permission of any surviving relatives).



133

133

---

---

---

---

---

---

---

---

### Death Notification to Children

- Children may want to see their parent, but may not be able to. Most likely they will not understand why.
- We know that *as soon as the medical interventions are done, an investigation takes place* as to cause of death.
- Until that is completed, nobody should be touching the body or unnecessarily entering the scene.
- All a child may know is that *you are keeping them away from their parent*. When it is a suspected Infectious Disease case, then also dealing with a possible contamination scene.
- May be easier to *enlist the help of another adult authority* in their life.



134

134

---

---

---

---

---

---

---

---

### Death Notification to Children

- Different cultures have different views/understandings of death. Sometimes young people have been introduced to the concept of death through the loss of a beloved pet or grandparent.
- Sometimes very little has been passed down & the child will be confused.
- *Finding the right language is important. Try to be compassionate, but not confusing.*
- Saying that their parent "passed on," "is asleep," or even "Jesus took them" may confuse them, at best – or turn them away from God at worse.



135

135

---

---

---

---

---

---

---

---

### Death Notification to Children

- Children at different ages & developmental stages have a different understanding of death.
- For each stage, you need to approach it differently.
  - **Age 3:** Generally, no concept of death. Just realize that the family member is no longer there & may think you are keeping them from family member.
  - **Age 7:** Understands some concept of death but may not understand it's permanent.
  - **Age 12:** usually able to form a concept of death though grief can take many different forms.



136

136

---

---

---

---

---

---

---

---

### Death Notification to Children

- How a chaplain initially helps a child can have a big impact on how they handle grief and loss.
- With children of any age, **try to answer their questions with compassion.**
- When the parent has died from trauma, such as a gunshot wound, the child may express feelings about own safety or the safety of others.
- **Make sure the child knows he or she is safe**



137

137

---

---

---

---

---

---

---

---

### Death Notification to Children

- Remember that you are only there for the first few hours of a child's trauma.
- If, before you find yourself in this situation, you can pull together a **list of community resources** such as local counselors, school resources, or a resource about common grief reactions. You can give this to the surviving family so they can continue to help the children.

*When dealing with a child with a mental disability it is best to have a family member or caregiver deliver the message since they better understand the child's cognitive abilities and how they might react.*



138

138

---

---

---

---

---

---

---

---

### ***Six Types of Secondary Trauma***

1. Significant Indirect Traumatization
2. Re-Traumatization
3. Hero Shame
4. Survivor Guilt
5. Dissociation
6. Compassion Fatigue



139

---

---

---

---

---

---

---

---

### ***Six Types of Secondary Trauma***

#### **1. Significant Indirect Traumatization**

- Witnessing or hearing about another's crisis
- Reacts too strongly for the situation

#### **2. Re-Traumatization**

- Stress is cumulative
- The more exposure to trauma, more likely PTSD will occur



140

---

---

---

---

---

---

---

---

### ***Six Types of Secondary Trauma***

#### **3. Hero Shame**

- Most heroes (1st Responders & Chaplains) experience some shame or guilt

#### **4. Survivor Guilt**

- Often unable to cope with the guilt and stress
- Not thankful to be alive



141

---

---

---

---

---

---

---

---



## Six Types of Secondary Trauma

### 5. Dissociation

- Dreamy / Foggy / Distorted sights & sounds
- The Body is present; the mind is not
- Disoriented
- Zoning Out – 1000-yard stare
- Numb to feelings & pain
- Attempt to self-soothe, be grounded
- Out of Body Experience



---

---

---

---

---

---

---

---

142

## Six Types of Secondary Trauma

### 6. Compassion Fatigue

- Affects care givers & is not the same as burn-out
- *Short Definitions:*
  - *Burn-Out* = The cost of working too much
  - *Compassion Fatigue* = Cost of caring too much



---

---

---

---

---

---

---

---

143

## Burnout

- 1<sup>st</sup> described in 1970s
- Triad
  1. Emotional Exhaustion
  2. Negative self-esteem, depersonalization associated with work
  3. Loss of personal satisfaction at work (work avoidance, unfriendly or irritable behavior, somatic complaints)
- Leads too: absenteeism, turnover in personnel, cynicism, decreased job satisfaction, friction in personal relationships, isolation, depression, substance abuse
- The CURE?



---

---

---

---

---

---

---

---

144

# Compassion Fatigue

“A state of tension & preoccupation with individual or cumulative trauma to clients & manifested in one or more ways:

- Re-experiencing traumatic events of others
- Avoidance/numbing of reminders of the event
- Persistent “hyper-arousal”



145

145

---

---

---

---

---

---

---

---

## Formula For Compassion Fatigue

- Be caring, compassionate & empathic person
- Experience *reoccurring varied situations* that elicit feelings of compassion and compel you to provide some sort of relief
- The *outflow* of compassion *exceeds the input* of restoratives equals **“COMPASSION FATIGUE”**



146

146

---

---

---

---

---

---

---

---

## Universal Vulnerability

- The attributes which make caregivers vulnerable are traits that make them excellent caregivers.
- Risk increases if there are back-to-back “heavy” cases or other forms of secondary trauma.



147

147

---

---

---

---

---

---

---

---

### ***Universal Myths***

- “I’m trained therefore invulnerable”
- “I’ve seen worse & handled it before”
- “I’m a professional, I’m suppose to be able to handle this”
- “If I just follow the protocols, I’ll be alright”
- “I’m okay – I have to be, who else is there to do it?”
- “I have to be strong & have a good spiritual witness”



148

---

---

---

---

---

---

---

---

### ***Compassion Fatigue***

**Compassion Fatigue has some of the same symptoms as PTSD – Plus these:**

- Repeat negative & disturbing thoughts
- Feeling bored & irritable; *unable to focus*
- Not feeling satisfied in one’s work – energy output & the reward coming in don’t match
- Lack of physical, psychological, emotional energy
- Avoidance which may lead to drastic escapes / flight measures



149

---

---

---

---

---

---

---

---

### ***Early Warning Indicators***

- Reoccurring thoughts that can’t be put aside
- Dissatisfaction, boredom, irritability
- Feeling off balanced (energy out vs. rewards in)
- Heavy, constantly breaking heart from hearing, seeing, feeling the pain of others



150

---

---

---

---

---

---

---

---



## Level III Laboratory

### A Healthier You: Self-Care and Resilience



---

---

---

---

---

---

---

---

### Self-Care in Chaplains of HOPE

- ❑ Exposure to *trauma* can upset the chaplain's schema (way of looking at the world). Can be negatively impacted by others who have had direct traumatic experiences.
- ❑ *Counter transference* – A chaplain's personal issues may be triggered (dread, grief, rage, mourning, other intense negative emotions)
- ❑ Past experiences & the desire to help others may be part of the attraction to this form of service/ministry
- ❑ Eighty-four percent of college psychology majors have already had at least one experience strong enough to cause PTSD.



---

---

---

---

---

---

---

---

### Self-Care in Chaplains of HOPE

- ❑ In the U.S., 50% of women & 60% of men have been exposed to potentially traumatizing events.
- ❑ Thirty percent of American therapists & 20% of law enforcement personnel have been abused as children.
- ❑ *Secondary Traumatic Stress* – aka "*Compassion Fatigue*" or "*Compassion Stress*" – the stress resulting from helping or wanting to help a traumatized or suffering person rather than experiencing the trauma directly.



---

---

---

---

---

---

---

---

151

152

153

### Self-Care in Chaplains of HOPE

- ❑ **Simultaneous Trauma** – the helper experiences the same event (such as a natural disaster) as the client.
- ❑ **Emotionally wounded & unhealed** people often further hurt themselves or the very people they desire to help.
- ❑ As humans, we were **NOT** designed or **created to carry** long-term, deep emotional wounds or trauma.
- ❑ Seek healing in any area of your life that is producing unhealthy emotional or physical fruit, which could hurt others.



154

---

---

---

---

---

---

---

---

### Self-Care in Chaplains of HOPE

- ❑ **Intra-Family Trauma/Abuse** – Involves family members hurting one another.
- ❑ **Secondary Trauma** – everyone is affected after initially only one presenting member of group with the problem.
- ❑ **Burnout** – Feelings of extreme exhaustion; being overwhelmed; losing all sense of joy or accomplishment.
- ❑ Once burnout occurs, the person **usually exits & never returns** to that type of position/service.



155

---

---

---

---

---

---

---

---

### Stress Management Relief For the Chaplain of HOPE

- ❖ Nourish your **personal relationship with God** through regular prayer, meditation, Bible reading/study & worship.
- ❖ **Exercise** at least 30 minutes a day, most days; Even taking a walk outdoors counts!
- ❖ Practice **healthy eating & a healthy lifestyle**. Include sensory experiences with deep breathing



156

---

---

---

---

---

---

---

---

## Stress Management Relief For the Chaplain of HOPE

- ❖ Practice *learning to use your senses* on predictable low-level stressors that occur several times a week (example: Driving in heavy traffic)
- ❖ Know the *telltale signs* of stress overload.
- ❖ Have a life outside of your job/ministry.
- ❖ *Draw strength* from your faith, family, and friends.
- ❖ Keep your *sense of humor*; laugh often, especially at yourself.
- ❖ Participate in additional *training & educational opportunities*.

157



---

---

---

---

---

---

---

---

## Stress Management Relief For the Chaplain of HOPE

- ❖ *Ask for help* when you need it.
- ❖ Make a *daily/weekly plan* and keep it.
- ❖ Reduce changes in your life; *handle one situation at a time*.
- ❖ Set *realistic self-goals*; learn to *manage fear/anger*. As the British royals say, “*Stay calm and carry on.*”
- ❖ Learn to *self-regulate*.
- ❖ Practice *slow, mindful breathing* (60 focused breaths with mantra such as, “*Jesus (breathe in) wins.*”(breathe out)
- ❖ *Square breathing* – breathe in 5 seconds, hold same, breathe out 5 seconds, hold same.
- ❖ *Sensory input* – Think back to a time when you felt happy, safe, at peace.

158



---

---

---

---

---

---

---

---

## Stress Management Relief For the Chaplain of HOPE

❖ **HALT** = Stop what you are doing & tend to yourself if you are:

- Hungry
- Angry
- Lonely
- Tired



*As soon as you lose your cool, you have lost your value!*

159



---

---

---

---

---

---

---

---

157

158

159



### **Personal Aims & Objectives**

- ❖ Be aware of your *own needs* as a first responder – understand your comfort zone, abilities, weaknesses, limitations, & strengths.
- ❖ Learn how to really *listen & empathize*.
- ❖ Learn to stay calm in your approach including controlling your body language.
- ❖ Learn to not react or *take things personally* when dealing with people in crisis.
- ❖ Learn to be *clear and concise* in all forms of communication.



---

---

---

---

---

---

---

---

160

### **Steps to Help Others**

- ❖ Don't allow them to continue on the front lines
- ❖ Don't make them an expert
- ❖ Do ask: "What's been the worse part about being a caregiver for you?"

### **Role of Spirituality in Personal Resilience**

- ❖ Having faith allows a person to *open their heart to the Holy One*. Divine Guidance!
- ❖ The *response to that experience* is one of awe, hope, reverence, thankfulness, devotion and gratitude.



---

---

---

---

---

---

---

---

161

### **Steps to Help Yourself**

- ❖ Do what you tell others to do
- ❖ *Avoid the Media*, especially TV
- ❖ Know your limits
- ❖ Learn the *humility* of being helped
- ❖ Keep God sovereign – it's His responsibility not yours
- ❖ Reduce fear of death
- ❖ Less anger
- ❖ *Reconciliation* of self, others



---

---

---

---

---

---

---

---

162

### Caretakers: Take Care of Yourself

- ❖ Be *aware of* your own *feelings*
- ❖ Practice *good boundaries*
- ❖ Don't make all their stories/trauma yours
- ❖ Make sure you talk with someone
- ❖ Take *time for* your own *R&R*
- ❖ *Spend time with God*
- ❖ Spend time with family, friends & healthy activities



163

---

---

---

---

---

---

---

---

### Some Specific Coping Techniques

- ❖ Find out *what recharges you* and do it!
- ❖ Take *temporary mental health breaks*
- ❖ Practice your *calming techniques*
- ❖ Avoid the unnecessary rehashing of the event
- ❖ Form a person/group to *debrief* with
- ❖ Form a team of people you can *ask for help*
- ❖ Make & use personal spiritual exercises – know when to *break & pray*



164

---

---

---

---

---

---

---

---

### Your Well of Compassion

What % went out of your well for others?

What % has come back in to fill your well?

What % are you at now? + or -



165

---

---

---

---

---

---

---

---

## Personal Resilience

**Resilience**- the strength (innate or developed), that enables one to adapt well to extreme stress, including the capacities to:

- Optimally Function
- Maintain **sound mental health** under adverse circumstances
- Rebound from the harmful & unexpected effects of overwhelming stress



---

---

---

---

---

---

---

---

166

## The Importance of Building Resiliency as Part of Self-Care

- Aim for progress, not perfection.
- **Don't compare** your insides with others' outsides.
- Run interference with yourself.
- Be **responsible for the effort** not the outcome.
- Keep things in perspective. What is **urgent** is not always **important**.
- Learn how to make plans, organize things, use problem-solving skills, and manage intense feelings.
- **Take care of yourself physically.**



---

---

---

---

---

---

---

---

167

## The Importance of Building Resiliency as Part of Self-Care

- Resilient people have learned/developed the ability to "**bounce back**" through practicing a variety of habits & attitudes.
- Resilience can be **taught, practiced, & developed** from childhood through adulthood.
- It often involves the process of **pushing oneself to do/face hard things** which will include **experiencing failures**.



---

---

---

---

---

---

---

---

168



## Ways to Build or Strengthen Your Resiliency

- Make connections – seek and develop supportive, *healthy relationships*
- Avoid seeing crises as insurmountable, develop *positivity*
- Accept that *change* is a part of life
- Take decisive actions and move towards your goals
- Look for *opportunities* for self-discovery and personal growth
- Nurture a positive, *biblical view* of yourself as a beloved child of God.
- **Avoid negative self-talk**



---

---

---

---

---

---

---

---

169

## Ways to Build or Strengthen Your Resiliency

- Learning new *coping strategies* for different circumstances & situations
- Developing *flexibility & adaptive skills*
- Pursuing & nurturing *healthy relationships*
- Improving *communication skills*
- Improving *problem-solving* strategies/skills
- Developing the ability to handle intense feelings in oneself or others



---

---

---

---

---

---

---

---

170

## Qualities of Resilience

- Remain relatively *steady* during life's storms
- Bend but don't break
- Rebound, *spring back*
- Become stronger in the face of adversity
- Become stronger as the result of adversity later



---

---

---

---

---

---

---

---

171

### **Three Components of Resilience**

#### **1) A Healthy Belief System:**

- Clear thinking under pressure
- Good self-esteem
- Hopeful and optimistic
- Self-confident
- Realistic expectations
- Flexible
- Helpful spiritual views



---

---

---

---

---

---

---

---

172

### **Three Components of Resilience**

#### **2) Good Emotional Coping Skills:**

- Emotional self-awareness and understanding
- Acceptance, use and comfort with a wide range of emotions
- Managing upsetting emotions appropriately
- Empathy skills
- Relationship skills



---

---

---

---

---

---

---

---

173

### **Three Components of Resilience**

#### **3) Helpful Behaviors:**

- Active coping skills
- Good social skills
- Healthy relationships
- Participate in a supportive community
- Balanced life: work, play, rest, self and others
- Consistent self-care
- Good personal and professional boundaries
- Active spiritual commitment



---

---

---

---

---

---

---

---

174

### **Benefits of Faith to Personal Resilience**

- Meaning, Purpose & **HOPE**
- **Connection** with others
- Internal calmness – **peace** / security / sense of safety
- Encouragement
- Value beyond material & immediate
- Perspective on suffering and evil



175

---

---

---

---

---

---

---

---

### **The Role of Spirituality & Religion in Personal Resilience**

- Having **faith** allows one to open one’s heart to experience the sacred/holy/divine
- The **response to that experience** is one of awe, reverence, hope, thankfulness, devotion and gratitude



176

---

---

---

---

---

---

---

---

### **Some Specific Coping Techniques**

- Find out what you do to **recharge** & do it
- Take “**temporary**” mental health breaks
- Practice your **calming techniques**, Make and use personal rituals
- Avoid TV, newspapers, “**water cooler**” rehashing of the event
- Form a **trusted person**/group for you **to debrief**



177

---

---

---

---

---

---

---

---



## ***Personal Resilience: Pre & Post Incident***



178

---

---

---

---

---

---

---

---

### ***Pre-Incident Resilience Preparation***

- Anticipate *traumatic* experiences
- Anticipate *post-incident* reactions
- Practice basic *coping skills*
- Practice healthy & physiologically calming skills
- Practice “healthy & intentional: *dissociation management skills*”
- Plan for *early treatment* of PTSD



179

---

---

---

---

---

---

---

---

### ***Post-Incident Steps to Help Others***



- Don't allow them to continue on the “front lines”
- Don't make them an “expert”
- Ask: “What's been the *worst part about being a caregiver* for you?”



180

---

---

---

---

---

---

---

---

### **Post-Incident Steps to Help Yourself**

- Recognize you are also a *disaster victim*
- Do what you tell your people to do
- *Avoid the news* and television especially
- **Know your limits**
- Learn the *humility of being helped*
- Keep **God sovereign** – it's His responsibility, not yours



---

---

---

---

---

---

---

---

181

## **APPENDIX**



---

---

---

---

---

---

---

---

182

### **Personal Functioning**

Cognitive / Emotional / Behavior

*Compassion Fatigue is a condition not a disease.  
Compassion Fatigue is 100% curable!*



---

---

---

---

---

---

---

---

183

Diminished Concentration  
Confusion/Self Doubt  
Spaciness  
Loss of Meaning  
Decreased Self-Esteem  
Preoccupation with trauma  
Trauma Imagery  
Apathy  
Rigidity  
Disorientation  
Whirling Thoughts  
Perfectionism

**Personal  
Functioning -  
Cognitive**



---

---

---

---

---

---

---

---

184

Powerlessness  
Anxiety  
Guilt  
Anger  
Survivor Guilt  
Shutdown  
Numbness  
Fear  
Helplessness  
Sadness/depression

**Personal  
Functioning -  
Emotional**



---

---

---

---

---

---

---

---

185

Clingy or withdrawn  
Impatient  
Irritable  
Moody  
Sleep Disturbances  
Appetite Changes  
Losing Things  
Accidental Proneness  
Hypervigilance  
Self Harm Behavior

**Personal  
Functioning -  
Behavioral**



---

---

---

---

---

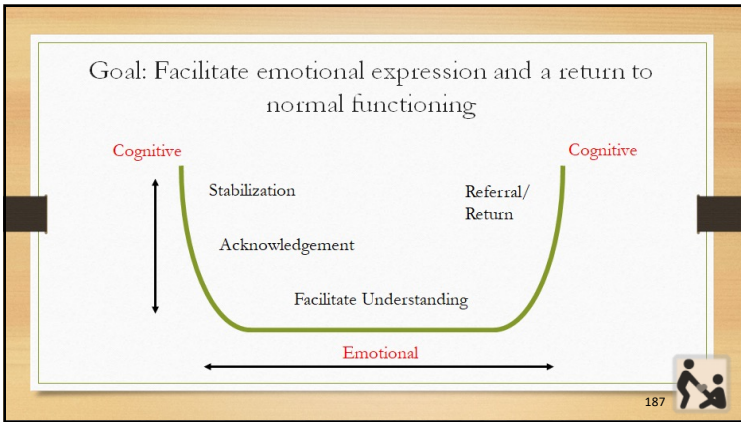
---

---

---

186






---

---

---

---

---

---

---

---

187

**The Top Three Areas Should Be:**

**A. Study of God's word** - it was He who wrote the book on loving your neighbor.

**B. Study yourself** & list your weaknesses & strengths & your reason for responding to the call on your life.  
*Make sure this is not just an exercise to add a certificate to your wall.*

**C. Study your community** & its needs & strengths, how it functions, its citizens, & what they face in the many aspects of living in your area.

188

---

---

---

---

---

---

---

---

188

**POSSIBLE SCENARIOS OF A CHAPLAIN OF HOPE (COH)**

**AS AN EMERGENCY FIRST RESPONDER  
 WHAT WOULD YOU DO?**

189

---

---

---

---

---

---

---

---

189

**How to help the parent who goes to jail for not paying the money for a traffic violation...**

**Scenario #1**

**Scenario #2**

*You are called to help someone on scene of a motor vehicle accident. One family member is on-scene & is asking for information. You were called by the coroner to help with a death notification.*  
**What do you do?**



190

---

---

---

---

---

---

---

---

190

**Scenario #3**

*Someone in your church asks you to speak with their son who is a retired veteran with PTSD. You do and build a relationship with the family. Late one night you get a frantic call from the family saying their son has committed suicide.*

**What do you do?**

*The court shows no emotions but often allows the emotion of those who are being affected by the circumstances to be addressed by a Chaplain.*

**Scenario #4**



191

---

---

---

---

---

---

---

---

191

***It isn't always easy to talk to people you don't know***

- Dealing with people will wear off all your naivety as you make the commitment to be there for your community.
- Remember, you are there for them not yourself; at this point God has sent you for that person (the WHO) in need.
- **Remember, He did NOT give you a spirit of fear!**



192

---

---

---

---

---

---

---

---

192

### ***The Who's are numerous:***

A Homeless Person needing HOPE

A Drug Addicted Person who is destroying themselves & those who love them

A Person whose spouse has just left them & tells them they have no feelings for them

A Person struggling with poverty

193



---

---

---

---

---

---

---

---

193

### ***The Who's are numerous:***

A Pastor whose church is dwindling

A Family who just lost a family member to death

A Person losing their car or home & is struggling

A Person who has received really life altering information that seems to grow worse every day

194



---

---

---

---

---

---

---

---

194

### ***The Who's are numerous:***

A Person who is facing death & feels rejected by God

A Person whose child has been arrested for drugs or alcohol

A Parent or child dealing with issues related to mental health

A Parent or sibling of some very interesting lifestyle choices

A Person addicted to gambling

195



---

---

---

---

---

---

---

---

195



### The Who's are numerous:

A Person who is pregnant with the child of someone who has disappeared

A Person seeking guidance in coming out of a lifestyle

A Person incarcerated & now seeking HOPE

A Person whose health has failed & now feels HOPELESS

An Angry Person feeling rejected by God

196



196

---

---

---

---

---

---

---

---

### The Who's are numerous:

A Person dealing with a life altering event

A Person molested & turned angry

A Victim involved in Gang violence

A Person molested by someone they trust

A Person living in their car

197



197

---

---

---

---

---

---

---

---

### The Who's are numerous:

A Person who cannot pay their utility bill & needs HOPE

A Person who just had a wreck & needs HOPE

A Person needing food for their family

- A COH is not a pastor even though they may wear that hat.
- A COH has the largest sanctuary that begins right outside their door.
- All COH's can find a specific area in that massive sanctuary to serve people.

198



198

---

---

---

---

---

---

---

---

## ***Personal Resilience***

**Resilience** is the strength (innate or developed), that enables one to adapt to extreme stress, including the capacities to:

- Optimally function
- Maintain sound mental health under adverse circumstances
- Rebound from the harmful/damaging effects of overwhelming stress



199

---

---

---

---

---

---

---

MINISTRY OF

# HOPE



ADVANCED  
EMERGENCY  
RESPONSE

**CHAPLAINS of HOPE**



200

---

---

---

---

---

---

---