

MANAGEMENT SERVICES DIVISION-STAFF RESOURCES SECTION  
STANDARD OPERATING PROCEDURES

AP 32

CHAPLAINCY CORPS

**PURPOSE:** The Chaplaincy Corps has the responsibility to provide the Colorado Springs Police Department and the citizens of Colorado Springs with the services of a chaplain on a regular basis, building and maintaining an attitude of cooperation and mutual respect between the Department and the citizens. Members of the Corps are on call for counseling, consultation, and other forms of human crisis intervention.

**CROSS-REF:**

**STRUCTURE:** Chaplain, Steering Committee, Coordinator of Volunteers, Manager of Staff Resources, Director of Management Services Division, Chief of Police.

**PROCEDURE:**

- A. THE CHAPLAINCY CORPS WILL PROVIDE CITY-WIDE COVERAGE AND AVAILABILITY OF THE SERVICES OF A CHAPLAIN AS IT RELATES TO CALLS FOR SERVICE IN THE COLORADO SPRINGS POLICE DEPARTMENT. WHEN REQUESTED, THE FOLLOWING TYPES OF CALLS ARE ATTENDED BY THE CHAPLAIN:
1. Family crises
  2. Emotional disturbances with significant trauma
  3. Attempted suicide, completed suicide
  4. Death messages or notification
  5. Crisis intervention at the scene of an accident or incident
  6. Personal needs of police personnel and families
  7. Other areas as may be deemed appropriate
- B. THE CHAPLAINCY CORPS WILL PROVIDE THE SERVICES OF A CHAPLAIN 24 HOURS A DAY, 7 DAYS A WEEK.
- C. CHAPLAINS SHALL MAINTAIN AND DISPLAY HIGH MORAL STANDARDS AND TREAT ALL PERSONS WITH RESPECT AND DIGNITY.
- D. CHAPLAINS WILL NOT DISCRIMINATE IN ANY WAY.
- E. CHAPLAINS SHALL UPHOLD THEIR COMMITMENT TO THE CHAPLAINCY CORPS AND THE COLORADO SPRINGS POLICE DEPARTMENT.
1. All chaplains are expected to be in attendance at Corps meetings and training sessions. Excuses shall be made to the Steering Committee through the Coordinator of Volunteers.
  3. All chaplains will serve as On-Call chaplain on a rotating basis including one ride-along per month.
- F. THE CHAPLAIN SHALL ASSIST THE OFFICERS, WHEN ASKED TO DO SO, IN MATTERS WHERE THE CHAPLAIN CAN BRING HIS OWN EXPERTISE.
- G. WHEN APPROPRIATE, THE CHAPLAIN SHOULD ASCERTAIN FROM THOSE NEEDING EMERGENCY PASTORAL HELP WHETHER THEY HAVE A RELIGIOUS AFFILIATION; AND IF SO, APPROPRIATE CLERGY SHOULD BE CONTACTED.

- H. AT THE REQUEST OF THE POLICE OR OTHER APPROPRIATE OFFICER, THE CHAPLAIN WILL SEEK TO BRING COMFORT, CONSOLATION AND ASSISTANCE TO PERSONS INVOLVED IN CRITICAL INCIDENTS, ACCIDENTS, NATURAL CATASTROPHES OR PERSONS CONFRONTED WITH DEATH OR THE DEATH OF A LOVED ONE. IT IS UNDERSTOOD THAT THE CHAPLAIN WILL BE AVAILABLE FOR FOLLOW-UP COUNSELING IF IT IS REQUESTED.
- I. WHEN REQUESTED, THE CHAPLAIN WILL GIVE COUNSEL TO PERSONS INVOLVED IN SUCH THINGS AS FAMILY TENSION, ATTEMPTED/COMPLETED SUICIDE, DESERTION, RUNAWAYS, LOST PERSONS, SUBSTANCE ABUSE CASES.
- J. THE CHAPLAIN WILL SEEK TO EXERT AN INFLUENCE OF CALM AND STABILITY IN THE MIDST OF SITUATIONS CHARGED WITH UNUSUAL STRESS AND POTENTIAL EXPLOSIVENESS.
- K. MEMBERSHIP
1. Chaplains shall be full-time or retired clergy, ordained/licensed by the members of a church or religious order and in full connection with same.
  2. Chaplains shall be ordained/licensed clergy associated professionally with a religious organization or social service agency.
  3. The determination of an applicant's qualification for the Corps will be made by the Coordinator of Volunteers and the Steering Committee.
  4. Chaplains' physical condition shall be good enough to enable them to move swiftly to protect themselves in the event of a dangerous incident occurring while involved as a Police Chaplain.
  5. As deemed needed by the Steering Committee, Coordinator of Volunteers and/or the Colorado Springs Police Department, Chaplains shall be willing to complete formal/certified/educational training which will enhance their ability to serve the Department.
  6. Special consideration may be given to unique cases.
- L. CHAPLAINCY STEERING COMMITTEE
1. The Coordinator of Volunteers is directly responsible for the Chaplaincy Corps Program, its operation and management and as such will coordinate the activities of the Steering Committee.
  2. The Steering Committee is composed of eight persons from at least five different religious affiliations. The Committee will consist of the President, Vice President, Secretary, four at-large members, the past president and the Coordinator of Volunteers.
  3. The officers shall be elected annually at the November meeting to take office on January 1 of the next year. The officers should not serve terms totaling more than four consecutive years with the exception of the President, who may exceed four years by serving the capacity of past president. The members at-large shall be elected on a rotating basis for a two-year term and serve no more than one two-year term. (At the end of their first year, the at-large members move into the one-year at large slot, and new members are elected to the two-year term.)
  4. There shall be two committees.
    - a. The Recruitment Committee will be a standing committee, consisting of three members and chaired by a Steering Committee member appointed by the President. The Committee shall actively recruit chaplains for the Corps and develop awareness of the Corps in the community.
    - b. The Nominating Committee will be appointed by the President prior to the October Meeting and will consist of two members from the general membership and be chaired by a Steering Committee member. Their report will be presented at the November meeting.
  5. The Steering Committee shall provide orientation to the Chaplaincy Corps for new clergy entering the program.

6. The Steering Committee shall serve as the Screening Committee for persons wishing to join the Chaplaincy Corps and shall have the authority, in consultation with the Coordinator of Volunteers, to terminate a person's service in the Corps.
7. Monthly training programs will be coordinated by the Vice President and the Coordinator of Volunteer Services.
8. The Steering Committee shall review the ride reports submitted by the chaplain(s) to determine if the corps is meeting their objectives and to seek ways to improve the service being rendered to the Police Department and the community.
9. The Steering Committee shall normally meet once a month or on call by the President, the Coordinator of Volunteer Services, or persons within the chain of command.

M. ATTIRE

1. The chaplain on duty is expected to wear a navy blue blazer with the Police Chaplain patch with an official name tag or an official Police Chaplain pocket badge.
2. The Police Chaplain identification/badges will be displayed only when the chaplain is representing or functioning as a police chaplain.

N. OFFICER/CHAPLAIN RELATIONSHIP

1. The relationship between the officer and the chaplain should be on a professional basis unless the officer otherwise indicates. With the officer's lead, the chaplain may enter into a counseling relationship with the officer.
2. The chaplain's responsibility is not to evangelize the officer but to be of general counseling service.
3. Chaplains shall never criticize officers or try to tell them how to do their job. If a chaplain feels an officer was inappropriate in the handling of a situation, s/he should discuss the concerns with the Coordinator of Volunteers.

O. CITIZEN/CHAPLAIN RELATIONSHIP

1. The chaplain will not engage in unsolicited evangelistic efforts.
2. The chaplain does not replace the clergy of a person's religious persuasion.

P. DISCIPLINE

1. The Coordinator of Volunteers or the President of the Chaplaincy Corps Steering Committee may discuss issues or actions of concerns with a chaplain on a one-to-one basis.
2. A chaplain who is alleged to have performed or continues to perform in an inappropriate or illegal manner will be asked to appear before the Steering Committee and the Coordinator of Volunteers to discuss the allegations and consequences.
3. Further investigation and action may be taken by the appropriate staff of the Colorado Springs Police Department.

Q. GRIEVANCES

1. Chaplains having grievances may present their concerns to the Coordinator of Volunteers and the Steering Committee.
2. Decisions may be appealed through the chain of command to the Director of Management Services.

R. CONFIDENTIALITY

1. All information communicated confidentially to a Police Chaplain in his/her role as a religious officer, will be recognized as privileged communication except as hereinafter provided.

2. Any communication in the presence of, or that can be heard by, a third party shall not be considered confidential or privileged and all persons involved in the immediate situation shall be so informed.
3. Revelations of plans or proposed actions that involve a threat to the welfare of another person are not considered confidential or privileged and shall be reported to the proper authorities.
4. Chaplains may not, except for purposes directly connected with the purposes of the Chaplaincy Program and their expressed duties therein, solicit, disclose, or make use of any information, names, or circumstances concerning cases or persons involved with the Police Department.
5. Requests for reports or confidential information will be submitted in writing through the chain of command beginning with the Steering Committee.

S. CHAPLAIN'S VEHICLE

1. Prior to use, the chaplain will inspect the vehicle to ensure its safe and undamaged condition. When the inspection reveals damage or broken equipment, chaplains will notify the Coordinator of Volunteers immediately.
2. The on-call chaplain is to drive the chaplain's vehicle throughout the day s/he is on call; however, s/he is asked to avoid personal errand running with the chaplain's vehicle during that time.
3. In the event the vehicle needs service as a result of a flat tire or mechanical failure, the chaplain will notify Dispatch by radio or phone by calling 444-7000. Minor repairs can be accomplished by driving to the garage at Police Operations Center.
4. The vehicle may be fueled at the Police Operations Center, at the Falcon or Sand Creek substations and the Central and East Service Centers. Chaplains are not to fuel the vehicle at a private service station.
5. The chaplain who completes his/her day with the car is responsible for delivering the car, clean and with at least a half a tank of gas, to the next day's chaplain. The vehicle may be washed at the Police Operations Center or the Falcon or Sand Creek substations.
6. Chaplains who are involved in an accident will immediately notify dispatch by radio or by calling 444-7000. Identify yourself, state the location of the accident and any injuries. Request that a sector Sergeant respond to your location. Notify the Coordinator of Volunteers at the earliest possible time. A written memorandum containing the following information should follow immediately:
  - a. date and time of accident
  - location
  - circumstances
  - damages
  - name and insurance information of other party(s)
  - accident report number

T. VICTIM ASSISTANCE FUND

1. Chaplains who incur an out-of-pocket expense that directly relates to a call for service, can request reimbursement through the Victim Assistance Fund.
2. Chaplains will complete an expense voucher, attaching all receipts, and submit it to the Coordinator of Volunteers for approval. Any request may be denied by the Coordinator of Volunteers if deemed inappropriate.
3. The expense will only include costs directly related to the victim and is not to include meals or any other expense for the chaplain. Expenses may be for long distance phone calls, meals, emergency housing, gasoline etc.

U. ON-CALL AND IN-SERVICE CHAPLAIN

1. The On-Call Chaplains will be scheduled in one-day shifts with a face-to-face exchange of equipment taking place at a location and time predetermined by the affected Chaplains. The on-call Chaplain is responsible for equipment until the equipment is handed over to the next on-call Chaplain. The chaplain's personal vehicle may be parked in the visitors' parking lot at the Police Operations Center.
2. The on-call chaplains will respond to calls for service within five minutes and be on the scene within 30 minutes(except during inclement driving conditions).
3. If the On-Call Chaplain does not respond to the pager within five minutes, dispatch will telephone Chaplains living in the Division of the incident until dispatch reaches a Chaplain who can respond.
4. The primary on-call chaplain, 1 Charlie 40, will be available via pager and the Department-provided chaplain's vehicle. During the chaplain's ride along, the chaplain will be available via radio dispatch. The chaplain may be returned to the substation to use the chaplain's vehicle to respond or officers may transport the chaplain to the scene.
5. The pager unit must be retained on the chaplain's person or within audio range.
6. The chaplain should check the pager to determine that it is in operating condition. This check may be accomplished by calling the pager number. If the unit is malfunctioning, contact the Radio Shop for direction. The pager must be turned on at all times unless left in the Chaplains' desk.
7. The chaplain will complete the pager log sheet following each call-out. At the completion of the duty day, the log cover sheet will be filled out, listing each call-out, attached to the log sheets and mailed to the Coordinator of Volunteers or left in the appropriate folder in the Chaplains' desk.
8. If the Primary On-Call Chaplain will not be available to take calls for an extended period of time due to extenuating circumstances, s/he will notify dispatch.
9. Chaplains will ride a four hour shift with a patrol officer a minimum of one night each month. This ride along will take place on the night of their duty day. Night shift hours will generally be between the hours of 7:00 p.m. and 11:00 p.m. Chaplains may also ride a four hour day or midnight shift beyond the minimum.
10. If the chaplain assigned to ride cannot make his shift due to an illness or other emergency, it is his/her responsibility to trade assignments or find a replacement chaplain. All changes to the schedule should be reported to the effected substation.
11. The chaplain will report in to the substation Duty Desk or Sergeant advising that s/he is the scheduled chaplain. Ask the Duty Desk officer or Sergeant for a ride assignment.
12. The chaplain will use the chaplain's clipboard with forms, a radio, flashlight and police car keys from the chaplain's vehicle while riding with an officer.
13. The chaplain will respond to all calls with the officer unless the officer determines that the chaplain should remain in the patrol car.
14. The chaplain will be available for consultation on matters that fall within the purview and expertise of the Chaplaincy Corps and to assist in areas of public relations.
15. The chaplain will provide referrals to community and social service agencies when appropriate.
16. The chaplain may leave a Chaplaincy Corps business card with a person the chaplain has aided while on duty, especially if follow-up work is anticipated.
17. The chaplain may not distribute religious tracts or evangelize while on duty.
18. When the officer needs to be attentive to the radio transmission, conversation between officer and chaplain should be limited.
19. The chaplain's Ride Along Report Form must be submitted to the Coordinator of Volunteers immediately following his/her duty day. The chaplain should leave report forms in the Chaplains' desk. If it is not convenient to leave forms as noted, it is the chaplain's responsibility to mail them in within 24 hours.

#### W. DEATH OR SERIOUS INJURY NOTIFICATIONS

1. The primary On-Call Chaplain must respond on scene within 30 minutes. Give the dispatcher your estimated time of arrival.

2. If the On-Call Chaplain does not respond to the pager within five minutes, dispatch will telephone Chaplains living in the Division of the incident until dispatch reaches a Chaplain who can respond.
3. The chaplain will verify all information with dispatcher.
4. The chaplain should coordinate the method of notification with the responding officer and/or the county coroner.
5. If the chaplain is called to respond to a hospital, it is important to coordinate with the hospital chaplain if s/he is present. In such cases, the hospital chaplain will be in charge.
6. Determine if any other party or parties should receive direct notification from a chaplain. Assist in making notifications if directly requested by the survivor. If necessary another chaplain may be called to assist.
7. Notify the survivor's pastor if appropriate. If the pastor is responding to the scene, wait for him/her to arrive.
8. All official requests for death notifications must be routed through the Communications Center. Do not directly contact a chaplain or pastor in another city or state requesting him/her to make a notification.

X. CRITICAL INCIDENT

1. The On-Call chaplain will immediately notify the Lead Chaplain.
2. The On-Call Chaplain will assume the position of Lead Chaplain until the Lead Chaplain arrives on the scene. Lead Chaplains are made up of the Steering Committee in the following order: President, Vice President, Secretary, Past President and Members at Large.
3. The Lead Chaplain will report to the Incident Commander to receive a briefing. S/he will determine staffing needs and will request additional chaplains through dispatch.
4. The Lead Chaplain will delegate responsibilities including that of Lead Chaplain, if desired.
5. The Lead Chaplain will act as liaison to the Incident Commander and other Department units and community agencies.
6. The Lead Chaplain will refer all media/press inquiries to the Public Information Officer or Incident Commander.
7. The Lead Chaplain will be responsible for submitting an incident report within 5 days to the Coordinator of Volunteers.

Y. CEREMONIES AND SPECIAL ASSIGNMENTS

1. The Chaplaincy Corps will respond to all requests from the Police Department to provide words of inspiration or comfort, prayer, invocations, benedictions, etc.
2. The Coordinator of Volunteers and the Chaplaincy Steering Committee will select chaplains on a rotating basis.
3. The assigned chaplain will coordinate his/her responsibility with the activity supervisor.
4. The chaplain will report volunteer hours on the chaplain's time report and submit by the end of the month.

Z. TRAINING (ALL CHAPLAINS WILL SERVE A THREE-MONTH PROBATIONARY/TRAINING PERIOD).

1. The chaplain will first observe the dispatch function for a minimum of 4 hours.
2. The chaplain will participate in 6 ride-alongs over the three-month training period.
3. The Steering Committee will interview the chaplain after the third month to determine if the probationary chaplain has any questions or concerns related to the Chaplaincy Program.
4. Individual training will be given by a Mentor, a member of the Steering Committee.
5. A minimum of ten (10) monthly training meetings will be scheduled to provide continuing education on community agencies, referrals, response to situation/incidents, Department issues etc.

APPROVAL: \_\_\_\_\_  
Management Services Director

DATE: \_\_\_\_\_