Name of Policy:	**Patient and Family Support and Pastoral Care Visitor**	THE UNIVERSITY OF TOLEDO 1872
Policy Number:	3364-103-PC-10	
Department:	Service Excellence - Pastoral Care	
Approving Officer:	Chief Experience Officer	
Responsible Agent:	Spiritual Support Manager	**Effective Date:** 10-4-2019
Scope:	UTMC Pastoral Care	Initial Effective Date: 4/10/1989

_____ New policy proposal		_____ Minor/technical revision of existing policy
_____ Major revision of existing policy	**X**	Reaffirmation of existing policy

(A) Policy Statement

To ensure that all patients and their families are able to have their faith values and beliefs supported, the religious, spiritual and moral needs of all patients shall be assessed and evaluated in order to provide the appropriate support desired during a patient's stay at the University of Toledo Medical Center.

(B) Purpose of Policy

To ensure that a comprehensive program of services provided by Pastoral Care Department will be maintained.

(C) Procedure

1. Pastoral Care shall seek to assure that the needs of the whole person are met in the midst of the crisis of hospitalization.
   a. Prepares a visitation list for the day, using computer reports and information from chaplains and previous Pastoral Care visitors.
   b. Visits newly admitted patients, providing a friendly and attentive visit and sharing departmental literature as desired by the patient and/or family, and thus introducing them to services provided by the Pastoral Care Department.
   c. Assesses if patient would like his/her church, synagogue, or temple contacted.
   d. Informs the patient of other services offered by the Pastoral Care Department, such as Eucharistic Ministry, follow-up visits, the availability of the Meditation Room and other devotional literature.
   e. Documents information to chaplains and other volunteers in an appropriate manner, if patient desires a follow-up visit, communion or devotional literature.

2. Washing hands thoroughly before and after visiting a patient is the single-most important act that can be done to avoid the spread of disease.

3. The Pastoral Care Visitor shall possess the following qualifications:
   a. A strong and stable spiritual wellbeing.
   b. Willingness to accept and value differing spiritual/religious opinions and orientations.
   c. Good communication skills and command of the English language.
   d. Physical ability to move about the hospital and between buildings on the medical center's campus.
   e. Ability to take the initiative and be flexible assuming differing roles when needed.
   f. Is adept at using a computer in an effort to meet patient needs (when designated).

4. The following competencies shall be exhibited by the Pastoral Care visitor:
   a. Demonstrates strict patient confidentiality. Uses confidential files and data as specifically authorized by the Pastoral Care Manager. Immediately reports any unauthorized access or use of confidential information to the Manager.
   b. Demonstrates the ability to respond in case of a fire emergency or crisis situation.

      c. Shows appropriate interaction based upon the age of the patient.
      d. Projects a positive attitude and professional interaction with others.
      e. Dresses appropriately, is neat in appearance and wears volunteer identification badge provided to them during orientation at all times while on duty.

5. Pastoral Care Visitors shall have participated in the following educational/training experiences:
      a. Volunteer Orientation Class (Safety Training, HIPAA, PPD as well as Age-Specific competencies).
      b. Departmental safety training, orientation, assignment training and emergency procedures and evaluations by the Manager.

Approved by:		Review/Revision Date:	
		4/1990	08/17/2018
		1/2005	10/4/2019
/s/		102006	
Mario Toussaint	Date	8/15/2008	
Chief Experience Officer		10/29/2012	
		10/23/2015	
Review/Revision Completed By: *Dan Deeter*			
		Next Review Date: 10/4/2022	
Policies Superseded by This Policy: PC-10			

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.