

## In Mission Critical Situations, Can You Rely on Your Chaplains to Provide the Best Spiritual Care? Turn to APC™ to Find Your Best Spiritual Support Team

Your organization faces Mission Critical situations every day. These situations cause stress, fear, uncertainty and confusion. These situations cause feelings that can be daunting and impact your staff's productivity and morale. Your care recipients may turn to you for comfort in their time of need. Your medical, emergency management, correctional or military staff, patients, officers, and residents, look for relief and guidance from your organization, and they deserve the best spiritual care.

### **Certification Makes All the Difference**

For health care facilities, correctional institutions, long-term care units, rehabilitation centers, hospice, military and other specialized settings, it can be mission critical to provide comfort for the cultural, spiritual and religious needs of your key people and customers. That is why hiring Board Certified Chaplains to care for the spiritual needs of your staff and customers is essential.

Having certified chaplains on staff can improve morale, improve or maintain productivity in stressful situations, and allow you to provide a better service, which can be a huge competitive advantage.

Professional board certified chaplains can help your organization in so many ways. They are extensively trained in how to assist with death notifications, assist and support victims in times of crisis, and respond to critical incidents. They visit and comfort patients, and sick or injured personnel. They are a resource for care and support of staff members, patients, residents and their families.

They serve people of any religion or no religion. They do not promote any particular faith tradition. Most importantly for you, a certified chaplain can serve as an objective mediator who helps defuse conflicts and crises by facilitating communication and cultural sensitivity, allowing your organization to function smoothly and more effectively.

### **APC™ is your Resource for the Best Chaplaincy Care**

The Association of Professional Chaplains™ (APC™) is THE support team for Organization Administrators looking to hire and manage best-in-class chaplains, who are examples for excellence in our profession.

As the industry leader, APC™ is committed to and excels at providing the tools and the support chaplains need to thrive in order to better heal those in spiritual need.

We constantly raise the bar in our profession and have created the Gold Standard for Certification for professional chaplaincy care with our BCCI™ Program, where we train, evaluate and certify the best in our profession.



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**Are you searching for the best possible talent? Trust APC™ to be your guide.**



**Association of Professional Chaplains™**

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## ***What does all this mean to you?***

**We make your job easier.** If you aren't sure how to hire the best chaplain for your organization's needs, rely on us. Organization administrators across the U.S. create best-in-class Chaplaincy Care departments through our BCCI™ Program. Through us, you have access to more than 5,000 members who strive to be the best chaplains in their profession. By hiring chaplains who are certified through BCCI™, you are assured that they meet education and competency requirements that parallel those of other disciplines on your care team who have certifications and licenses. Our BCCI™ board certified chaplains have at least a master's degree with 72 credit hours of graduate-level theological education, four units of approved clinical pastoral education, endorsement from a recognized faith group, 2,000 hours of work experience and demonstrated competency in 29 areas of chaplaincy care, according to national standards.

**We support your Chaplains.** Through membership in APC™, we provide continual education and training for your chaplaincy staff to ensure that they stay best-in-class. To maintain their BCCI™ certification, chaplains must complete 50 hours of continuing chaplaincy education each year, adhere to a recognized code of professional ethics and engage in periodic peer-reviews.

**We give you a competitive advantage.** In health care organizations, a professional board certified health care chaplain is one of the most cost-effective resources to facilitate communication, enhance the patient experience, and increase family and staff satisfaction. All of this can be promoted as an advantage in a crowded, competitive marketplace.

**We help you exceed standards.** The Joint Commission is giving increasing scrutiny to organizations' understanding of the cultural, spiritual and religious

needs of their customers, as well as their capacity to meet those needs. For health care organizations, we can help you lift HCAHPS scores by raising patient and family satisfaction through addressing relevant religious, spiritual, emotional, and cultural needs.

## ***How do we do that?***

We promote quality chaplaincy care through professional standards, education, support to members, and advocacy.

We've played a key role in building and supporting the chaplaincy profession since 1946. Our history, experience, stability and size allow us to invest in and provide innovative services that enable APC™ members to be the best in their field. Trust us, you want them on your team.

**We like to call it GOOD BUSINESS.**



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