

Leaders Link

Equipping Leaders for Local Service



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TAKE NOTE

Important Deadlines and Reminders

June 9, 2010: "Ten Stories Three Streams: Teaching Tales from Buddhism II" Webinar presented by Rev. Jennifer Block and Carlyle Coash MA BCC. Registration deadline May 31, 2010.

June 15, 2010: Election ballots e-mailed/mailed for leadership positions with terms beginning Nov. 1, 2010. Ballots must be completed electronically or postmarked by July 9, 2010.

June 18, 2010: Deadline to submit [proposals for 2011 APC Annual Conference](#) 90-minute workshops, poster presentations and Professional Development Intensives.

July 14, 2010: [“Working with the Confused Patient: Introduction to Delirium and Dementia for Chaplains”](#) presented by David Harrison MD PhD. Registration deadline July 2, 2010.

Aug. 15, 2010: Deadline for [Annual Leadership Awards](#) nominations.

Sept. 2010 - Jan. 2011: [“Introduction to Chaplaincy Research”](#) five-part Webinar course presented by George Fitchett PhD BCC and Patricia Murphy PhD BCC on Sept. 7, Oct. 5, Nov. 9 & Dec. 7, 2010 and Jan. 11, 2011. Registration deadline Aug. 20, 2010.

March 24-27, 2011: APC annual conference, Hyatt Regency DFW, Dallas, TX

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FEATURE

Conference Chair Reflects on the 2010 APC Annual Conference

by Amy Karriker BCC

How can I possibly begin to summarize the amazing experiences of the 2010 annual conference? Well, as suggested in *The Sound of Music*, I suppose I should “start at the very beginning, a very good place to start.”

I remember the conference planning weekend as if it was yesterday and I remember the excitement, energy and creativity that were flowing like a river. As we pondered a theme and goals that we wanted to achieve, we became determined and dedicated to create a conference that challenged the membership to embrace our professional responsibilities; a conference that equipped the membership with the best, cutting-edge education that would help us fulfill these responsibilities; and a conference full of worship and fellowship to nourish ourselves and one another for our day-to-day journeys.

Now that the 2010 APC conference is over and I have had some time to reflect and soak it all up, I honestly believe that we achieved each of these goals. From the Professional Development Intensives, top-of-the-line workshops and stimulating plenary speakers to the multifaith worship that created an atmosphere for worship and provided some great educational tools – each element of the conference gave us the opportunity for growth, challenge, motivation and rejuvenation. The [Past Conference Highlights](#) page of the APC Web site offers photos, videos and information on some of the wonderful experiences of the 2010 conference.

I want to thank all of you, the local leaders, for all of your hard work throughout the year to grow the membership, keep us informed, advocate for our profession and support the annual conference. It couldn't have happened without you. I am also thankful for the opportunity I was given to chair this event and to work with the most incredible committee. It was truly the highlight of my professional career. It is my hope that this tradition will continue to advance our profession, and I look forward to what the future holds for APC as we continue to reach new heights.

Amy Karriker MDiv BCC is a chaplain at Benefis Health System in Great Falls, MT. She served as the 2010 Conference Planning Committee chair and may be contacted at karramys@benefis.org.

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LOCAL NEWS: Highlighting the challenges and opportunities of state leadership

Indiana Conducts Survey on Membership Services by Shawn Gerber BCC

In January-February 2010, the APC Indiana State Leaders conducted a survey of all APC board certified, provisional certified and associate chaplains in Indiana to gain a better understanding of their needs and desires regarding gathering locally as a body of APC members. We received about a 62% response rate to the survey.

The survey revealed that most Indiana APC chaplains are not meeting regularly (61%) with other APC chaplains. Those who responded to the survey conveyed support and a need for gathering as a body of APC members in Indiana. A slight majority (55%) shared a desire to meet regionally, while another 44% were divided evenly between saying they would like to meet as a statewide group or had no preference.

The greatest need named was having opportunities to participate in continuing education (98%). Many chaplains noted that their continuing education and travel budgets have been cut due to the economic climate. Thus, local cost-efficient continuing education has become all the more important. Right behind the need for continuing education was networking (84%) and fellowship (74%).

Sharing best practices and having more opportunities to gain continuing education would also meet a growing demand for quality improvement initiatives within disciplines in the healthcare field.

In terms of resourcing the membership, this survey also filled a need by identifying a pool of certified chaplains who indicated they are willing to be paired with certification candidates in a mentoring relationship.

A couple areas for improvement and challenges were also expressed. A handful of respondents named the desire for more easily understood continuing education forms and another group of respondents shared that the cost of membership dues can be burdensome or could even discourage them from continuing membership.

The Indiana APC state leaders will be discussing this feedback in the future, and we hope to provide feedback to the membership related to our findings and responses to the survey. The conducting of the survey was well received by Indiana members, and our hope is that it will result in better education, connection and resourcing of the needs of Indiana APC chaplains.

Rev. Shawn Gerber BCC is a chaplain at Goshen General Hospital in Goshen, IN. He serves as the Indiana state membership chair and may be contacted at sgerber2@goshenhealth.com.

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Welcome to New State Leaders

APC welcomes Stephen Weisser BCC as State Representative for Pennsylvania and John W. DeVrie BCC as State Representative for Michigan.

A number of local leadership positions are currently available. Please see the current edition of [APC News You Can Use](#) for a list of openings, and be sure to send *APC News You Can Use* to local colleagues to spread awareness of the great leadership and service opportunities available to them.

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Local Leadership Forum Now Available on the APC Web site

Following a request made at the State Representatives Meeting at the 2010 APC Annual Conference, a discussion forum for all APC State Leaders and BCCI Area Certification Chairs is now open on the APC Web site. It is available under the [Discussion Forum](#) tab. We look forward to hearing from you and to the e-discussions ahead through this medium.

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NATIONAL NEWS AND PERSPECTIVES

Leaders Link asked two state representatives to respond to the 2010 APC Annual Conference, which was held in Schaumburg, IL on April 10-14.

2010 Conference Reflections from Kansas

by Angela Lowe BCC

I believe the 2010 APC Conference in Schaumburg, IL, was exceptional this year. This year participants were invited to “come home to where it all began - home of APC. Home is where we get our roots, where we go to reconnect, reflect and be nourished.” The ambiance of the convention center was filled with ample areas to reconnect and visit with friends. I especially enjoyed reconnecting with my roommate, and with other friends from my state and across the nation. The hearth alcove around the open fire pit was certainly a place of warmth and reflectively a symbol of coming home.

The plenary sessions challenged us to “reach new heights, not settle for mediocrity and continue to raise the bar for our profession.” In addition, there was a broad diversity of Professional Development Intensives, 90-minute workshops and fun/educational excursions. I am grateful for insightful perspectives gained about interfaith approaches to prayer, guiding clergy in delivering psychological first aid in disaster responses, and providing spiritual care for oncology patients and their families. I am appreciative of some new spiritual care nuances which will enhance my ministry.

I was thankful for some good meals and great table conversations with friends. My vocational passion was rekindled once again. I was eager to return home to continue representing the Creator of compassion, healing and hope. I will look forward to seeing many of you next year in Grapevine, TX.

Rev. Angela Lowe BCC is a chaplain at Lawrence Memorial Hospital in Lawrence, KS. She serves as the Kansas state representative and may be contacted at anglowe@juno.com.

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2010 Conference Reflections from Montana

By Susan Thomas BCC

I returned home from Schaumburg with new energy for chaplaincy and with my motivation for serving renewed. From learning about electronic charting templates to ideas for advocacy, I gained practical insights and tips for our pastoral care team.

Though I have attended several APC conferences, this was my first gathering as a state leader. All of our states and regions are unique; we all face different issues depending upon our areas and needs. Some of the ideas

shared for encouraging, supporting and communicating with the APC members in our states and areas included: organizing continuing education events; mentoring those who are working on certification; creating a survey to assess members' needs; and sending an electronic newsletter to share announcements, ideas and continuing education opportunities.

I appreciated the conference and the time to meet as leaders of our areas.

Rev. Susan Thomas BCC is a chaplain at Billings Clinic in Billings, MT. She serves as the Montana state representative and may be contacted at stthomas@billingsclinic.org.

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Reports of Local Leadership Meetings at the 2010 Annual Conference

Membership Services by Jerry Nussbaum BCC

State membership chairs promote the high quality standards of APC. Every year, all membership chairs are invited to the State Membership Chairs Meeting during the annual conference, where they review their role and responsibilities, as well as tell stories, share ideas and ask questions.

Concerns shared this April included: strategies for supporting and engaging membership, mentoring, the endorsement process for religious structures that have none, and working together as a state leadership team. An idea you will want to take note of is a membership survey for Indiana where state leaders identified some important needs and concerns for members in Indiana. An article about this project and its outcomes is included in this issue of *Leaders Link*.

With gratitude I thank those who came to the meeting in Schaumburg as well as those who had to stay home. Your leadership is vitally important to the health and well-being of the chaplains you serve. Remember that your work as state chair is supported by all who serve in leadership at the state and national levels.

The [APC Web site](#) and links to [national leaders](#) are a primary source for finding the information and the leaders who can help with particular questions like endorsement or certification.

Reviewing the state membership chair position description can help you plan and organize your role as a state membership chair. You can request a list of APC chaplains in your state from the national office.

Finally, here is a list of 10 ways you can strategize to assist members in your state or region:

1. Converse with other state leaders from around your region and identify the names of persons who would be recommended as a mentor or a state leader.
2. Call one member every week (or every two weeks) to identify yourself, your role and if there is anything that he or she would like APC leadership to know about their chaplaincy, membership concerns or what they would like to see from APC.
3. Suggest to the national office persons who you have identified as a leader who may want to volunteer for a state or national position.

4. Coordinate sending a note to each new member of APC congratulating and welcoming them with a personal note and information about who they can contact.
5. Present to seminarians, CPE students or non-certified chaplains in your area the benefits of board certification, and how to become an APC member, student affiliate or affiliate.

For the next five suggestions, send me an e-mail to request them or watch for the next issue of *Leaders Link*.

Jerry Nussbaum BCC is a chaplain at Mt. Carmel St. Ann's in Westerville, OH. He serves on the Membership Services Council as coordinator of state membership chairs and may be contacted at jerrynussbaum@mchs.com.

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Continuing Education by Brian P. Hughes BCC

The State Continuing Education Chairs Meeting was held in Schaumburg on April 10, just prior to the start of the annual conference. New as well as "veteran" members attended, and we shared ideas of how to help each person's state members with their continuing education.

We also brainstormed ideas for how to best educate and equip our membership to better understand the specifics of what counts and what does not count for continuing education. One particularly good idea that came from this discussion was to market educational events with specific details as to which methodology and which standard the event would be addressing.

There was also a time of sharing dreams for how to better communicate between the national and state levels. The idea of highlighting best practices from the [state](#) level in the national communications was discussed, as well as encouraging local leaders to announce their upcoming continuing education events in the [Continuing Education Opportunities](#) section of the APC Web site.

Brian P. Hughes BCC serves on the Standards, Education and Research Council as Education Committee chair and coordinator of state continuing education chairs. He may be contacted at brian.p.hughes@gmail.com.

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Advocacy by Robert L. Hendricks BCC

The Commission on Advocacy enjoyed 100% participation as it met in Schaumburg for the 2010 conference. This is remarkable given the state of the economy and the trimming of travel budgets. Commission members are: Francis Williams, Social Justice; Jim Stephens, Retired Chaplains Resources Committee; George Burn, International; Eileen Stone, Interventional; Sarah Byrne, Promotional; Jan McCormack, Advocacy Education; Swami Sarvaananda, Public Policy; and Lynn Burgess, State Advocacy Services.

Highlights of committee reports:

- Lynn Burgess finds herself in the newest position of state advocacy services coordinator to enhance communication from the Commission on Advocacy to state advocacy chairs. She has already collaborated with Interventional and will chair the State Advocacy Chairs Meeting at annual APC conferences.
- Francis Williams ran for the Indiana's 7th congressional seat. Though unelected, she learned much from the experience and vows to run again for public office.
- Jim Stephens' committee has undertaken a writing project with George Robie, video taping retired chaplains and a Long Term Care Task Force. The committee also changed its name from "Advocacy Resources" to "Retired Chaplains Resources Committee" to better identify the mission of the committee.
- George Burn worked on several projects, including frequent contact with the European Network of Health Care Chaplains as well as chaplain groups in other parts of the globe.

- Eileen Stone reported three cases since November requiring possible action from Interventional Advocacy, and she wants to develop new guidelines for intervention that could be posted in the APC Web site Members Only area.
- Dr. Jan McCormack, who teaches chaplaincy at Denver Seminary in Colorado, is working toward establishing a BCC chaplaincy position at the seminary. She travels extensively, educating groups about what chaplains can do.
- Swami Sarvaananda urges “thinking outside the box” in developing interfaith services that do not water down faith but encourage each faith to be self-representative on a common theme, such as “grace.” She also continues to address ethnic groups, special interest groups, community leaders and the underserved.
- Sarah Byrne proposes new ideas including a podcast called “A Day in the Life of a Chaplain,” an APC Web site video called “Meet Your Chaplain” and an enhanced presence on Facebook.

Throughout the meeting, the Commission on Advocacy discussed the need to improve our presence on the APC Web site, which is dependent upon future Web site technological upgrades.

Rev. Robert L. Hendricks MDiv BCC is director of chaplaincy services at San Antonio State Supported Living Center. He serves as Commission on Advocacy chair and may be contacted at robert.hendricks@dads.state.tx.us.

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APC Congratulates the 2010 Leadership Award Recipients

Distinguished Service Award

Chaplain (Col) Herman Keizer Jr. USA (retired)

Anton Boisen Professional Service Award

Rev. Dr. Martha R. Jacobs, BCC

Retired Chaplain Award

Chaplain Louis H.G. Bier

Outstanding Local Leadership Award

Chaplain Joseph F. Perez, BCC

The [2010 Leadership Awards](#) were presented during the Grand Banquet and Member Recognition Luncheon programs of the 2010 APC Annual Conference.

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Reflections on Collegiality from the Chair of BCCI Certification by Robert L. Grigsby BCC

Not long ago I encountered a member of the association whose experience in trying to receive assistance from his local leadership brought the mission of APC to my mind. He had been trying to get help to understand his responsibilities related to maintenance of his certification and membership. He found the responses of colleagues too slow for his needs and offering consultation for a fee. As a result of his experience, he had decided to discontinue his membership in the association. I did my best to recover the association's esteem in his eyes.

In light of the APC mission, “The Association of Professional Chaplains is a multifaith association established to certify and serve its membership and to promote professional chaplaincy,” it seemed important to write a simple reminder that as leaders we hold our offices in part to “serve [our] membership.”

Those of us who serve in health care institutions live and die these days by the customer satisfaction scores of our organizations. Every year the health system in which I work sets a goal for customer satisfaction slightly higher than that achieved during the current year. When our customers complain, we do everything we can to recover the potential loss of that patient to the system.

I write this note to help us remember that, as leaders in APC and its affiliate, BCCI, we represent the mission in all we do. Responding in a timely manner and with collegiality to our colleagues seeking information and assistance in membership and certification is one way we provide good customer service.

From time to time our own local worlds collide with our leadership responsibilities and we do not give the service our colleagues need. Sometimes that unfortunate reality prevents timely service. In addition, as leaders of the association, charging a fee to assist a colleague in maintenance of certification and membership is not appropriate.

The basic point here is simply to remind us that, as we take on the roles we hold as leaders, the expectations of our colleagues for service are quite high. Let us hold onto the ideal of serving our membership with diligence and collegiality.

Robert L. Grigsby BCC is the director of pastoral services at Trinity Mother Frances Hospitals and Clinics in Tyler, TX. He serves as the BCCI Commission on Certification chair and may be contacted at grigsbr@tmfhs.org.

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Musings from Mississippi

By Jeffery Murphy BCC

As I write this article, we are seeing the earliest signs of spring in my state. The days are noticeably longer and warmer. Here in Mississippi the dogwoods and azaleas are starting to bloom. The world seems to be renewing itself.

Our religious traditions mark spring as a time of rebirth and renewal, a time of deliverance and hope. We who are committed to professional chaplaincy guide others as they search for purpose, hope and deliverance during some of life's most traumatic situations. Where is hope when facing a terminal illness, incarceration, bereavement, or the loss of use of one's arm or leg? We chaplains also serve our fellow employees at the facilities where we work. In these times of economic uncertainty, we and our fellow employees are anxious about layoffs, how to continue to pay our mortgages or provide for our children. All of us wonder how we will do more with less. Where is hope, deliverance or renewal in such times?

As chaplains we enter into other people's losses, hurts and anxieties even as we struggle with our own. We help others seek hope, renewal and deliverance even as we seek the same things. This is by no means easy or painless. And those who receive *Leaders Link* take on extra responsibility by agreeing to be leaders within our profession. We voluntarily shoulder many of the pains, struggles and uncertainties of our colleagues.

So where is hope for us as leaders in professional chaplaincy? Where is renewal? Where is deliverance? Perhaps our religious traditions provide the path for us. Perhaps it is found in this time of year as we witness the earth renewing itself. Perhaps we find it by seeing others find their way.

Our work as chaplains is often wearing and draining. But this is the time of Passover and Easter, equinox and rebirth. My hope is that this will be a time of renewal and hope for each of you who give a little extra to promote and strengthen our profession. You have my deepest appreciation for your work and service.

Rev. Jeffery Murphy BCC is a chaplain at University of Mississippi Medical Center. He serves on the APC Membership Services Council as the national coordinator of state representatives and may be contacted at jnmurphy@hospadmin.umsmed.edu.

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APC News You Can Use

In this edition: Become a Local Leader – available local leadership opportunities, position descriptions, and how to apply or recommend a colleague.

APC News You Can Use is now ready for viewing on the APC Web site under the *Publications/Leaders Link* tab. State representatives are asked to take a moment to pass it along to members in their state or region. While *Leaders Link* is designed to equip you as a local leader with leadership tips and resources, *APC News You Can Use* is written with a general audience in mind and its purpose is to serve as a resource that you can share with colleagues in your area.

To send *APC News You Can Use* to others, open the link above. While its location may vary, all versions of Adobe Acrobat Reader contain the option of e-mailing a document while the file is open. You may find an *E-mail* icon on your tool bar or you may have to click *Page* on your toolbar to see the option to e-mail the page. Once the e-mail screen pops up, you can copy the e-mail address of the recipient or your distribution list into this e-mail. You may also save the *APC News You Can Use* file to your own computer and then e-mail it as an attachment to colleagues in your local area. If you decide to send it at a later date, remember to first check Web site for updated documents.

To ensure that you are always sending correct and timely information, please download a current copy of *APC News You Can Use* from the APC Web site. Certain pages may be revised and updated as needed and topics that are no longer current will be removed.

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Contact Us

Leaders Link is published quarterly by the Association of Professional Chaplains to provide news and information for local and regional leaders. All comments are welcome.

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