



Interfaith Services Handbook

September 2009



**University
of Victoria**
Interfaith
Services

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Introduction

The purpose of this handbook is to define and clarify the roles and responsibilities for each chaplain who is a volunteer with UVic Interfaith Services. This handbook will help answer the many questions that you may have. Below are some basic suggestions to get you started.

GETTING STARTED

Your first duty is to complete Chaplain Orientation.

Establish a student group for your faith group or establish contact with an existing student group and commit to regular office hours.

Then begin joining the other Chaplains in hosting Interfaith Services events.

After one year and only by formal invitation (request comes to our office then goes to the Administrative Chaplain) you are invited to join campus committees, forums etc.

Be aware of counseling situations. We are part of a multi-union environment that is very clear about job descriptions and boundaries. We engage in counseling for spiritual issues.

After a 4 month probation period there will be an evaluation with the administrative chaplain and one other chaplain. After the trial period, touch base meetings will occur with the administrative chaplain.

If you have any questions please ask the administrative chaplain or the office administrator for clarification.

Interfaith Services and STAS

Interfaith Services is an Agency of the University of Victoria and falls under the umbrella of Student and Ancillary Services. STAS consists of the following divisions, Athletics & Recreation, Bookstore, Career Services, Child Care Services, Chapel Bookings, Counseling Services, Health Services, Housing, Food, & Conference Services, Interfaith Chaplains, International & Exchange Student Services, Photo ID Centre, Resource Centre for Students with Disabilities, and Student Transition Centre.

The mission of Student and Ancillary Services (STAS) is to provide services which support students in their personal development and in the pursuit of their academic and career goals.

Interfaith Services is seen as a single entity by STAS and the individual faith groups are not determined to be independent bodies. Please be aware that any issues you may have must be addressed within our division and not taken to the Executive Director of STAS.

Who We Are

We are a culturally diverse and multi-faith community. Chaplains and representatives are appointed by local faith communities. Our team includes Bahá'í, Buddhist, Christian, Jewish, Muslim, Sikh and Wiccan appointees.

WHY WE ARE HERE

The mission of Interfaith Chaplains Services is to provide religious support and spiritual care for the students, staff and faculty at the University of Victoria. We offer spiritual counseling, prayer and meditation groups, learning circles, religious education, retreats, and workshops on a variety of topics in order to support the faith development of the campus community. We also serve as a liaison between the campus and religious groups in the greater Victoria area.

WHAT DO WE DO?

We connect students with a student group for an experience of community and support with others who share their religious tradition or spiritual interests.

We offer opportunities for learning about different world religions and ways to enhance spiritual practices (i.e. worship/ceremonies).

We facilitate discussion groups on a wide variety of theological, ethical and justice-related concerns.

We provide spiritual counseling, emphasizing spiritual wisdom and faith perspectives for coping, healing and reconciliation.

We are here at critical moments to facilitate rites of passage such as weddings, funerals, and memorial services.

We will journey with students, staff and faculty as they develop their whole person: intellectual, social, physical and spiritual.

HOW DID WE BEGIN?

The University of Victoria was established as a secular University in 1963 and no consideration was given to meeting the spiritual needs of the University community. During the late 1960's and early seventies, the Anglican, Catholic and United Church began to discuss the possibility of establishing a joint ministry at the University of Victoria. In 1972, Father Leo Roberts (Catholic) provided pastoral services informally to students at the University. In 1973, Dr. Marlowe Anderson (Anglican) began to work with Fr. Leo, and in 1974 Clare Holmes (United Church) joined their ministry team. They provided spiritual care to the University community as a whole, not just to their denominational communities.

However, these early chaplains did not have a formal location on campus. As students asked repeatedly for a place to meet with them on campus, the University recognized the value of this service and responded by entering into a more official relationship with the ministers. The Chaplaincy was established with a Memorandum of Understanding between the University and the three original faith communities in 1977. At this time, it was called the Ecumenical Chaplaincy.

HOW WE GREW

The Ecumenical Chaplaincy's first home was in the basement of the Residences Building. In 1977, it moved into the University Centre. During the eighties a variety of religious traditions sought membership and associate membership on the team: Christian Science, Baptist, Lutheran, Pentecostal and Presbyterian. During this period of time, friendships with a variety of non-Christian communities developed. In 1991, Buddhist and Muslim chaplains joined the team and the Ecumenical Chaplaincy became the Interfaith Chaplaincy. After several years of association, the Wiccan community appointed a chaplain in 1997.

After a move to the Campus Services Building, the team continued to grow. The year 2000 was an important year at the Chaplaincy. The Bahá'í and Jewish communities in Victoria formalized their long-standing relationships with the Chaplaincy with the appointment of two Jewish chaplains (Conservative and Reform) and a Bahá'í representative. In 2001 The Salvation Army also appointed its first Chaplain. In the fall of 2002, The Orthodox Church in America appointed the first Christian Orthodox representative to the Chaplaincy.

The support staff position at the Chaplaincy began on a volunteer basis but as the team grew, so did the need for reception, records management, bookkeeping and general organizational assistance. Judy Strother and Jane Brett held this position in the early 90's followed by Elizabeth Kuhr (1999-2002) and Sabine Teetzel (2002-2010). Rafael Oei currently holds this position.

Memorandum of Understanding

This is a Memorandum of Understanding between the University of Victoria (the "University") and the Religious Communities currently participating in the Interfaith Chaplaincy at the University of Victoria, to wit: the Interfaith Chaplaincy and their supporting communities, for the provision of an Interfaith Ministry on the campus of the University of Victoria.

1. The University and the Interfaith Chaplaincy agree that their respective obligations and responsibilities shall be as follows:
 - a. The University and the Chaplaincy shall consult on matters of mutual interest and concern through the Executive Director of Student and Ancillary Services and the Interfaith Chaplains Services Advisory Committee. (Amendment Feb 22, 2000).
 - b. The University shall provide an office to accommodate the campus Ministry. Other facilities may be booked in accordance with University policy.
 - c. The University services available to faculty and staff shall also be available to the Ministry Team members as appropriate.
2. There shall be provision for an "Advisory Committee" to advise the Religious Communities and the University on the needs and function of the Ministry.
3. This Memorandum of Understanding may be reviewed or renegotiated at the request of the University or of the participating Religious Communities
4. The purpose and objectives of the Ministry are:
 - a. To offer care particular to the spiritual needs of the whole University (Amendment of Feb 22, 2000) community: students, faculty, staff and their families.
 - b. To work as a team:
 - I. to provide a model of interfaith cooperation and respect;
 - II. to give more efficient service than is possible individually.
 - c. To act as a theological resource and to encourage thoughtful reflection and dialogue about the basis of individual faith and community life through an openness to all truth, and through dialogue with others in the university community.
 - d. To assist both individuals and groups in the process of growth by sharing.
 - e. To work co-operatively and supportively with other counselling and service facilities of the University.
 - f. To foster and maintain relationships with religious clubs, organizations, denominations and faith communities.
 - g. To assist the University in relations with the community in respect to religious matters.

Guidelines and Procedures for Membership

PREAMBLE

Interfaith Chaplain Services is a department of Student and Ancillary Services at the University of Victoria. The mandate of the Interfaith Chaplaincy is defined through a Memorandum of Understanding between the University of Victoria and the religious communities participating in the Interfaith Chaplaincy (cf Memorandum of Understanding, revised February 22, 2000). The Interfaith Chaplain Services Advisory Committee is the forum by which the President of the University (through the Executive Director of Student and Ancillary Services), the Chaplains and the participating religious communities are advised and assisted in carrying out the purposes, objectives, obligations and responsibilities outlined in the Memorandum of Understanding. The Advisory Committee consists of representatives of each of the participating religious communities, members of the faculty or staff appointed by the President, students appointed by the President, the Chaplains and the Executive Director of Student and Ancillary Services (cf. Terms of Reference, Advisory Committee).

PURPOSE

The purpose of this policy is to define criteria for membership of religious communities in the Interfaith Chaplain Services. It also provides a process for the appointment of Chaplains nominated by their religious communities.

Criteria for Membership in the Interfaith Chaplain Services

Religious communities participating in the Interfaith Chaplaincy shall meet these criteria:

The religious community will:

1. Support the Mission Statement of the UVic Interfaith Chaplain Services.
2. Subscribe to the Memorandum of Understanding.
3. Provide religious service (spiritual care, religious development, ritual, study opportunities) to an identifiable religious group on campus not already serviced by a representative of this religious group on the Chaplain's Team. (Amendment of Feb 22, 2000).
4. Be a Provincial body (or their appointed authority) for the purpose of nominating Chaplains to the Interfaith Chaplain's Team.
5. Nominate for appointment a Chaplain to serve as a representative of the religious community on the Chaplain's Team.
6. Ensure participation of the Chaplain in the activities of the Chaplain's Team.
7. Ensure the Chaplain's regular presence and availability in the Chaplain's Office.
8. Provide financial support for the Interfaith Chaplain's Office, based on the principle of ability to pay, as determined by the contributing religious community.

APPLICATION PROCESS FOR MEMBERSHIP

1. A religious community expresses in writing to the Executive Director of Student and Ancillary Services its desire and reasons for membership in the Chaplaincy and the name and qualifications of the religious community's nominee for Chaplain.
2. The Executive Director meets with the Chaplains to assess the religious community's application according to the above criteria for membership. The assessment may involve communication and/or meetings with representatives of the applying religious community to seek further information or clarification.
3. If the assessment is favourable and the Executive Director and the Chaplains reach consensus on recommending admission of the religious community into the Chaplaincy, the Executive Director receives for recommendation the application for membership. The Executive Director may then proceed to initiate the process for appointment of the Chaplain nominee.
4. The Executive Director brings the recommendation for membership before a meeting of the Interfaith Chaplaincy Advisory Committee for its confirmation.
5. The Executive Director informs the religious community and Chaplain nominee of the decision.

APPOINTMENT OF CHAPLAINS

1. A current or applying religious community nominates in writing a candidate for the position of Chaplain.
2. The Executive Director of Student and Ancillary Services and the Chaplains interview the prospective candidate.
3. Upon favourable interview(s), the Executive Director receives for recommendation the Chaplain nomination.
4. The Executive Director brings the recommendation before a meeting of the Advisory Committee for confirmation.
5. The Executive Director informs the religious community and the Chaplain nominee of the decision.

WITHDRAWAL FROM CHAPLAINCY

1. A religious community wishing to withdraw from the Chaplaincy informs the Executive Director of Student and Ancillary Services of its decision.
2. A meeting is called of the Executive Director, the religious community in question and a representative of the Chaplaincy Team to make recommendations to the Chaplains Advisory Committee.
3. A meeting of the Interfaith Chaplain's Advisory Committee will be called to discuss the implications and take such action as deemed appropriate.

Terms of Reference for Interfaith Chaplains Advisory Committee

TYPE

Advisory to the President through the Executive Director of Student and Ancillary Services, and to the faith communities participating in the chaplaincy.

CHARGE

To advise and assist faith communities, the Chaplains, and the University Community in the carrying out of the purposes, objectives, obligations, and responsibilities as outlined in the Memorandum of Understanding between the University of Victoria and the Joint Ministry.

MEMBERSHIP AND APPOINTMENT

- The Chaplains (ex officio)
- The Executive Director of Student and Ancillary Services (ex officio)
- An administrative nominee from each faith community represent (ex officio)
- Five members of the staff, of whom no more than three shall be members of faculty, all to be appointed by the President
- Four students who shall be appointed by the President:
 - one of whom shall be nominated by the Residence Life staff;
 - one of whom shall be nominated by the University of Victoria Students' Society;
 - one of whom shall be nominated by the Religious Club representative serving on the UVSS Clubs Council;
 - one of whom shall be nominated by the Graduate Students' Society.

TERMS OF OFFICE

The five members of the faculty and staff shall be appointed for staggered two-year terms, effective April 1st prior to the Annual General Meeting.

The four students shall be appointed to one-year terms, effective April 1st prior to the Annual General Meeting.

An ex officio appointee shall be a member of the committee for the period of his/her term of office.

OFFICERS

- The Chair shall be the Executive Director of Student and Ancillary Services
- One of the Chaplains shall be the Secretary

GENERAL PROCEDURES

There shall be an Annual General Meeting of the committee in April of each academic year and such other meetings as deemed necessary by the Chair of the committee.

Sub-committees shall be appointed on the basis of need.

All communications between the University and the committee shall be through the Chair.

The Advisory Committee, acting in its role as liaison between the religious communities and the University shall, each year in February, contact participating religious communities (through their representative to the Advisory Committee) and the University (through the Executive Director of Student and Ancillary Services) and request that the religious communities review the performance of their participation according to the "purpose and objectives" of the Memorandum of Understanding, and report their findings to the Advisory Committee before its Annual General Meeting in April. Any participating Advisory Committee member may raise concerns through the Advisory Committee for the consideration of other members.

Professional Code of Ethics

BACKGROUND

A code of ethics was published by the Canadian Association of Campus Chaplains on May 30, 1992. The UVic Interfaith Chaplaincy discussed and adapted this code to the specific context of the University of Victoria, and the following version was accepted by the Interfaith Chaplaincy Team in January 2004.

We recommend that member communities and chaplains/faith representatives familiarize themselves with this document, as it presents the standard for our professional ethics.

INTRODUCTION

This code is founded on the following values and beliefs:

1. We have accountability to the church/faith group in which we have ecclesiastical standing and sponsorship.
2. We have accountability to the institution (university/college) where we minister.
3. We show sensitive regard for the difference of race, culture, nationality, sexual orientation, gender, age and religion of other individuals and societies. We show sensitive regard for the physically and mentally challenged.
4. We seek out and engage in collegial relationships.
5. We are committed to working in a multi-faith partnership.
6. We are committed to continuing education to enrich our professional competence.
7. We strive to manage our personal lives in a healthful fashion and seek help for our own personal problems and conflicts.
8. We have an obligation to develop an awareness of other resources on campus and in the community to which referral may be made.
9. We provide ministry for those persons who present problems, issues or educational needs with which we are competent to deal.
10. We establish and maintain appropriate professional relationship boundaries.

PRINCIPLE I: PRACTICE OF MINISTRY

In all professional matters, members of the UVic Interfaith Chaplaincy maintain practices that protect the public and advance the profession.

1. We use our knowledge and professional associations for the benefit of the people we serve and not to secure personal advantage.
2. We attend to financial matters with due regard for recognized business and accounting procedures.

3. When professional liability insurance is not available through employment, members are encouraged to maintain such professional liability coverage for the protection of those to whom they minister.

PRINCIPLE II: WORKING AND EDUCATIONAL RELATIONSHIPS

We are aware of the different roles chaplains fulfill on a campus and we maintain a commitment to honour the trust of employees, students, faculty, and staff. To this end:

1. We do not engage in any form of sexual impropriety in educational, counselling and/or working relationships regardless of invitation or consent. Sexual impropriety is defined as, but not limited to, all forms of overt and covert seductive speech, gesture and behaviours as well as explicitly sexual contact.
2. We regard all forms of harassment between chaplains, students, faculty, and staff as unethical. Harassment is a form of violation, which includes behaviour such as inappropriate demands, threats, gestures, innuendoes, remarks, jokes, slurs, displays of offensive material, physical assault, or taunting about an individual's body, clothing, habits, customs, or mannerisms. Harassment may also include inappropriate or unwelcome attention to, or comments on an individual's physical characteristics or appearance.
3. We do not engage in activities that could be understood as aggressive proselytizing.

PRINCIPLE III: PASTORAL RELATIONSHIPS

1. We show sensitive regard for the cultural and religious values of those we serve and refrain from imposing our own values on them.
2. We recognize that the pastoral relationship involves an imbalance of power. Any abuse of said power is unacceptable.

PRINCIPLE IV: INTER-PROFESSIONAL RELATIONSHIPS

We recognize that we are part of a network of professional care-givers both within and outside of campus ministry and that we are expected to develop and maintain professional relationships. To this end:

1. We seek to support and respect other professionals.
2. We exercise care and professional protocol when receiving or initiating referrals.

PRINCIPLE V: CONFIDENTIALITY

As members of the UVic Interfaith Chaplaincy, we respect the integrity and protect the welfare of all persons to whom we minister, and have an obligation to safeguard information about them that has been obtained in the course of our ministry.

1. We regard all communications from those to whom we minister with the highest professional confidence.
2. We do not disclose ministerial confidences to anyone, except: as mandated by institutional practice or law; to prevent a clear and immediate danger to someone; in the course of a criminal, civil or disciplinary action arising from the ministry where the member is a defendant; for the purpose of supervision or consultation; or by previously obtained written permission. In cases involving more than one person in the ministerial situation, written permission must be obtained from all legally accountable persons who have been present during the interaction before any disclosure can be made.
3. We do not use these standards of confidentiality to avoid disclosure when there is evidence of abuse.
4. Materials presented in reports or in person are used with permission as defined by the parties involved.

PRINCIPLE VI: PUBLIC RELATIONS

Any advertising by or for a member of the UVic Interfaith Chaplaincy, including announcements, public statements and promotional activities, is undertaken with the purpose of educating the campus community and the public, and when appropriate, helping the campus community and the public make informed judgment and choices.

1. We do not misrepresent our professional qualifications, affiliations and functions, or falsely imply sponsorship or certification by any organization.
2. Announcements and brochures promoting our services describe them accurately.

Allegation of Misconduct within Interfaith Services

An allegation of misconduct by a member of Interfaith Services must be taken seriously and responded to with justice both for the complainant and the alleged offender. While advocating on the chaplain's behalf we will remember the common good of those we serve in the University community.

Based upon the UVic Human Resource's [Guidelines for Alleged Misconduct](#) (cf. below) Interfaith Services will follow a six step process.

1. Receiving the Complaint/Allegation. In the event a significant complaint has been received, the nature of the complaint will be communicated with the alleged offender by one of the full time chaplains. The Chaplain may elect to inform the head of their faith community, and the alleged offender may request a Chaplain advocate for the process of the investigating the complaint.
2. Plan the Investigation. If an investigation is required, the full time chaplains (excluding a chaplain complained against) will plan for the necessary investigation to bring resolution. Fairness in the process must be of paramount importance for all involved.
3. Search and Gather Information. The solicitation of the facts must be thorough, discreet and protect confidentiality.
4. Assess the Facts. The more serious the allegation, the more convincing must be the proof.
5. Decide the Response. This may require that the faith community leader is consulted, along with the UVic STAS representative.
6. Communicate the Decision about remedy or disciplinary action with an explanation or rationale to the Complainant and the Chaplain of alleged misconduct.

Rf. Policy for the Management of Complaint Records –
<http://web.uvic.ca/uvic-policies/pol-3000/3660PMC.html>

Discrimination and Harassment Policy
<http://web.uvic.ca/uvic-policies/pol-1000/1150HPP.html>

Legal Principles of Discipline
<http://web.uvic.ca/hr/managertoolkit/performanceandcoaching/legalprinciples.html>

What is Progressive Discipline
<http://web.uvic.ca/hr/managertoolkit/performanceandcoaching/appendix1.html>

Investigating Alleged Misconduct
<http://web.uvic.ca/hr/managertoolkit/performanceandcoaching/misconduct.html>

Guidelines for Interfaith Dialogue

1. Assume the essential goodness of the other: We can only succeed in reaching understanding in the spirit of loving community where each person is respected and each person is assumed to seek the greatest good.
2. Relate with respect. Seek for understanding. Understanding what someone is saying does not mean that you need to agree with what is being said. This is not to say that our listening must always be uncritical. Our questions will only be accepted as we show that we want to learn and understand.
3. Speak only from your own tradition. Those who are living a religion are best equipped to explain its beliefs and put the behaviour of its members in a proper context. In an interfaith dialogue you are there to represent your faith tradition. Do not attempt to characterize the beliefs and practices of other religions. Be willing to let go of your stereotypes.
4. Suspend assumptions, judgments, evaluations, status: Sometimes our own biases and pre-conceptions get in the way of understanding the other and become a barrier to dialogue. Use the dialogue as an opportunity to identify and clarify your own pre-conceptions and pre-judgments.
5. Focus on inquiry and reflection: ask open-ended questions with the intention of gaining insight and perspective. Take time to reflect on what has been said, notice how we are connected.
6. Release the need for an outcome: the purpose of dialogue is to be open to new understanding, not to come up with a definitive answer or a solution.
7. Prepare carefully for dialogue. Dialogue ventures will be most successful with mutual planning and preparation.
 - a. It is important to approach others with the same kind of respect we would wish to be accorded. They cherish their beliefs and practices as deeply as we do our own, however different they may appear to us.
 - b. Every religious tradition, including our own, has disreputable adherents and unpleasant episodes in its history. The dialogue is not possible if only the best of one tradition is contrasted with the worst of the others.
 - c. Issues of separation must be addressed as well as those of unity. Dialogue is not furthered when painful or difficult issues are glossed over. However, this should not be done with an attitude of superiority, or solely in an effort to air grievances. Dialogue should include an awareness of our own contribution to division and misunderstanding.
 - d. By engaging in dialogue we are not being asked to compromise our own faith.
 - e. Our understanding of our own faith should be clear, so that our perspective can be fairly presented to dialogue partners. Dialogue, however, should not be a subtle form of proselytizing, but an occasion for mutual sharing.
8. Share spiritual insights and approaches to worship that respect the integrity of each tradition. There is much that religious people can share in an atmosphere of learning and openness. However, people of other traditions are no more anxious than we are to engage in acts of worship which blur very real differences of theology or world view. Neither do they relish the appropriation by others of their religious symbols or sacred texts.

- a. Attendance at another community's acts of worship should always be accompanied by careful preparation and an opportunity to ask questions afterward, preferably answered by members of that tradition.
- b. When being present during the worship of another faith community we may be unable to participate fully in everything that is said and done. Nonetheless we should attend with the attitude that the event is an important part of the spiritual life of the participants.
- c. Prayer for people of other religious traditions is valuable; especially during times of particular need or when it is for better relationships with them. It is inappropriate to single out any one religious group in a way that fosters prejudice.

Calendar of Monthly Activities

Below you will find a brief outline of activities that occur during a typical year at Interfaith Chaplains Services

<p>September</p> <ul style="list-style-type: none"> Parents Day President's BBQ Team Meeting Family Day Clubs Days Spirit Fest 	<p>October</p> <ul style="list-style-type: none"> Team Meeting Thanksgiving Annual General Meeting as of 2010
<p>November</p> <ul style="list-style-type: none"> Team Meeting Convocation Reading Break Plans finalized for January Term Plans submitted to Office Coordinator Booking Requests for the January Term 	<p>December</p> <ul style="list-style-type: none"> Team Meeting Exams December 6th Memorial
<p>January</p> <ul style="list-style-type: none"> Team Meeting Orientation Clubs Days 	<p>February</p> <ul style="list-style-type: none"> Team Meeting Reading Break
<p>March</p> <ul style="list-style-type: none"> Team Meeting Year end reports to be submitted Fiscal year end 	<p>April</p> <ul style="list-style-type: none"> Team Meeting Exams Plan summer hours
<p>May</p> <ul style="list-style-type: none"> Team Meeting Experience UVic Annual Day Apart 	<p>June</p> <ul style="list-style-type: none"> Team Meeting Invocations Finalize plans for fall and winter Plans Submitted to Office Coordinator Finalize Bookings for Fall & Winter Terms
<p>July</p> <ul style="list-style-type: none"> Summer Hours 	<p>August</p> <ul style="list-style-type: none"> Team Meeting Transfer and Mature Students Orientation International Students Orientation

Booking

CHAPEL

The Interfaith Chapel on Campus is an excellent resource and we do get preferential treatment for the booking of its facilities. The chapel is used for religious practice and cannot be used for fundraisers, lectures, choir concerts, meetings and the like. The only exception to this rule is Sessions in Spirituality. The Chapel is booked through the Office Coordinator. **You must be present** during the time that the Chapel is booked. No one religious group is allowed to dominate the use of the chapel and its use should reflect the makeup of the student body. Food is not allowed in the Chapel.

You may book the chapel for a religious practice that you are involved in through your chaplaincy activities not for any religious activities that are unrelated to your chaplaincy function. You book the Chapel through the Office Coordinator.

Please note that the Chapel is used by paying customers for memorials and weddings and they are given preference when booking. (The income is used to help defray Chapel building costs).

GATHERING SPACE

The Gathering Space (space in middle of office) can be booked for student meetings. This booking is done through the Office Coordinator. Please be aware that everyone will try to respect the space as a meeting area while you are using it, but students and Chaplains will walk through to get to their appointments and the Office Coordinator shares the space.

ROOM BOOKING ON CAMPUS

Rooms may be booked free of charge across Campus. This is a great perk as the cost of room booking is considerable. The rooms can only be booked if you are using them for a Chaplaincy related activity or event that you are sponsoring. Many of the rooms do have audiovisual equipment available. Please note that if you serving refreshments you must order them through UVic Food Services. You book rooms through the Office Coordinator. **You must be present** during the time the room is booked.

ROOM BOOKING IN SUB

Rooms may be booked in Sub but you will have to pay for them. A student club can book rooms free of charge.

Perks

LIBRARY CARD

You are entitled to take out library books from Campus.

PARKING

You can obtain a reduced cost parking pass. This parking pass only allows you 10 % usage (a half day per week). You need to receive a letter from the Office Coordinator before you can apply for a permit. Please be aware that if you over use the pass you will receive a ticket.

GYM

You are entitled to the basic Athletic Membership. If you wish to use the weight room at the Ian Stewart Complex you will have to pay approximately \$30 per term. You need to sign up through the Office Coordinator.

BUS PASS

You are not entitled to a bus pass as the costs are deducted from a UVic pay cheque. The Bus Pass is for staff and employees of UVic only. The chaplains are volunteers.

Team Administration

ADMINISTRATIVE RESPONSIBILITIES

Chaplaincy functions that fall under the rubric of Administration – such as advertising, financial oversight, liaison with faith communities, liaison with University Administrative bodies, representation on administrative committees, project coordination, public relations, etc. – are divided amongst the full time chaplains. From time to time, the Team affirms, or re-assigns, these responsibilities as necessary. For the purposes of the University Administration, which in its organizational structure most easily relates to ‘managers’, the Chaplain who has been assigned the responsibility of attending STAS meetings will also function as the first contact for any administrative issues that are raised by the University Administration. In effect, this chaplain will be seen, as the ‘manager’ from the University perspective, but in actuality will bring the matter to the Chaplains Team for discussion. This chaplain will be known as the “Administrative Chaplain”.

ADVERTISING

The Office Coordinator is responsible for the advertising that goes out of this office under our name. Please be aware that the Coordinator has access to printing services and will create and print all your advertising for free. We do have a limited budget so if you require something of an elaborate nature you may need to find funding elsewhere.

ANNUAL GENERAL MEETING

Each year we are required to hold an Annual General Meeting (A.G.M.). You will be required to have a member of your faith group attend with you. This member is in effect a Member of The Interfaith Chaplains Advisory Council.

At the A.G.M. the annual report will be presented. You will be required to write a yearly report of your activities that will be in the Annual Report plus you will be asked to give a verbal synopsis of your report at the A.G.M.

BOARDS ON CAMPUS

If you are asked to join any UVic committee/group for any faculty, staff or student services department, please ask the committee to send a formal request to our department. The request will be dealt with by full time Chaplains. Often a chaplain may already be involved and not everyone on the committee is aware of the chaplaincy involvement.

BUSINESS CARDS

The Office Coordinator will provide you with very basic business cards. If you wish something more elaborate you will be required to pay for them.

COMMUNICATION WITH OTHER DEPARTMENTS ON CAMPUS

Correspondence with any and all departments on campus must be done through this office (Office Coordinator). The departments will assume that correspondence coming from you is coming from the team as a whole thereby causing confusion.

COMPUTER USE

Each office has its own computer. Once you are assigned an office, you will have an account set up on the computer that is in that office. The University has a wireless web access and you may be able to access the web through your own laptop.

DEADLINES

Please be aware and compliant of the deadlines given to you by the office coordinator. The time required for creation of advertising, printing and collation of information are some of the factors that determine lead-times.

EMAIL

You can have an UVic email account. This account must be set up with the Office Coordinator. Many of the faith groups have already been assigned an email account and you may only need to change the password.

EVENTS CALENDAR

The University has an events calendar on its web page. We are able to advertise our own activities on the Events Calendar which can be accessed by the university community and the public at large. These events are also looked at by the communications department and a press release may be issued. This is why it is so important to get your information onto the calendar as soon as possible. We also have our own Events Calendar on which we place all our weekly activities; this calendar has the same accessibility as the University Events Calendar.

FAXES

We have access to a fax machine for all office related activity. For more details see the Office Coordinator.

FILING

Every part time Chaplain has part of a filing cabinet to store any paper work that is related to their position as Chaplain; the cabinets are under the mailboxes.

INFORMATION BINDER

The information binder contains all the internal mail. Please read it when you come in and initial the attached sheet. The binder is kept under the mailboxes.

INSURANCE

All employees and volunteers are covered by UVic's third party liability policy while acting on behalf of the University. Please refer to the Professional Code of Ethics Principle I: Practice of Ministry item "3".

INTERFAITH STUDENT COUNCIL

The Interfaith Student Council has a two-fold purpose. One is to advise Interfaith Services as required. The other is to encourage and develop multi-faith understanding with the student population. It is strongly advised that you encourage a member of your student club to participate in the Council

INVOCATIONS FOR CONVOCATION

Every year the Chaplains provide a brief invocation for every convocation ceremony. This privilege is one that we hold with great respect. *Only a ratified chaplain may offer an invocation.* The full time chaplains and the ceremony committee must vet the prayers which have been received several months in advance. The prayer cannot be ad lib and is of general spiritual nature. Chaplains often use the same prayer for several invocations.

KEYS

The office Coordinator has keys for the Chapel and the office. You will be given keys to the office and keys to the Chapel along with the code for the Chapel if you need them.

MAGAZINE RACK

If you have denominational magazines please bring them in for the magazine rack. Students will come in and look for them.

MAIL BOX

Each Chaplain is assigned a mailbox where messages for you will be placed. Please ensure that you check your mailbox every time you come in. You may also leave something for a student to pick up in your mailbox.

MAIL

You may use the mail service for anything that is related to Chaplaincy business. The return address on the item must be this office. Please give the mail to the Office Coordinator so that it can be properly processed.

OFFICE TIME

We are juggling the needs of 3 full time and 12 to 15 part time chaplains. We are aware that 3 offices are not sufficient; however we have been able to accommodate the needs of all the chaplains to date. All part time chaplains are offered a minimum of 4 hours of office time per week. We will try our best to accommodate your schedule. If there is extra office time we will make it available. You can still meet with students, staff and faculty on campus in various places e.g. for coffee, take a walk around campus, community area in the buildings. If for some reason you are unable to be in your office during your normal office hours please let the Office Coordinator know as soon as possible, as students are told you will be in the office during that specific time.

During the summer the office is open and you will be asked to help cover the office during that period.

POSTERS

Due to the limited space in our office, we are unable to put up posters that do not deal directly with Chaplaincy or university related events. If you wish to advertise items not directly related to your chaplaincy activities you may take posters to the information desk and have them stamped. The stamp indicates approval and they may be placed on poster boards around campus. We do have a binder of church activities in Victoria that students can look at. Items pertaining to your faith group will only be placed in the binder after you have given your approval.

SPONSORSHIP

Using the terminology "sponsored by" indicates that the activity in question conforms to Memorandum of understanding 4a ("To offer care particular to the spiritual; needs of the whole University community; students, staff and their families."). The activity is hosted by working group members of Interfaith Services., with someone as designated as the contact. Sponsorship requires that any activity conform to the standards laid out by "Professional Code of Ethics", "Guidelines for interfaith Dialogue" and "University of Victoria Policy on Human Rights, Equity & Fairness."

STUDENT CLUBS

Starting up a student club with students from your faith community is one of the best ways to get involved in the UVic culture. A membership of ten is required, eight of which must be UVic undergraduate students currently enrolled at UVic. Membership allows you the privilege of participating in Club Days at UVic (at the beginning of each semester), free rental of rooms in the SUB and a small stipend each semester to be spent on club activities. For further information, application forms etc. check out: <http://www.uvss.uvic.ca/index.php?page=uvss-clubs>.

STUDENT AND TIME STATISTICS

All chaplains are required to fill out the statistics forms given to you by the Office Coordinator. This information is used to help determine space allotment, university funding and is reported at the Annual General Meeting.

TEAM MEETINGS

The team meets on the first Wednesday of the month at 9:30 – 11:30 am. Your attendance is vital to team strength and it is strongly urged that you clear your calendar for the entire meeting time. Please let the Office Coordinator know if for some reason you are unable to attend. If two consecutive team meetings are missed (equal to half a semester), a meeting with the full time staff will be held to discuss the reasons.

WEB PAGE

We have our own web page on the UVic website. You will be asked to provide a personal biography for the website along with some basic information about your faith community and its contact information. All your sponsored activities will be listed on the website as well. This is probably the most important way to advertise any of your programs. The Office Coordinator will put all your information on the web page.

University Policies

DEATH OF A STUDENT

In the event of a student's death, there is a very strict protocol to be followed. Please note that the Executive Director of STAS is the primary contact person for the family and will offer our services to the family. We will do a memorial or funeral only if requested by the family or friends of the student. Please refer to <http://web.uvic.ca/uvic-policies/pol-6000/6540RTDS.html>

HOLY DAYS

A list of Days of Religious Observance (high holy days) on which an adherent would be expected to refrain from work; classes/exams are listed on the UVic Website. You will be asked to confirm the dates each year. You may be called by instructors asking for clarification about dates and observance. Please refer to <http://web.uvic.ca/eqhr/accommodation/observance.htm>

RELIGIOUS ACCOMMODATION

The University is committed to respecting and accommodating religious differences. Students requiring the rescheduling of an examination must advise the instructor concerned in a timely and reasonable manner. Occasionally you may be asked to write a letter for a student clarifying a request. Please refer to <http://web.uvic.ca/uvic-policies/pol-2000/2350SRO.html>

POLICIES, PROCEDURES, AND OTHER DOCUMENTS

A list of related policies, procedures and other documents includes but is not limited to the following:

- # 1100 – Equity Policy for Employees at the University of Victoria
- # 1110 – Policy Statement on Employment Accommodation
- # 1120 – Equity Policy for Female Faculty Members
- # 1125 – Policy on Violence and Threatening Behaviour
- # 1150 – Discrimination and Harassment Policy and Procedures
- # 2340 – Providing Accommodation for Students with a Disability
- # 2350 – Accommodation for Students for Days on Religious Observation
- # 3100 – Guidelines on Preferential or Limited Hiring
- # 6105 – Policy on Prevention of Violence in the Workplace

The policies can be accessed at <http://web.uvic.ca/eqhr/policies/index.htm>

University of Victoria Policy on Human Rights, Equity & Fairness

1. POLICY PURPOSE

The University of Victoria's vision is to be a university of choice for outstanding students, faculty and staff from British Columbia, Canada, and the world. This vision requires an active commitment to human rights, equity, fairness, and enhanced diversity.

This policy responds to the University's responsibility and desire to prevent discrimination on prohibited grounds, to provide procedures to resolve complaints and remedy problems, and to educate and train the university community about its obligations regarding human rights, equity and fairness.

The purpose of this policy is to provide an overarching statement of policy that applies to all activities, initiatives and policies of the University. Diversity, equity, fairness, and respect are paramount values at the University and central to this policy. This policy promotes the increasing diversity of the university community and strives to foster an environment that enables all members of the community to achieve their highest potential.

2. APPLICATION OF POLICY

2.1 This policy applies to all members of the university community and participants in university programs both on and off campus.

2.2 This policy and related policies operate in conjunction with applicable provisions in the university's collective agreements and the faculty framework agreement. The policies also reflect the University's responsibility and commitment to comply with provincial human rights legislation.

2.3 The related policies and/or collective agreements listed in Section 7 set out the specific procedures the University will follow in the resolution of complaints and issues.

2.4 Using university policies and procedures does not preclude a complainant from instituting criminal or civil proceedings, a grievance or a complaint to the British Columbia Human Rights Tribunal.

3. DEFINITIONS

Members of the University Community

“Members of the University Community” include all students registered or enrolled in any course or program at the University, staff and faculty employed by the University, any person holding a University appointment, and any person participating in a university activity.

4. POLICY STATEMENT

The University promotes a safe, respectful and supportive learning and working environment for all members of the university community. The University fosters an environment characterized by fairness, openness, equity, and respect for the dignity and diversity of its members. The University strives to be a place that is free of discrimination and harassment, injustice and violence. The strength and vibrancy of the University is found in the diverse life experiences, backgrounds and worldviews of all its members.

The University recognizes academic freedom as a fundamental value, and this policy shall not be interpreted or applied to impose on the academic freedom of any member of the university community. In exercising academic freedom, members of the university community also must act in a responsible manner and respect the rights of other members of the university community.

The University endeavours to provide the best possible educational experience for all of its students. The academic excellence for which the University strives is unattainable without human rights, equity, fairness and diversity. These values are a foundation for achieving excellence.

5. RESPONSIBILITIES

5.1 All members of the university community are responsible for promoting a supportive and inclusive learning and working environment and for dealing respectfully and fairly with each other. Members of the University will not discriminate on any grounds prohibited by the Human Rights Code or harass.

5.2 The University has a responsibility to work – in all its policies, systems, processes and day-to-day operations – to foster the principles of this policy and create an inclusive and welcoming environment.

5.3 The University shall respond fairly and expeditiously to all concerns regarding violations of this policy and of human rights through the related policies and procedures listed in Section 7. The University is committed to implementing appropriately the principles of natural justice and procedural fairness as relevant in the resolution of all concerns and complaints.

5.4 The University is committed to providing appropriate resources and capacity to address violations of human rights, to promote and implement measures to support equity and diversity, and to educate the university community about the principles of equity, human rights, diversity and responsible conduct.

5.5 The University is committed to educating administrators, supervisors, management and academic leaders in the objectives and implementation of equity and diversity initiatives, and conflict resolution.

5.6 The University shall strive to identify and eliminate barriers to equity, diversity and fairness, and shall address and remedy systemic human rights problems and issues.

6. IMPLEMENTATION OF POLICY

6.1 The realization of this policy is the responsibility of all members of the university community.

6.2 The implementation of this policy will be achieved through the promotion and support of the tenets of this policy in the day-to-day activities and interactions of the university community, and explicitly through the related policies and procedures of the University listed in Section 7.

6.3 The University's Equity and Human Rights Office has a particular responsibility to monitor and report on the adequacy and effectiveness of this policy and related policies in meeting the University's objectives in these areas.

6.4 The University's Equity and Human Rights Office will, with input from the appropriate University advisory committees, report annually on the implementation of this and related policies. The Office will undertake a review and evaluation of the policy by means of an open and consultative process at least every three years.

6.5 Those persons appointed by the University to positions of leadership and authority, and all other decision-makers of the University including faculty, have a particular responsibility, not only for their own conduct, but also for:

creating and maintaining an inclusive, positive and productive learning and working environment;
addressing conflict, concerns and systemic issues in a positive, timely, reasonable and effective manner;
acting upon all instances of violation of this policy or related policies;
informing persons within their jurisdictions of their rights and responsibilities with respect to conduct.

Policy 1105

Basic Principles for a Positive and Respectful Workplace©

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In a positive and respectful workplace:

Every member of the workplace in every interaction treats each individual, whatever his or her job, with respect.

In addition, positive and respectful staff members:

- Are inclusive: - Everyone has a sense of belonging
- Support each other's success
- Acknowledge and accommodate differences in needs, knowledge and ways of doing things
- Recognize each other's contributions.
- Treat others with respect
- Let others know what they need from them, courteously and with consideration for their time
- Listen to others actively - are curious about what others are really saying
- Take personal responsibility for calling behavior that makes them uncomfortable
- Address issues directly with the person involved.
- Believe in each other's positive intent.
- Forgive each other and themselves - when problems occur
- Take action to make things better, forgive, and let go.
- Respect each other's confidences.

Basic Principles - Sample Behaviours and Actions©

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<p>1. Focus on the situation, issue, or behaviour, not on the person.</p>	<p>Remain objective when faced with challenging behaviors. Step back and look at the big picture when analyzing a situation. Avoid letting personality differences keep you from dealing with a problem. Ensure expectations are clear and consistently applied. Make decisions based on facts. Consider the points of view of others.</p>
<p>2. Maintain the self-confidence and self-esteem of others</p>	<p>Create an atmosphere of acceptance, approval and respect. Openly express confidence in others. Recognize accomplishments and ideas. Encourage people to express their ideas. Encourage people to use and expand their abilities. Consider the impact of rank and power and how to mitigate any negative impact .</p>
<p>3. Maintain good working relationships</p>	<p>Approach others with a positive attitude and communicate support. Use every interaction as an opportunity to build respectful relationships. Acknowledge problems openly, honestly and objectively. Deal with conflicts as they arise. Share information.</p>
<p>4. Take initiative to make things better</p>	<p>Continually 'survey' the department/centre for ways to make things better. Look for opportunities for improvement. Ask for input and feedback from others. Stay informed and alert to changes that will affect staff. Take risks and stay open to creative solutions to problems. Know when to ask for and when to offer help to others.</p>
<p>5. Lead by example</p>	<p>Model the behaviors you expect others to practice. Follow through on your commitments. Admit your mistakes. Remain calm and positive. Challenge yourself and others to try new ways of doing things.</p>
<p>6. Think beyond the moment</p>	<p>Uphold ethical standards of the University. Deal with problems and issues as they arise. Weigh the risks, benefits and potential impact of your decisions before taking action on them. Set objectives that motivate action. Plan ahead.</p>

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