



# Central Oregon Public Safety Chaplaincy

## Standard Operating Procedures

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

(Revised 08/06/2019)

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## Index

Mission, Ministry, and Management	Page 2-3
Statement of Faith	Page 4
Staff Personnel	Page 5
Qualifications for Chaplains	Page 6
Chaplains Emergency Supply Kit	Page 7
COPC Report – Chaplain Incident Report	Page 8-9
COPC Report – Chaplain Time Log	Page 10-11
Agency Visits & Walk Throughs	Page 12
Crime Scene Guidelines	Page 13
Critical Incident Stress Debriefing	Page 14-15
Critical Incident Stress Management Core Components	Page 16
Death Notification	Page 17
Dispatch Protocols	Page 18
On Call Procedures	Page 19
Preliminary Information Profile for Potential Chaplains	Page 20-25
Ride Alongs	Page 26
SAFER-R Model of Crisis Intervention	Page 27-28
The PEWTER Communication Process	Page 29-30
Response in Privately Owned Vehicle	Page 31
Authorization to Release	Page 32
Liability Release	Page 33
Medical Release	Page 34
Chaplain’s Signature Page	Page 35

# Central Oregon Public Safety Chaplaincy Standard Operating Procedures

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

## Mission, Ministry, and Management

### MISSION:

COPC shall exist to provide biblically-based chaplain services, both personal and professional, to all law enforcement and emergency services personnel and their families within Central Oregon.

COPC is not a church. This is a Christian ministry that exalts the Lord Jesus Christ and is not in the business of seeking converts to any particular church group or denomination. COPC is non-denominational in emphasis, providing unrestricted service regardless of personal faith or beliefs.

It is our mission, while in contact with the community, to care for the troubled and those who have endured loss, been victimized by the events and tragedy that have left them abandoned, helpless and without hope.

We provide professional training for our chaplains and consistent care and counseling for our officers.

**"A healthy Officer is identified by a healthy Community."**

### MINISTRY:

- Help bring Calm to Chaos – Offering a safe place and safe relationship to the First Responders of Central Oregon. Offering help and assistance to those in crisis and facing traumatic circumstances
- Confidential Personal Counseling – to police officers and emergency services personnel, their families and the community.
- Ride-alongs with officers and emergency services personnel, encouraging and establishing trust, identifying with their daily pressures and responsibilities.
- Emergency Services – Chaplains are available for on-scene support for all crisis intervention and assistance when needed.
- Hospital and Home Visits – to assist in healing and support ministry.
- Providing Critical Incident Debriefing and Defusing – following a critical incident or traumatic event, for officers, emergency services personnel, and the community.
- Officer Training and Public Awareness – to help the officer and emergency services personnel and their family members maintain healthy relationships to enhance their careers. To educate the community through classes in schools and Citizen Academy events.
- Officiating Services – celebrating with officers and emergency services personnel and their families in Wedding Celebrations, Vow Renewals, and Baby Dedications. Providing pre-and post-marriage counseling and officiating at funeral services, for officers, emergency services personnel, and our communities.

- **MANAGEMENT:**

The Central Oregon Public Safety Chaplaincy is a Public Benefit non-profit organization with a volunteer board of members from the community, law enforcement agencies, clergy and professionals that meet monthly to assist the chaplains in accomplishing ministry for our law enforcement family in Central Oregon.

We have by-laws to guide and direct us to provide orderly and consistent ministry. They provide an opportunity for direction and accountability for this ministry and the community served.

Presently we have two full time chaplains and several volunteer chaplains throughout Jefferson, Crook and Deschutes counties.

# **Central Oregon Public Safety Chaplaincy Standard Operating Procedures**

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

## **Statement of Faith**

**The following is taken from the Central Oregon Public Safety Chaplaincy Bylaws, Article IV.**

**COPC is committed to the following Statement of Faith.**

1. We believe the Bible to be the inspired, the only infallible, authoritative Word of God.
2. We believe that there is one God, eternally existent in three persons; Father, Son, and Holy Spirit.
3. We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory.
4. We believe that for the salvation of lost and sinful people, regeneration by the Holy Spirit is absolutely essential.
5. We believe in the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life.
6. We believe in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.
7. We believe in the spiritual unity of believers in our Lord Jesus Christ.

# **Central Oregon Public Safety Chaplaincy Standard Operating Procedures**

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

## **Staff Personnel**

**The following is taken from the Central Oregon Public Safety Chaplaincy Bylaws, Article VIII.**

### **Section A Chaplain/Executive Director**

The daily operation of the ministry shall be under the direction of the COPC Chaplain/Executive Director who shall be hired at a mutually agreed upon salary by the COPC Board of Directors.

The Chaplain shall conduct the ministry in a manner concurrent with the Board’s written and approved job description (Ministry Agreement) and according to its financial policies. The Chaplain/Executive Director will share accountability with the Board of Directors as to the function of the ministry.

### **Section B Office Personnel**

Office staff may consist of an Office Manager, Administrative Assistant, Secretaries and any other positions as approved by the Board. Each person may be hired by pay or as a volunteer by the Chaplain/Executive Director approved by the Board and responsible to the Chaplain.

### **Section C Assistant Chaplains**

Assistant Chaplains shall be recommended by the Personnel Committee and Chaplain/Executive Director who will be approved by the Board and responsible to the Chaplain/Executive Director.

The Board will provide a supportive relationship with the Chaplains and will assist them in all facets of their ministry including prayer, developing financial support, and relationships.

### **Section D Associate Chaplains**

Associate Chaplains shall be recommended by the Personnel Committee and Executive Director/Chaplain, approved by the Board and responsible to the Chaplain/Executive Director. Associate Chaplain is a volunteer position and will not be compensated except for preapproved out of pocket expenses.

# Central Oregon Public Safety Chaplaincy Standard Operating Procedures

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

## Qualifications for Chaplains

The following is taken from the Central Oregon Public Safety Chaplaincy Bylaws, Article VIII.

### Section E: Qualifications for Chaplains

**Chaplain/Executive Director:** The Chaplain/Executive Director shall meet the qualifications for membership on the Board of Directors of COPC. The Chaplain/Executive Director shall be in good standing with and have an official endorsement from a denomination or local church.

**Assistant Chaplain:** The Assistant Chaplain shall meet the qualifications for membership on the Board of Directors of COPC. The Assistant Chaplain shall be in good standing with and have an official endorsement from a denomination or local church.

**Associate Chaplain:** The Associate Chaplain shall meet the qualifications for membership on the Board of Directors of COPC. The Associate Chaplain shall be in good standing with and have an official endorsement from a denomination or local church.

Qualifications for Chaplains can only be abridged, amended and/or changed by the Board of Directors of COPC.

# Central Oregon Public Safety Chaplaincy Standard Operating Procedures

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

## Chaplains Emergency Supply Kit

- Antibacterial Wipes or Hand Sanitizer
- Aspirin or Tylenol
- Blankets
- Breath Mints and/or Cough Drops
- Cell Phone w/ Extra Battery or Charger
- Coat or Jacket
- Energy Bars, Dried Fruit
- First Aid Kit
- Flashlight with Extra Batteries
- Gloves
- Hand Warmers
- Hat and/or Stocking Cap
- Insect Repellant
- Kleenex
- Latex or Nitrile Gloves
- Maps
- Personal Medication
- Pocket Size Pad, Pencil and/or Pen
- Stuffed Animals (as give away gifts)
- Sun Glasses
- Sun Screen
- Umbrella or Other Rain Protection
- Water (2-6 Bottles)

### **Additional Items for consideration:**

Swiss Army Knife  
Compass and/or GPS Unit  
Bible/Testament/Pocket Testaments (Gospel of John)  
Gallon Zip Lock Bags  
Extra Identification  
Strap-on Ice Grips for Your Shoes  
Deodorant/Tooth Brush/Tooth Paste  
Extra Shirt  
Extra Shoes and Socks  
Other Helpful Material (First Aid Book; Hazmat Book)



# Central Oregon Public Safety Chaplaincy Standard Operating Procedures

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

## COPC Report: Chaplaincy Incident Report

The COPC Incident Report is a tool that helps COPC and the agencies served have a record of the calls chaplains are involved with. Please remember the following when writing and submitting your reports:

To use the on-line Chaplaincy Incident Report go on to the COPC web site at [www.copchaplain.com](http://www.copchaplain.com) and click on the COPC Forms tab in the upper right of the home screen.

This will take you to page that says: "Password Protected Page: COPC Forms; This area is protected by a password, if you don't have a password; or need assistance, please contact the web site administrator."

Contact Chaplain Michael Dismore or Chaplain Joel Stutzman for the Password to "login."

The next page has two selections: COPC Incident Report or COPC Monthly Time Report.

Click on the COPC Incident Report. The following selections will need to be filled out for the **COPC Incident Report** form:

Chaplain’s Name, Incident Date, Cell Phone, Email, Type of Call, Agency/Personnel, Location, Time Called; Time Arrived; Time Completed, Case Number, Miles Driven, Action Taken, Other/Comments, Report Date

Once you have completed these selections READ THE NEXT LINE **BEFORE** CLICKING ON THE SUBMIT BUTTON.

**If desired, use your web browser "Print" option to print a copy of your report prior to clicking on the "Submit" button below.**

When finished, click "Submit" at the bottom and a copy will be sent to Michael Dismore and Joel Stutzman.

Below is an example of the COPC Chaplaincy Incident Report:



## COPC Chaplaincy Incident Report

---

**Chaplain's Name\***

<input type="text"/>	<input type="text"/>
First	Last

**Incident Date\***

**Cell Phone\***

<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>
###		###		####

**Email\***

**Type Of Call\***

**Agency/Personnel\***

**Location\***

**Time Called; Time Arrived; Time Completed\***

e.g. 1005; 1024; 1215

**Case Number\***

**Miles Driven\***

**Action Taken\***

**Other/Comments**

**Report Date\***

---

If desired, use your web browser "Print" option to print a copy of your report prior to clicking on the "Submit" button below.

# Central Oregon Public Safety Chaplaincy Standard Operating Procedures

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

## COPC Report: Chaplain Time Log

The COPC Time Log is a tool that helps COPC have a concise monthly record of the agencies served, categories of services rendered, and hours put in by the chaplain.

To use the on-line Chaplaincy Incident Report go on to the COPC web site at [www.copchaplain.com](http://www.copchaplain.com) and click on the COPC Forms tab in the upper right of the home screen.

This will take you to page that says: "Password Protected Page: COPC Forms; This area is protected by a password, if you don't have a password; or need assistance, please contact the web site administrator."

Contact Chaplain Michael Dismore or Joel Stutzman for the Password to "login."

The next page has two selections: COPC Incident Report or COPC Monthly Time Report.

Click on the COPC Monthly Time Report.

The following selections will need to be filled out for the **COPC Monthly Time Report** form:

Chaplain's Name, Today's Date, Cell Phone, Email, Month & Year Of Report, Total Monthly Hours On-Call, Total Monthly Hours Training, Total Monthly Hours Visiting First Responders, Total Monthly Hours Responding To Calls, Agencies Involved, Total Monthly Miles Driven, Other/Comments.

Once you have completed these selections READ THE NEXT LINE **BEFORE** CLICKING ON THE SUBMIT BUTTON.

**If desired, use your web browser "Print" option to print a copy of your report prior to clicking on the "Submit" button below.**

When finished, click "Submit" at the bottom and a copy will be sent to Michael Dismore and Joel Stutzman.

Below is an example of the COPC Chaplain Time Log.



## COPC Monthly Time Log

---

**Chaplain's Name \***

<input type="text"/>	<input type="text"/>
----------------------	----------------------

First

Last

**Today's Date \***

**Cell Phone \***

<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>
----------------------	---	----------------------	---	----------------------

###    ###    ####

**Email \***

**Month & Year Of Report \***

**Total Monthly Hours On-Call \***

**Total Monthly Hours Training \***

**Total Monthly Hours Visiting First Responders \***

*i.e. Office Visits, Ride Alongs, Etc.*

**Total Monthly Hours Responding To Calls \***

**Agencies Involved \***

**Total Monthly Miles Driven**

**Other/Comments**

---

If desired, use your web browser "Print" option to print a copy of your report prior to clicking on the "Submit" button below.

**SUBMIT**

# Central Oregon Public Safety Chaplaincy Standard Operating Procedures

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

## Agency Visits & Walk Throughs

COPC Chaplains are encouraged to do visits and “walk throughs” with different agencies and during different shifts.

### Basic Guidelines:

- The chaplain is a guest of the agency.
- Your first few agency visits should be with a chaplain who already knows the agency.
- Be aware of where it is okay to visit and any place where visiting is restricted.
- All that is said and seen at the agency is considered confidential.
- Be discrete. Don’t interfere with the duties of anyone in the agency.
- Have some form of ID to show who you are – chaplain’s shirt, vest or ID badge.
- Know if and with whom you need to check with before you enter the agency.
- Don’t overstay your visit.
- Dress professionally while visiting the agency.
- Become familiar with all the different parts of the agency.
- Be aware of how you are being perceived.

### Other Considerations:

- Be prepared to extend your time at the agency if requested.
- Be open to moments of service. Help out when and where it is appropriate.
- Learn the value of listening.
- There may be times with personnel will “open up” to you. Keep it confidential.

# Central Oregon Public Safety Chaplaincy

## Standard Operating Procedures

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

### Crime Scene Guidelines

Adapted from Guidelines for the Emergency Response Team Chaplain on a Crime Scene  
by Chaplain Jack Poe, Oklahoma City Police Department

Check in and identify yourself to whoever is in charge of the crime scene immediately upon arrival.

Go directly to the area assigned to you and stay there until your assignment is completed or you are relieved by another chaplain.

Make sure you wear required identification (badges, name tags, garments, etc.) at all times.

Do not move or remove any item or items unless told to do so by the person in charge of your assigned area. Be aware of where you are walking and what you are touching.

Stay focused on your primary assignment, which is to provide service to those working within your assigned area.

After leaving your assignment, turn in a report of your activities to the Senior Chaplain.

Be prepared to participate in the activity of defusing before leaving the area, if required.

Do not talk to the press or others about the scene. Confidentiality is of utmost importance. You will be privy to information the general public will not have and such information must be guarded to protect the privacy of those you are serving.

Be prepared to extend your time at the area of operation.

Check out with whoever is in charge of the scene when your tour of duty is completed and leave the area of operation.

Be flexible and willing to take whatever assignment is given, unless such assignment is beyond your capability to perform.

Be able to provide spiritual care in a pluralistic setting. Keep an open mind.

Be open to moments of service. Learn to discern when it is appropriate for prayer and counseling. Ask first. Be prepared to pray and counsel when asked. If we try to create moments of service, they will be artificial.

Learn the value of listening. People will long forget what we have said to them, but they will always remember we were there with them.

# Central Oregon Public Safety Chaplaincy Standard Operating Procedures

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

## Critical Incident Stress Debriefing

The Critical Incident Stress Debriefing (CISD) process may be defined as group meetings or discussions about a traumatic event, or series of traumatic events. The CISD process is designed to mitigate the psychological impact of a traumatic event, prevent the subsequent development of a post-traumatic syndrome, and serve as an early identification mechanism for individuals who will require professional mental health follow-up subsequent to a traumatic event. During the debriefing process personnel are given the opportunity to discuss their thoughts and emotions about a distressing event in a controlled, structured, and rational manner. They also get the opportunity to see that they are not alone in their reactions, but that many others are experiencing the same reactions.

**STAGE 1: Introduction:** CISD team members introduce themselves:

Purpose clearly stated:

- We are here today because each of you were involved in (describe incident).
- The CISD process is designed to lessen impact of an event in our lives.
- This process is a discussion of the event, but not a critique or investigation.
- Everything said here is confidential; no notes; nothing leaves this room.
- The formal CISD process is a seven stage intervention: Stage 1: Introduction; Stage 2: Fact; Stage 3: Thought; Stage 4: Reaction; Stage 5: Symptoms; Stage 6: Teaching; Stage 7: Re-Entry.
- You will be asked to participate three times during this CISD: during stage 2 to tell us who you are, what your role was at the incident, and what happened during the incident; during stage 3 to tell us what you thought; and during stage 4 to share your emotional response(s).

Expectations:

- Please speak only for yourself.
- The process may take an hour or two.
- We will not take any breaks.
- Look around the room and point out anyone who does not belong in this debriefing.
- Please turn your pagers, phones and radios to “silent.”

**STAGE 2: Fact.**

Tell us who you are, how you are connected with the incident, and describe your part in the incident. This is a time to chronologically reconstruct the incident.

**STAGE 3: Thought.**

When you had a chance to “think” about the incident, what were your first thoughts?

**STAGE 4: Reaction.**

What was the worse part of the incident for you? What did you feel during or since the incident? Is there any part of the incident you wish you could erase?

**STAGE 5: Symptom.**

What has life been like for you since this event? How are you different because of this incident? Have you experienced any physical or behavioral changes since the incident?

**STAGE 6: Teaching.**

We’d like to share with you and talk briefly about a “Critical Incident Stress Information Sheet.”

**STAGE 7: Re-Entry.**

This is a time to clarify ambiguities and summarize what we have discussed in order to achieve a sense of closure to this debriefing and the event.

These notes came from the Critical Incident Stress Management Basic and Advanced Group Crisis Intervention Workbooks by Jeffrey T. Mitchell and George S. Everly, Jr.



# Central Oregon Public Safety Chaplaincy Standard Operating Procedures

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

## Critical Incident Stress Management Core Components

INTERVENTION	TIMING	GOAL	FORMAT
Pre-crisis preparation	Prior to crisis	Set expectations. Improve coping. Stress management.	Groups & Organizations
Rest, Information, Transition Services (RITS)	Shift disengagement Usually 30 minutes in length (10 information, 20 rest)	To inform and consult, allows psychological decompression. Stress management.	Large groups & Organizations
Crisis Management Briefings (CMB) (civilians, schools, businesses)	Anytime post-crisis Usually 1-1½ Hours in length (allow time for questions)	To inform and consult, allows psychological decompression. Stress management.	Large groups & Organizations
Defusing	Usually within 12 hours post-crisis Usually 20-45 minutes in length	Symptom mitigation. Possible closure. Triage.	Small groups
Critical Incident Stress Debriefing (CISD)	Usually 1-10 days post-crisis or 3-4 weeks post mass disasters Usually 2-3 hours in length	Facilitate psychological closure. Symptom mitigation. Triage.	Small groups
Individual crisis intervention (1:1)	Anytime Anywhere Any length	Symptom mitigation. Return to function, if possible. Referral, if needed.	Individuals
Pastoral Crisis Intervention	Anytime Anywhere	Provide Spiritual faith-based support	Individuals
Family CISM ----- Organizational CISM	Anytime	Foster support & communications. Symptom mitigation. Closure, if possible. Referral, if needed.	Families & Organizations
Follow-up/Referral	Anytime	Assess mental status. Access higher level of care, if needed.	Individual & Family

# Central Oregon Public Safety Chaplaincy

## Standard Operating Procedures

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

### Death Notification

**The chaplain's role in death notification is to make sure the correct person is notified; to be as compassionate, strong and supportive as possible while giving the devastating news that a person's whole world has just radically and drastically changed; to be a visible representative of God; to make sure the survivor has someone with him (or her); to provide information so when the shock begins to wear off, the family knows where to get answers to the questions they will have. Notifications should always be made in person, if at all possible. Notification should not be made by telephone. Notifications are not to be done alone.**

#### **Always try and get complete information**

- On the Deceased – Name, DOB, address, who, what when, why, and how.
- Family Members – Names, addresses, phone numbers.
- Get the information from the officer, dispatch, and other sources as needed.
- We are there to assist the agency and must work with their SOP.
- Confirm who is to be contacted and how it will be accomplished.
- Contact dispatch for possible prior emergency personnel responses.

#### **When doing the death notification:**

- Go to the home of the deceased and identify yourself.
- Confirm you have the correct address and family of the deceased.
- Ask to come inside and find out if there is anyone else at the home.
- Preferably, have everyone sit down before breaking the news.
- Use a straightforward, tactful approach in relaying the information.
- Be prepared to share limited information with the family.
- Secure additional information as needed or requested.
- Contact family and close friends as needed.
- Contact a pastor, priest, or rabbi as requested.
- Family or friends should be there before you leave.
- Contact dispatch when the notification is completed

**It is usually best for the chaplain to have his or her own vehicle in the event they need to remain at the scene longer than the officer.**

# Central Oregon Public Safety Chaplaincy

## Standard Operating Procedures

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

### Dispatch Protocols

Dispatch is the Communication Center for Law Enforcement, Fire and Rescue, and other emergency services personnel. It is important for Dispatch to know who you are, where you are, and your role as you respond to a call. The more you help them know what you are doing and where you are doing it and how long you may be there, the better they can accomplish their job. You will help them become a success when you COMMUNICATE - COMMUNICATE - COMMUNICATE.

#### **Dispatch Contact Numbers (these numbers will go directly to dispatch)**

Deschutes County Dispatch: 541-693-7911

Crook County Dispatch: 541-416-0853

Jefferson County Dispatch: 541-475-2201

#### **When contacted by Dispatch**

Write down all the information you can about the call.

Find out the location you are to respond to – including cross streets.

Clarify who you are to meet or report to at the scene.

Ask about the circumstances of the call: names, situation, who else is responding.

Ask for a contact phone number.

You should give an ETA. Call again if this time changes.

Assess the situation. Do you need backup? Request assistance if needed. WE ARE A TEAM!

Contact Dispatch when you are in route to your next location or when finished with the call.

#### **When to contact Dispatch**

Contact Dispatch when you are riding with an agency.

Police ride along - have the officer communicate with Dispatch.

Fire ride along - use phone contact or Radio.

Contact Dispatch when responding to a “non-dispatched” call.

Call Dispatch when you are called out by an individual or agency.

Call Dispatch when you “happen” upon a scene where you may be needed.

Contact Dispatch when you have completed your call.

Contact Dispatch with departure and arrival mileage when transporting individuals.

# Central Oregon Public Safety Chaplaincy

## Standard Operating Procedures

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

### On Call Procedures

The following procedures are to be taken by the Central Oregon Public Safety Chaplain when called to the scene of an incident. Normally the call will come from dispatch over the pager system. It may also come through a cell phone call. A call from the pager will usually include the type of incident to which you are asked to respond, the call signs or unit numbers of law enforcement or emergency services personnel, as well as the address of the scene. Sometimes map coordinates are also available. Contact dispatch and identify yourself. Example: “This is Chaplain John Doe and I just received a page. How can I be of assistance?” The following information will need to be asked for and written down for each call.

- The name of the officer or emergency services personnel at the scene.
- The name of the citizen(s) in need.
- The case or incident number.
- The address of the incident.
- A contact phone number. Sometimes this will be the dispatch number.
- A summary of the incident and other important information.

If you have an idea of where you are going, give the dispatcher an ETA. If you don’t know where the address is ask the dispatcher for general directions. Make sure you are identified as a Chaplain either through your clothing (embroidered with the COPC Emblem and your name) or through your COPC ID badge.

Upon arrival at the scene, contact the person in charge, identify yourself, and ask how you can be of assistance. Then do your job to the best of your abilities. Call for the assistance of another Chaplain if needed. Check with the person in charge before leaving, upon completion of the call. Also, contact dispatch and let them know you are clear from the scene.

Later remember to fill out the COPC Report form.

Don’t put yourself in a dangerous situation.

If on call, make sure you will be available to be called out.

Drive safely, in accordance with posted rules of the road.

Remain at the scene only as long as necessary.

Make sure you are “okay” after leaving the scene. Are you in need of a defusing or debriefing?

Follow up as necessary.

## **COPC Application Process**

(Revised 08/17/2017)

The COPC application process is for candidates seeking to become chaplains. The process is outlined below.

1. Receive, complete, and return the Preliminary Information Profile. Failure to fill out the document completely may result in disqualification.
2. Please attach a resume outlining work history, education and experience that might qualify you for this position.
3. Have a personal interview with the Executive Chaplain.
4. An initial personal background check will be conducted.
5. Information from the Preliminary Information Profile and initial background check will be brought to the COPC Board of Directors.
6. Have a personal interview with the COPC Board of Directors.
7. Receive, complete, and return the full background check package.
8. Complete a six month period of probation and mentoring.

**Central Oregon Public Safety Chaplaincy**  
**Standard Operating Procedures**  
*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

**Expectations of Volunteer Chaplains**

(Revised 08/17/2017)

**Description of Position:**

Volunteer Chaplains serve alongside the Executive Chaplain or his designee in providing support, assistance, encouragement and guidance to the law enforcement and emergency services personnel of Central Oregon.

**Accountability of Position:**

Volunteer Chaplains serve at the discretion and direction of the Executive Chaplain and are accountable to him for their actions. The ultimate governing authority of *Central Oregon Public Safety Chaplaincy* is the Board of Directors.

**General Expectations of Position:**

Chaplains are to volunteer at least 20 hours a month in the performance of their duties. These duties will include but are not limited to the following:

- Be “on call” for at least one 12 hour (6:00 AM – 6:00 AM or 6:00 PM – 6:00 AM) period each week. Respond to any calls and provide service as requested. Any call out could pose the risk of being in a dangerous environment or high risk situation. You could be exposed to the sight of a dismembered body, deceased body and/or bodily fluids. You may be prone to the possibility of being exposed to extreme weather conditions or standing for a prolonged period of time.
- Make office visits to emergency service providers providing support and encouragement.
- Do ride-alongs with law enforcement and emergency service personnel. Any ride along could pose the risk of being in a dangerous environment or high risk situation, the same as an emergency service provider. You could also be exposed to the sight of a dismembered body, deceased body and/or bodily fluids. You may be prone to the possibility of being exposed to extreme weather conditions or standing for a prolonged period of time.
- Offer counsel and encouragement to people experiencing crisis in their lives and be able to effectively communicate with distraught and emotional people.
- Attend the regular meetings and training events of the organization.
- Provide Critical Incident Stress Debriefings and Defusings following a critical incident or traumatic event, for officers, emergency services personnel, and the community.

- Complete one of the following courses of training within the first year of being a Volunteer Chaplain: The International Conference of Police Chaplains (ICPC) Basic Course or the Police & Fire Chaplain Training Academy (PFCTA).
- Fill out the Volunteer Chaplain Report following each incident or call out and submit a copy to the Executive Chaplain and Administrative Assistant within two days of the callout.
- Fill out the monthly Chaplain Time Log Report and submit a copy to the Executive Chaplain and Administrative Assistant the first of each month.

**Preliminary Information Profile**  
**For Potential Chaplains**  
**Central Oregon Public Safety Chaplaincy**

(Revised 08/17/2017)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone # \_\_\_\_\_ Work # \_\_\_\_\_

Cell # \_\_\_\_\_ Pager # \_\_\_\_\_

Email address \_\_\_\_\_ Birth Date \_\_\_\_\_

Who recommended you to COPC? \_\_\_\_\_

What Church or Spiritual Discipline do you attend regularly? \_\_\_\_\_

Are you a Member? \_\_\_\_\_ Identify your Ministry Areas? \_\_\_\_\_

\_\_\_\_\_

Does your Denominational or Spiritual leader support you being involved with COPC? \_\_\_\_\_

\_\_\_\_\_

Can you give a brief description of your faith discipline or formation?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If you are extended the opportunity to become a chaplain with COPC do you have your spouses consent?  
If not, explain.

\_\_\_\_\_

\_\_\_\_\_



What areas do you feel your giftedness lies and how would those areas be especially beneficial in serving law enforcement and emergency services agencies in Central Oregon?

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Do you presently hold ordination privileges with a denomination or have a license to minister? Which Denomination? \_\_\_\_\_

Have you had a personal interview with our Executive Chaplain? \_\_\_\_\_

**Our Board's Mission and Philosophy of Ministry Statement is:**

The Central Oregon Public Safety Chaplaincy is a 501c3 religious non profit ministry that exists to serve and support all law enforcement and emergency services personnel and their families.

It is our goal to provide Christ centered service and ministry to members of all faiths while fulfilling our purpose.

While in contact with the community it is our mission to care for the troubled and for those who have endured loss, been victimized by events and tragedy that have left them abandoned, helpless and without hope.

Do you subscribe to our mission of ministering to all faiths? \_\_\_\_\_

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Do you agree to and understand the expectations of a COPC Chaplain, if no, please explain (see attached COPC Expectations)? \_\_\_\_\_

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Why do you want to be a COPC Chaplain? \_\_\_\_\_

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**Professional References:**

Can you supply the names of at least three individuals who you have worked for or with for a period of time and will give you a character reference?

1. Name \_\_\_\_\_ Relationship \_\_\_\_\_

Company or Organization \_\_\_\_\_

Contact Phone # - Home \_\_\_\_\_ Work \_\_\_\_\_

2. Name \_\_\_\_\_ Relationship \_\_\_\_\_

Company or Organization \_\_\_\_\_

Contact Phone # - Home \_\_\_\_\_ Work \_\_\_\_\_

3. Name \_\_\_\_\_ Relationship \_\_\_\_\_

Company or Organization \_\_\_\_\_

Contact Phone # - Home \_\_\_\_\_ Work \_\_\_\_\_

**Personal References:**

Can you supply the names of at least three individuals who have known you for a period of time and will give you a character reference?

1. Name \_\_\_\_\_ Relationship \_\_\_\_\_

Company or Organization \_\_\_\_\_

Contact Phone # - Home \_\_\_\_\_ Work \_\_\_\_\_

2. Name \_\_\_\_\_ Relationship \_\_\_\_\_

Company or Organization \_\_\_\_\_

Contact Phone # - Home \_\_\_\_\_ Work \_\_\_\_\_

3. Name \_\_\_\_\_ Relationship \_\_\_\_\_

Company or Organization \_\_\_\_\_

Contact Phone # - Home \_\_\_\_\_ Work \_\_\_\_\_

**All of the information supplied by you is completely confidential**

# Central Oregon Public Safety Chaplaincy

## Standard Operating Procedures

*“Serving the Hearts & Minds of  
Central Oregon’s First Responders”*

### Ride Alongs

COPC Chaplains are encouraged to do “ride alongs” with different agencies and during different shifts. Make sure you introduce yourself and state the purpose for your ride along.

#### Basic Guidelines:

- The First Responder is in control, you are a guest in his or her patrol car, engine or medic.
- Do not leave the vehicle unless instructed or allowed to do so.
- If allowed to leave the vehicle, make sure the First Responders knows where you are.
- Do whatever the First Responder tells you to do.
- Assure the First Responder you desire to be an asset and not a liability.
- Ask the First Responder if there is any information you should know.
- Be familiar with the vehicle and equipment.
- Don’t talk while the dispatcher is talking.
- Don’t talk while personnel are using the radio, phone or computer.
- Know where you are at all times – watch and stay alert.
- Be prepared to help the First Responder in ANY situation.
- Wear clothing appropriate for the situation and weather.
- Have your identification available.
- Look sharp – be aware of how you are being perceived.
- Have some money available in the event the First Responder stops to eat out.
- It is recommended that you plan to ride along a minimum of four hours.
- Be prepared to extend your time as needed.

#### Other Considerations:

- Do not interfere with the First Responder’s duties.
- Do not ask religious questions – let them ask.
- Do not use Christian jargon when talking or responding.
- There may be silence – don’t worry about it.
- You might hear profanity or horror stories – don’t react.
- The First Responder might show you his or her driving skill – enjoy it.
- The First Responder might open up to you – be ready and brief in your response.

# Central Oregon Public Safety Chaplaincy Standard Operating Procedures

*“Serving the Hearts & Minds of  
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## **SAFER-R Model of Crisis Intervention**

(George S. Everly, Jr., Ph.D., C.T.S, 2001)

### STABILIZATION

(Introduction; Meet Basic Needs; Mitigate Acute Stressors)



### ACKNOWLEDGEMENT

A. Event

B. Reactions



### FACILITATION of UNDERSTANDING; NORMALIZATION



### ENCOURAGE EFFECTIVE COPING

(Mechanisms of Action)



### RECOVERY or REFERRAL

(Facilitate Access to Continued Care)

## STABILIZE

The first part of the stabilization process involves introductions. It would be best if there were already a rapport between the individual who has been involved in the event and the one helping with the intervention. Following the introductions, see that basic needs are met within an environment of safety.

## ACKNOWLEDGE

Acknowledgement of the event includes listening to the who, what, and when, of the event “story.” Try not to focus on the “why” and “how” of the event. These tend to lead to judgment statements. Stay with the facts. Acknowledgement of reactions involves listening to the responses and reactions of the one involved with the event.

## FACILITATE UNDERSTANDING

This step involves encouraging the expression of difficult emotions, and helping them understand the impact of the critical event. It is a time paraphrase the content of what is being said. It is a time for normalization; it is an opportunity to share that and event such as they have been through will elicit reactions and emotions. It is a time to attribute reactions and emotions to the situation, and not to personal weakness.

## ENCOURAGE EFFECTIVE COPING

Here is the time to identify personal stress management tools. These management techniques might include time management, nutritional techniques, avoiding known stressors, relaxation response training, physical exercise, and catharsis. Also identify external support/coping resources.

## RECOVERY or REFERRAL

Assess the person’s ability to safely function. Make referrals as needed.

**Central Oregon Public Safety Chaplaincy**  
**Standard Operating Procedures**  
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**The PEWTER Communication Process**  
(Prepare, Evaluate, Warn, Tell, Emotional Response, Regroup)

The following information is used from an article received from the International Journal of Emergency Mental Health. It is a quarterly journal published by Chevron Publications. The article - Communicating Bad News: A Model for Emergency Mental Health Helpers; - Thomas J. Nardi; - Kathleen Keefe-Cooperman; Appears in Volume 8 – Number 3 – Summer 2006.

**PREPARE**

Begins with helper’s preparation!

What is your physical condition?

Restroom – breath mints – odors.

Your own spiritual preparation.

Combating the grim reaper image!

Do you ever get depressed at the thought of the responsibility?

Combat it by the integrity of the responsibility.

It must be cared for with integrity.

Other issues to consider!

What is the Medical history at the address? What is the criminal history at the address?

What is the physical setting? Do you have privacy? What if they collapse?

Is the house clear if you are at their house?

Do you have or need a safe distance? No one else will maintain that for you but you!

**EVALUATE**

Assess!

Assess what the family member knows or think they know.

Listen for a moment. It maybe your best tool.

Clarify!

Depending on the news to be delivered, a few questions could assist you:

“What have you been told or has anyone spoken to you about \_\_\_\_\_?”

**WARN**

Identify the event!

The warning is simply coming to the place that identifies the event.

i.e. “There has been a bad car accident and your husband was involved.

Pause!

Pause to allow them to register this information.

I'm sorry to tell you that your husband did not survive – he died at .... The scene – the hospital – en route -

## **TELL**

Use simple, everyday speech!

Medical terminology, criminal investigation or law enforcement language will only confuse and may require you to explain more than you want or are capable of!

Simple language says – “we are equals in this time of your loss and grief” The tone of voice should be direct – soft – clear – compassionate rather than robotic – “just the facts name”

Don't do an investigation!

In the part of telling it is better for the Chaplains to leave criminal investigation knowledge with the agency that you are serving.

Allow them to give information as they see fit.

Warning!

Furthering conversation may bring about unneeded stress.

Continued questioning may arouse or create hostility. We need to be careful.

## **EMOTIONAL RESPONSE**

Pay close attention!

Pay close attention to the verbal and nonverbal skills.

An emotional breakdown would necessitate immediate care and a break from any further information until they are stabilized.

There are times that laughter may be the reaction.

There are times that Denial will be exhibited.

A complete lack of Emotion may be the experience as well.

Follow up at the scene or in the next day or two may be needed – is most often needed!

## **REGROUP**

What's next?

What is the next course of action? This could vary from how do we get our loved one home, to the vehicle towed, personal affects – how do we clean our home?

We should be prepared in this phase to assist with resources and answer basic questions.

Referral for pastoral care.

No piece of paper with names on it will be as valuable as the professional and caring attitude of the Chaplain.

# Central Oregon Public Safety Chaplaincy Standard Operating Procedures

*“Serving the Hearts & Minds of  
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## Response in Privately Owned Vehicle

When any member of *Central Oregon Public Safety Chaplaincy* responds to a “call for service,” each member must carefully adhere to all applicable motor vehicle laws. Privately owned vehicles are not provided with the same exemptions and equipment that are provided to emergency vehicles. No member of *Central Oregon Public Safety Chaplaincy* driving their personal vehicles will be permitted to violate any motor vehicle laws including but not limited to:

1. Speed Limits
2. Disobeying Traffic Control Devices
3. Operating Vehicle in an Unsafe or Aggressive Manner.

While it is recognized that timeliness in response to a “call for service” is important, it is imperative that all drivers use prudence in their driving and wisdom in their decision-making. It is to be understood by all members of *Central Oregon Public Safety Chaplaincy* that their private vehicles are not emergency vehicles and therefore are not allowed any exemptions or special privileges under State law. Any Chaplain of *Central Oregon Public Safety Chaplaincy* breaking any traffic law or operating any vehicle in an aggressive or unsafe manner may be subject to disciplinary action including suspension or termination.



# **Central Oregon Public Safety Chaplaincy Standard Operating Procedures**

*“Serving the Hearts & Minds of  
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## **Authorization to Release Information**

Each applicant for a position of Volunteer Chaplain with *Central Oregon Public Safety Chaplaincy*, as well as each active Volunteer Chaplain, agrees to authorize the release of any information requested to evaluate him/her for this position.

Each applicant for a position of Volunteer Chaplain with *Central Oregon Public Safety Chaplaincy*, as well as each active Volunteer Chaplain or any member of his/her family or anyone representing his/her family or himself/herself, hereby release from liability and promise to hold harmless under any and all possible causes of legal action any and all persons who shall furnish any information or opinions to *Central Oregon Public Safety Chaplaincy* in response to this application process.

The results of this questionnaire is confidential and will be used to evaluate the applicant for the position of Volunteer Chaplain with *Central Oregon Public Safety Chaplaincy* and is not available to anyone other than the Chaplain/Executive Director and the Board of Directors of *Central Oregon Public Safety Chaplaincy*.

# Central Oregon Public Safety Chaplaincy

## Standard Operating Procedures

*“Serving the Hearts & Minds of  
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### Liability Release

Each person serving as a Volunteer Chaplain with *Central Oregon Public Safety Chaplaincy* must realize that while performing volunteer duties, he/she may be subject to injury or death. Every Volunteer Chaplain agrees that he/she or any member of his/her family or anyone representing his/her family, will not hold *Central Oregon Public Safety Chaplaincy* responsible for any injury or death that may occur while performing the duties of a Volunteer Chaplain with *Central Oregon Public Safety Chaplaincy*.

It is further understood that *Central Oregon Public Safety Chaplaincy* does not provide any medical insurance, automobile insurance or workmen’s compensation insurance that covers the Volunteer Chaplain in any way and in the event of an injury, accident or death. The Volunteer Chaplain must rely on his/her own insurance or personal resources.

Each Volunteer Chaplain is to understand that he/she is volunteering his/her time at no cost to *Central Oregon Public Safety Chaplaincy*.

Volunteer Chaplains are to hold all information confidential that he/she are privileged to obtain while working with any law enforcement agency or fire department as a part of his/her duties as a Volunteer Chaplain with *Central Oregon Public Safety Chaplaincy*. It is also stipulated that the Volunteer Chaplain will treat all communication and information received as a Volunteer Chaplain as privileged and confidential.

Each Volunteer Chaplain is under the direction of the Chaplain/Executive Director of *Central Oregon Public Safety Chaplaincy* and agrees to work voluntarily within the framework of the Volunteer Chaplain program and to exemplify the ministry of the chaplaincy as outlined by the protocol and procedures established by *Central Oregon Public Safety Chaplaincy*. The Volunteer Chaplain must understand that the Chaplain/Executive Director of *Central Oregon Public Safety Chaplaincy* can immediately suspend him/her from his/her volunteer position at any time for any reason and that he/she can be terminated as a volunteer for *Central Oregon Public Safety Chaplaincy* by the appointed Board of Directors of *Central Oregon Public Safety Chaplaincy*.

# Central Oregon Public Safety Chaplaincy Standard Operating Procedures

*“Serving the Hearts & Minds of  
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## Medical Release

### **Authority To Release Medical Information:**

Having made application with *Central Oregon Public Safety Chaplaincy*, each Volunteer Chaplain agrees to authorize a complete investigation of his/her medical record by *Central Oregon Public Safety Chaplaincy*, or another agency authorized to conduct the applicant investigation, to ascertain any and all information which may concern the character, medical history, including diagnosis and treatment, whether same is of record or not, and release his/her organization and all persons whomsoever from any charge as a result of furnishing said information. The Volunteer Chaplain acknowledge that he/she is aware that the results of any investigation are confidential for *Central Oregon Public Safety Chaplaincy* use only and will not be disclosed to the Volunteer Chaplain or any other unrelated party or organization.

### **Medical Information:**

It is to be understood that the Volunteer Chaplain will not take or be under the influence of any prescription medication that would have any side effects that would hinder him/her from performing his/her duties as a Volunteer Chaplain. Anything other than this must be brought to the attention of the Chaplain/Executive Director of *Central Oregon Public Safety Chaplaincy* and/or the Board of Directors of *Central Oregon Public Safety Chaplaincy* in a timely manner.

# Central Oregon Public Safety Chaplaincy Standard Operating Procedures

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## Chaplain’s Signature Page

As a Volunteer Chaplain I agree to adhere to the directives, procedures and protocols of the Central Oregon Public Safety Chaplaincy Standard Operating Procedures.

Chaplain’s Printed Name: \_\_\_\_\_

Chaplain’s Valid ODL #: \_\_\_\_\_ Expiration: \_\_\_\_\_

Chaplain’s Insurance Company: \_\_\_\_\_

Agent’s Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Chaplain’s Physician Contact: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_

Relationship of Contact: \_\_\_\_\_

Contact Address: \_\_\_\_\_

Contact Home Phone: \_\_\_\_\_

Contact Cell Phone: \_\_\_\_\_

Applicant’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_