



BOTSWANA LANDBOARDS LOCAL AUTHORITIES AND HEALTH WORKERS UNION - CHAPLAIN POLICY

*"Towards Holistic Mental, Physical
And Spiritual Care For Members...?"*



IN COLLABORATION WITH
BOTSWANA BIBLE TRAINING
INSTITUTE



BLLAHWU Chaplaincy Policy

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In Collaboration with Botswana Bible Training Institute (BBTI)-Educational Training Provider Accredited by Botswana Qualifications Authority (BQA) in 2018.

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| Policy Name | BLLAHWU Chaplaincy Policy |
| Owner: | BLLAHWU |
| Designed by: | BBTI TEAM |
| Policy Implementers | Chaplaincy Coordinator Chaplaincy Personnel Chaplaincy Committee Senior Management Staff Members |
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Foreword

BLLAHWU's mission is to empower its members by influencing the development of policies in their favor. To be a vibrant democratic labor movement that is accountable to its members. The union started in 1972 as the Botswana Local Authorities Union or simply BLAWU until laws changed in 1974, which transformed the union into an association called Botswana Unified Local Government Service Association (BULGSA). In 2007, the trade union became Botswana Land Boards Local Authorities Workers Union (BLLAHWU), which later saw it changing the name to the current BLLAHWU after it included health workers who were leaving the councils to join the central government.

BLLAHWU has a certain culture that is peculiar to it and as a trade union its role is to advance and deepen workers' rights. Motshegwa describes the union as class conscious: "As we purely struggle for workers' rights first with understanding of what workers' rights entail." He further described the union's struggle as economic struggle characterized by militancy and radicalism highlighting their position on various issues of interest is widely known. "Workers have a role to play in social and economic issues," said the militant trade unionist and added: "We believe we can't just focus only on bread and butter issues and what we call gumboots trade unions. We believe that our role transcends beyond workplace issues (Mmegi Online 2016).

Abbreviations

| | |
|-----------------|---|
| AIDS: | Acquired Immuno Deficiency Syndrome |
| BLLAHWU: | Botswana Land Boards Local Authorities Workers |
| BULGSA: | Botswana Unified Local Government Service Association |
| BBTI: | Botswana Bible Training Institute |
| BQA: | Botswana Qualifications Authority |
| EAP: | Employee Assistance Program |
| HIV: | Human Immunodeficiency Virus |
| PWDs: | People/Persons Living with Disability |
| M&E: | Monitoring and Evaluation |

Chapter 1: Policy Statement

"Every person has two journeys to make through life. There is the outer journey, with its various incidents and the milestones... There is also an inner journey, a spiritual Odyssey, with a secret history of its own."

William R Inge (1860-1954, Dean of St Paul's, London)

The Purpose of Chaplaincy at the Botswana Land Board & Local Authorities & Health Workers Union (BLLAHWU) is to contribute to the mission of the union and its members whatever their religious background to:

- a) Engage in worship, prayer and reflection/meditation
- b) Develop a wider understanding of social issues of critical importance to faith groups, such as justice, human rights, power and authority.
- c) Develop and experience mutual respect, awareness and understanding of all persons in the presence of God
- d) Develop as unique individuals/members, receiving the pastoral and spiritual support during difficult times of loss/grieve, family and family ministry, retrenchment and retirement.
- e) Identify the mechanisms and resources that will be used to promote and encourage wellness among union members both physically, socially, spiritually and financially.

Chapter 2: Purpose for Chaplaincy Policy

- To advise BLLAHWU Management and members on matters regarding faith and spirituality which affect the life and work of their members.
- To promote and help to maintain good practice in equality and diversity in matters which relate to religion and belief, noting legislation and guidelines from other authorities.
- To promote the awareness and discussion of faith, spiritual and ethical issues within the Union and its members, including issues concerning inter-faith and diversity.
- To manage and support the Union's multi-faith Chaplaincy office.
- To ensure that providers of pastoral services are endorsed by their faith groups to serve persons in physical, mental, spiritual, or social need in diverse settings.
- To ensure adherence to union policies, and processes in chaplaincy practice and its members accountable to its standards for competency and ethical behavior.

Chapter 3: Vision, Mission and Guiding Principles

The Vision of BLLAHWU Chaplaincy is to integrate professional pastoral and skilled spiritual care into the total care provided to members and staff in diverse settings.

Mission: The primary mission of Chaplaincy unit is to promote and advocate for the responsiveness of effective health and wellness services and other organizations, communities, and social institutions in acknowledging and incorporating the spiritual dimension of persons in the services they provide

Guiding Principles: Chaplains should:

- be open and accessible to all members and staff of the different branches
- encourage a questioning / critical approach to received wisdom and assumptions
- help members to feel valued as individuals at home, in their work-place and society at large

Chapter 4: Objectives of the Chaplaincy Policy

- To provide care and pastoral support to staff and their families in particular in times of stress, bereavement or concern of any kind.
- To develop faith and spirituality through appropriate dialogue and discussion for all staff and members.
- To provide critical to the Union in matters concerning faith, culture, ethics & diversity.
- To advise on policies relating to equal opportunity, gender and other matters of concern.
- To promote the health, social and spiritual welfare of members of BLLAHWU
This policy applies to all members and employees of Botswana Landboards Local Authorities and Health Workers Union.

Chapter 5: The Chaplaincy Services Management and Coordination

A proposal for training of chaplains by BLLAHWU & Mokaulengwe Investments office was carried out on the 15th-16th August 2019 by Botswana Bible Training Institute. About twenty- one (21) members were trained. The training/workshop focused on the following:

- Enhancing understanding of chaplaincy and its distinctive role within an organization, religious ministry, government department, health care or correctional and rehabilitation setting.
- Equipping women and men for ministries and vocations that foster personal and social transformation, that are oriented to the world's diversities.
- Developing inter-professional and team relationships within all levels of the organization
- Incorporating awareness of, and respect for, professional boundaries when providing spiritual care.

The Union provides a Chaplaincy committee, with a coordinator to ensure the smooth running of chaplaincy services to all members of BLLAHWU. With this team the following roles are recognized:

- BLLAHWU Chaplain: an individual, appointed and funded by the union as part of the chaplaincy Committee and works on a full-time basis.
- Volunteer Work: an individual usually with relevant experience outsourced by the Union to offer chaplaincy services who works on a full or part time basis in the name of a particular organization or denomination and forms part of the Chaplaincy team

Chapter 6: Employee Assistance Programme (EAP)

BLLAHWU recognizes that its members may encounter, throughout their lives, events that may affect them in the workplace including those related to their health, personal or domestic situation as well as work-related problems. The policy will provide a framework within which the Chaplaincy will encourage and facilitate working practices and services that support employee wellbeing.

Work is central to people's well-being, in addition to providing income; work can pave the way for broader social and economic advancement, strengthening individuals, their families and communities. The Work place should seek to contribute to the Decent Work Agenda to achieve sustainable development that is centered on people. Decent Work is a key element to build fair, equitable and inclusive societies being based around the principles of employment creation, workers' rights, equality between women and men, social protection and social dialogue.

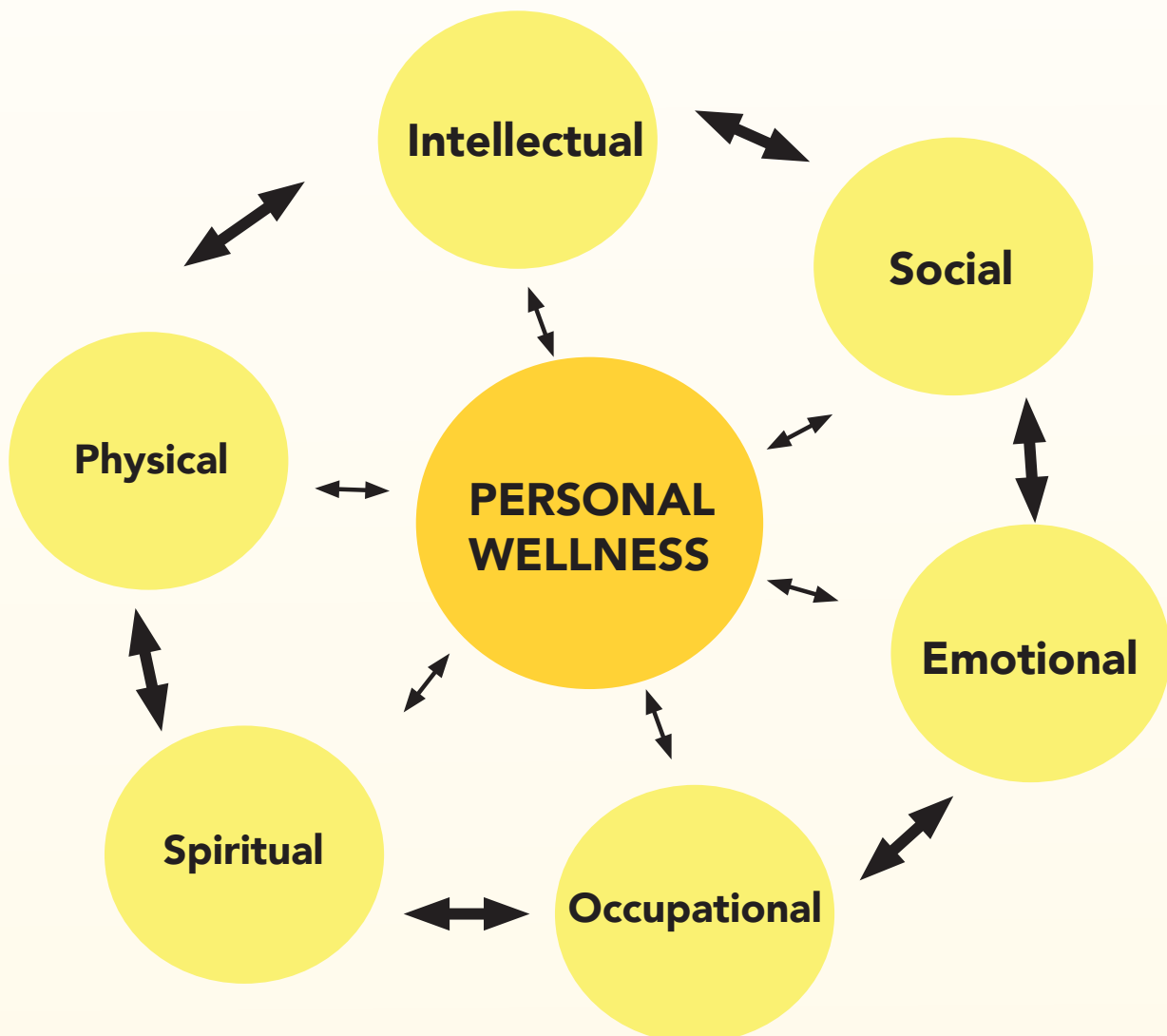
EAPs are intended to assist employees manage issues that could adversely impact their work, personal lives, health and well-being. EAP professionals typically provide assessments, short term counselling, and if needed, referrals to additional resources. EAP services are usually free to the employee having been pre-paid by the employer. Confidentiality is maintained in accordance with professional ethical standards. Employers usually do not know who is making use of the EAP, unless there are extenuating circumstances and the proper release forms have been signed.

The topics covered within an EAP vary and can be tailored to fit your organization's needs, examples of areas of focus include:

- Substance abuse
- Safe working environment
- Emotional distress
- Major life events - retrenchment, births, accidents/ disability, death
- Health care concerns including HIV/AIDS
- Financial or legal concerns
- Family/ personal relationship matters
- Work relationship matters
- Burnout
- Stress
- Gender based violence
- Loss & bereavement

This is a philosophy of being proactively oriented to a process of creating a functionality and wellness of the self. It is taking ownership; by becoming aware and relating to the aspects, dimensions and needs of the self and involving all aspects of living and lifestyle. This ownership embodies the respect, the responsibility and the caring for complete personal wellness.

THE DIMENSIONS OF WELLNESS



This policy serves as a broad guide for BLLAHWU and its partners in responding to Wellness in the world of work. The policy seeks to strengthen, complement and improve the efficiency of existing services of wellness programs in the work place. The Policy conceptualizes wellbeing as the experience of overall health. It encompasses good mental, physical, financial, social and spiritual health as indicated above.

Chaplaincy Operating Values

The Emotional Wellness Program is being guided by the following values:-

- Confidentiality: Information provided by clients is kept in the strictest confidence.
- Service: The program takes as its primary objective support of employees and their immediate family members who may seek help.
- Sensitivity: The program is sensitive to employees' subjective experience of their lives and to the pressures therein as a valid basis for requesting help.
- Professional Competence: All services are provided in a professional manner and according to codes of professional conduct guiding chaplains.
- Self Determination: The client plays a key role in defining the nature of the problem and in determining the necessary help.
- Approachability: Employees can be confident that sensitive issues can be discussed openly in an acceptable atmosphere.
- Respect for Personal Autonomy: The program supports the integrity and dignity of the individual.

Chapter 7: Services for Vulnerable Groups and Special Populations

BLLWHU values diversity and inclusion and advocates for a climate of mutual respect and full participation of all our members and families at work and the community as a whole. This Policy focuses instead on creating an enabling environment for social inclusion and promoting equality and access to services by workers living with disability. This policy philosophy is clearly articulated in The Revised National Policy on Disability of 2021, which stated that nationally:

"The Policy commits to undertaking to promote collaboration with all stakeholders to ensure the full and effective participation of all PWDs in the setting and implementation of national development priorities and disability inclusive budgeting. This will facilitate effective implementation to ensure dignified lives for all persons with disabilities" (Botswana Government 2021).

Chapter 8: Chaplaincy Charter

The Association of Professional Chaplains underlines the following standards for Chaplains. Chaplaincy care is grounded in initiating, developing and deepening, and bringing to an appropriate close, a mutual and empathic relationship with the patient, family, and/ or staff.

Standard 1

Assessment: The chaplain gathers and evaluates relevant data pertinent to the client's situation and/or bio-psycho-social-spiritual/religious health.

Standard 2

Delivery of Care: The chaplain develops and implements a plan of care to promote patient well-being and continuity of care.

Standard 3

Documentation of Care: The chaplain enters information into the patient's record that is relevant to the patient's medical, psycho-social, and spiritual/religious goals of care.

Standard 4

Teamwork and Collaboration: The chaplain collaborates with the organization's health and wellness-team.

Standard 5

Ethical Practice: The chaplain adheres to the Common Code of Ethics, which guides decision making and professional behavior.

Standard 6

Confidentiality: The chaplain respects the confidentiality of information from all sources, including the patient, medical record, other team members, and family members in accordance with federal and state laws, regulations, and rules.

Standard 7

Respect for Diversity: The chaplain models and collaborates with the organization and its interdisciplinary team in respecting and providing culturally competent patient-centered care.

NB: Confidentiality is a part of the ethical guidelines of mental health providers and means that information between a client and a therapist cannot be shared with anyone. There are a few exceptions to confidentiality for chaplain as well as for the other service providers such as, the concept of duty to warn which means that confidentiality can be broken if the patient is a threat to themselves (such as being suicidal) or others (threatening to harm another person, child abuse, elder abuse, etc.)

Chapter 9: Monitoring and Evaluation

Monitoring and evaluation (M&E) are the techniques that are used to find out how well the chaplaincy policy program is achieving what it set out to do. The Chaplaincy Policy will be monitored using a comprehensive monitoring and evaluation framework based on the objectives as set out in the policy. This needs data collection, collation and analysis on wellness and wellbeing, pastoral support in times of loss of life, retrenchments, divorce, and other issues that affect workers in the workplace.

Joint reviews, colloquiums will be conducted annually to assess performance and will involve all stakeholders. These reviews will also evaluate progress of vision, mission, goals and priorities set and how these can inform future intervention measures

APPENDIX 1: BLLHWU ASSESSMENT FORM

The Chaplaincy Office uses this form to learn a little about you and serves as a data collection tool for consultation. It saves a great deal of time when it comes to a first session and prevents us from having to subject you to a stream of questions at a time when perhaps nervousness prevents you from thinking straight! It keeps things as simple as possible. Please answer all questions as fully as possible

Please Fill out this form ONLY in your first session.

Date:

GENERAL INFORMATION

Name (First & Last name)

Name of parent/guardian (if under 18 years):

Birth date: /___ /___ Age: _____ Gender [] Male [] Female Other []

Address:

Cell/Other Phone: () May we leave a message Yes/ No

E-mail: _____

*Please note: Email correspondence is not considered to be a confidential medium of communication.

Referred by (if any):

| Cultural issues | Religion | Education | Profession |
|-----------------|----------|-----------|------------|
| | | Started: | Completed |
| | | | |
| | | | |

Marital Status

[] Single [] Married [] Divorced [] Separated [] Never

Years Married: _____ Years Divorced: _

Are you currently in a romantic relationship? YES/NO

"Towards holistic mental, physical and spiritual care for members"

If yes, for how long?

On a scale of 1-10 how would you rate your relationship? _____

What significant life changes or stressful events have you experienced recently?

Describe your relationship with:

Parents: _____

Siblings: _____

Extended _____ Family _____ Members: _____

Husband/Wife/Significant _____

Your Children: _____

HEALTH HISTORY

Family Doctor: _____

Address: _____

Doctor's Phone: _____ Date of Last Exam _____

Please List Allergies if Any

Have you previously received any type of mental health services (Psychotherapy, Psychiatric services, ETC.)?

Yes _____ No _____

If yes, when and where?

Are you currently taking any prescription medications? Yes No

"Towards holistic mental, physical and spiritual care for members"

Please list _____

Have you EVER received any form of counselling psychological therapy or psychiatric help at any time in the past? * YES NO

If you answered Yes to the above question, please detail or list the type of help you received. If you answered No, please type N/A.

GENERAL HEALTH AND MENTAL HEALTH INFORMAITON

* How would you rate your current physical health? (Please circle)

Poor Unsatisfactory Satisfactory Good Very Good

Please list any specific problems you are currently experiencing:

* How would you rate your current sleeping habits?

Poor Unsatisfactory Satisfactory Good Very Good

Please list any sleep problems you are currently experiencing:

How many times per week do you generally exercise? _____

What types of exercise do you participate in? _____

Please list any difficulties you experience with your appetite or eating patterns:

Are you currently experiencing overwhelming sadness, grief, or depression?

Yes No

If yes, approximately how long? _____

Are you currently experiencing anxiety, panic attacks, or have any phobias?

If yes, when did you begin to experience this? _____

Are you currently experiencing any chronic pain? _____

If yes, please describe: _____

"Towards holistic mental, physical and spiritual care for members"

Are any physical characteristics or body image a concern? Explain:

Is sexual functioning an area of concern for you? Explain:

SUBSTANCE USE

Do you drink alcohol more than once a week? Yes No

If yes, how often? _____

Is alcohol an area of concern for you? Yes No

If yes, explain: _____

ABUSE HISTORY

Have you experienced physical, sexual or emotional abuse? Yes No

If yes, explain _____

Are you currently employed? Yes No

If yes, what is your current employment situation?

Do you enjoy your work? Is there anything stressful about your current work?

What do you consider to be some of your strengths?

What do you consider to be some of your weaknesses?

What would you like to accomplish out of your time in therapy?

Is there anything else you feel we should know, or that you are concerned about?

Signature of Client Completing Form

Signature of Chaplain

APPENDIX 2: REFFERAL FORM

| | |
|--|----------------|
| Client's Full Names | |
| Client's Department/Ministry/Organization | |
| Name of person making the referral | |
| Name of Person/organization Client is referred | |
| Signature of Chaplain | |
| Date: | ____/____/____ |

Please provide a brief summary of the following:

1. Background information
2. Summary of current concerns
3. Strategies which have been implemented by the school
4. Nature of assistance requested



 Plot 178, Unit 3, Commerce Park, West Avenue

 BLLAHWU -Vanguard of the working class

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 www.bllahwu.com

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