Chaplaincy Policies, Guidance and Procedures

2022/23

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Note

This booklet provides Policies, Procedures and Guidance specific to the University of Bolton Chaplaincy.

There is additional information available to chaplains, pastoral assistants and others who have links with the chaplaincy in the Chaplaincy Information File and the Student Services Handbook. These are available as reference copies in the Chaplaincy Office, or by email on request.

For further clarification of the contents or additional information please email the Coordinating Chaplain (chaplain@bolton.ac.uk), Chaplaincy Administrator (ChaplaincyAdmin@bolton.ac.uk) or ring the Chaplaincy Office (ext 3415).

Chaplaincy Confidentiality Policy

Chaplaincy Confidentiality

All Chaplains and Pastoral Assistants are committed to providing a confidential service to staff and students. We respect everyone's confidentiality and this helps to ensure a relationship of trust.

Definition of Confidentiality

The Chaplaincy understands confidentiality to mean that no information regarding a person shall be shared either directly or indirectly with anyone else within or outside the University, without that person's prior expressed consent; except where issues of safety or legality apply (see below).

Consent to Share Information

In order to give the best kind of support, we may ask an individual if we may share information with another member of the Chaplaincy Team. A verbal consent is all that would be required. If we feel that it would benefit the person to share information with someone outside the Chaplaincy, then the person would be asked to sign a simple 'Consent Release Form'. In either case, if consent is not given, we would respect that decision.

Limits to Confidentiality

The question of information given in the context of a priestly confession has yet to be addressed. Outside a priestly confession, confidentiality cannot be maintained when:

- disclosure is required by law;
- the physical health or safety of any person is at risk;
- there is risk of serious exploitation or abuse;
- there are serious concerns about the mental health of the person involved.

On these occasions, the following steps will be taken:

- The Chaplaincy Team Member will raise the matter immediately either with the Coordinating Chaplain or with the Head of the Library and Student Services. A written record of the discussion will be made.
- If agreement cannot be reached among members of the Chaplaincy Team, the final decision will be made by the Head of Student Services.
- The Coordinating Chaplain will make sure that the Head of the Library and Student Services is kept informed at every stage.
- The individual involved will be informed, as far as practicable, of the decision to breach confidentiality and the reasons why the decision has been taken.

Chaplaincy Policy on Proselytising

The following policy on proselytising was agreed by the VCs Advisory Group on Faith & Spiritualty on 20 April 2005:

The principal of moral and emotional freedom of the person shall be adopted in the advertising, invitation and conduct of faith-based events at the University of Bolton and events advertised at the University. Information may be freely given about events, but there should be no unreasonable pressure applied to people to attend the event. Acceptance or otherwise of the invitation should be free from judgement. The same principal of autonomy should also apply at the event itself, with no unreasonable pressure being exerted.

Use of the Chaplaincy

Regulations concerning the use of the Chaplaincy are posted on the Chaplaincy Notice Board (please see Appendix 1).

In particular, the Chaplaincy shall only be used in ways which conform to the Chaplaincy's Policy on Proselytising and the policies of the University, specifically the Equal Opportunities Policy.

Chaplaincy Team: Appointment & Support

The Coordinating Chaplain

The appointment of the Coordinating Chaplain is the responsibility of the Church of England Diocese of Manchester which works in partnership with the University.

Other Chaplains & Pastoral Assistants

The procedure for appointing other chaplains and pastoral assistants is as follows:

- Applicants have an initial informal meeting with the Coordinating Chaplain.
- Applicants arrange for a letter of support to be sent from a leader in their sponsoring group or faith community (e.g. minister, Imam or chair of group).
- Applicants provide a short CV to the Coordinating Chaplain who informs all the members of the VCs Advisory Group on Faith & Spirituality arranges an interview.
- Applicants are interviewed by some members of the VCs Advisory Group on Faith & Spirituality including at least the Chair, the Coordinating Chaplain and a person of the same world-view or religion.
- If the members of the Advisory Group agree to the appointment, it will be on condition of DBS clearance.
- The Coordinating Chaplain confirms the appointment in writing on behalf of the Group and sends a copy to the Vice Chancellor.
- The volunteer discusses with the Coordinating Chaplain the area of work and the time commitment.

Induction and Training

The Coordinating Chaplain will

- arrange a suitable induction programme for all new Chaplaincy Team members;
- circulate to Chaplaincy Team members details of chaplaincy development courses and training.

The Chaplaincy itself ran two pioneering Multi-faith Chaplaincy training programmes in conjunction with the University when there was an administrator from Bolton Christian Community Cohesion and from Bolton Council of Mosques working on the project.

Expenses

Expenses incurred by members of the Chaplaincy Team are normally paid for by their sponsoring body. However, the Chaplaincy has a petty cash system and reimbursements can be made for items such as parking and hospitality. Members of the Chaplaincy Team are advised to discuss expenses in advance with the Coordinating Chaplain.

If you are the first to arrive in the Chaplaincy on a day:

- If the main door to the Chaplaincy is locked, contact a caretaker to open it.
- Please check if the doors to the Prayer Room and Quiet Room are open. If the Quiet Room is locked, open it with the Office key; if the Prayer Room is locked, there is a key in the top drawer in the Chaplaincy Office.
- If any door is locked, please inform the Coordinating Chaplain.
- If you have time, check that the Quiet Room, Prayer Room and Resource Area are tidy and nothing is missing.

Around the University

- There is no dress code for members of the Chaplaincy Team, even though there are specific regulations for staff within Student Services.
- You may wear a Chaplaincy polo shirt or fleece which are available from the Chaplaincy Office (there are more held in store).
- Please wear the Student Services name badge.

If you are unable to come in for a session, please contact the Coordinating Chaplain or Chaplaincy Administrator who will make a note on the on-line Chaplaincy Calendar.

Before you leave the University

- Please enter information on the Monitoring Sheet held in the Chaplaincy Office giving numbers of students you have spoken to etc.
- If you are the last one in the Office, make sure all equipment is switched off and the Office door is locked (see Security information below).

The Chaplaincy Centre

Opening Times

The Chaplaincy outer door is kept unlocked at all times when there is access to the library. The out-of-hours entrance to the library is opposite the entrance to the Chaplaincy. When there is no access to the library or when the University is closed for a long period, for example, over the Christmas closure, the Chaplaincy outer door will be locked. The Chaplaincy Quiet Room and Prayer Room and Ablution facilities are kept open at all times except when there are safety reasons for them to be locked.

The Resource Area

Leaflets

The following are available for anyone to take away

- Information leaflets about Chaplaincy events and details of the Chaplaincy Team.
- A Chaplaincy booklet listing local "Worship places, Spiritual resources & Humanist groups".
- A Chaplaincy Contact Card.
- The Muslim Prayer Timetable (Salah) for the current month.
- Booklets and religious texts donated to the Chaplaincy.
- Information leaflets and cards produced by local organisations or groups.

A local organisation or group may display leaflets in the Resource Area with permission from one of the Chaplains. The leaflets must conform to the University Equal Opportunities Policy and the Chaplaincy policy on Proselytising, although the Chaplaincy may not necessarily agree with or support what the leaflets promote. In practice leaflets are often left without prior permission and so members of the Chaplaincy Team, and the Coordinating Chaplain in particular, need to keep an eye on the leaflets displayed to see if they conform to the policies.

Notice Board

Notices displayed should be authorised by one of the chaplains but some people do not ask and members of the Chaplaincy Team need to monitor the content of noticeboards.

The Prayer Room

The Prayer Room may be used by those of any faith but is designed specifically to help Muslims fulfil their religious requirements. Shoes must be removed in the designated area just inside the room and placed on the shoe rack. Males and females are asked to use different areas separated by the curtain. The special green carpet indicates the direction of the Qibla in Makkah.

The Chaplaincy provides a leader for Friday Prayers (Jummah Salah) who is either a member of the Chaplaincy Team or authorised by the Muslim Chaplain. Tutors try to arrange breaks in their classes for Muslims to attend Friday Prayers which last 15-20mins.

The Quiet Room

The Quiet Room is for individual prayer and reflection except when the room has been booked for a group event. After 5.00pm the room may be used for breast-feeding if it is not being used by a pre-booked group.

Groups

The Quiet Room may be booked in advance by groups for activities in keeping with the purpose of the Chaplaincy and will normally be of a spiritual, religious or similar nature.

A booking form can be obtained from the Chaplaincy Office or downloaded from the Chaplaincy web page at www.bolton.ac.uk/chaplaincy.

The event must be authorised by the Coordinating Chaplain or another Chaplain in writing (usually email) before it takes place.

If an external speaker is to be invited the procedure outlined on the "Guest external speaker" form must be followed. This form can also be obtained from the Chaplaincy Office or downloaded from the Chaplaincy web page at www.bolton.ac.uk/chaplaincy.

A note of all the bookings is listed in the Chaplaincy on-line Calendar by the Chaplaincy Administrator who also posts a list each week on the door of the Quiet Room.

Individuals or groups may use the audio-visual facilities but must be sensitive to the needs of other users.

Temporary artefacts must not present a fire hazard and must conform to Health and Safety regulations. In particular, no lighted candles are allowed. Electronic candles and various religious aids to prayer and meditation are available from the Chaplaincy Office. After use all individuals/groups shall remove any of their own items/artefacts or replace on the shelves provided for their storage.

In keeping with the University Equal Opportunities Policy, all groups must be open to all with the following exception. The VCs Advisory Group on Faith and Spirituality decided that there may be exceptional reasons for a single sex meeting and the authorisation for this will be made by the Coordinating Chaplain in consultation with others.

The chaplaincy is for the use of all members of the university and no one group shall have exclusive use of any facility.

Stalls at the Freshers' Fair

At the Freshers' Fair

- The only religious stalls at Freshers' Fair are the Chaplaincy, members of the Students' Union (Christian Union, Islamic Society etc) and Gideons giving Bibles. This has been agreed with the Students' Union.
- Worship places and faith organisations may display leaflets in the Chaplaincy.
- The Chaplaincy stall only displays Chaplaincy material or general faith material.
- The Chaplaincy stall is staffed by members of our Chaplaincy Team only. We have had a limited number of volunteers from the faith communities on the strict understanding that they are present to represent the Chaplaincy and they agree to ethos of Chaplaincy and policies of University including the Chaplaincy Policy on Proselytising.

Reporting Concerns

Any concerns about the use of the Chaplaincy, or about any religious / faith events, literature, speakers or any other related issue on campus, should be reported to the coordinating chaplain, the Student Centre or the Students' Union.

Security

The University has a security service provided by a sub-contractor and managed by Facilities.

- **Contact details of the Security Control Room**:
  - Normal number: 3700 or 01204 903 700
  - Emergency number: 3666 or 01204 903 666

These numbers are listed on the notice board in the Chaplaincy Office.

- In the Chaplaincy Office there is a **panic alarm** button on the left of the small desk but as of June 2015 this had not been connected to the Security Office. When it is fixed, in an emergency press both red buttons at the same time to alert security and someone should come immediately. The reset key for this is in the top drawer.
- If you are the last one to leave the Office, please close down the computer or laptop you are using and switch off everything at the wall sockets. You need not switch off the Office lights as they will switch off automatically after a short period of time.
- The codes to access the telephone voicemail and open the staff kitchen door are written on a card in the top drawer.

Keys

- The Chaplaincy Office is to be kept locked at all times except when there is a member of the Chaplaincy Team in the Office or Resource Area.
- The Chaplaincy Administrator and most Chaplains have a key to the Chaplaincy Office.
- University door keys cannot be duplicated so if you would like an Office key, contact the Chaplaincy Administrator or Coordinating Chaplain who will request one from Facilities.
- Most Pastoral Assistants obtain a key from the Student Advisors which must be returned after finishing their session.
- If there is a safety issue, the Quiet Room may be locked with the Office key and the Prayer Room may be locked with the key in the top drawer of the Chaplaincy Office.
- Keys to the Resource Area cupboards, audio-visual cabinet and projector, laptop security wire are kept in the top drawer of the Chaplaincy Office.
- The Coordinating Chaplain has keys to the main Chaplaincy door.

Health & Safety

- You have a responsibility to work safely with due regard to the health and safety yourself as well as that of others.
- You must comply with the University health and safety rules and report any accident or incident that might lead to injuries or loss, and any unsafe or unhealthy conditions.
- Smoking (including e-cigarettes) is prohibited in all buildings and around the entrances to buildings and open windows.
- The Office lights automatically switch on and off. There is no need to control the lighting manually; but if you need to, the control is located in the corner of the room to the right of the desktop computer. Hold the push switch down to increase or decrease the lighting.

First Aid

- A list of trained first-aiders is available from the Student Centre or from the Library;
- To request a first aider, dial reception (0) or the Security emergence number, (3666 from an internal phone, or 01204 903 666 from a mobile);
- In all cases of collapse where the person seems unresponsive, or where the person is suffering central chest pain, make this clear so that an AED (defibrillator) and AED responder can be sent to your location;
- If the incident is serious ask for an Ambulance. If there is no immediate reply on the University Emergency Number, dial 999.

Fire Alarm

- The fire alarm is tested on Monday morning at about 9.00am. The alarm will sound and the shutters in the Social Learning Zone (SLZ) may come down;
- Alarm points, exits and assembly points are highlighted as part of the induction process, but make sure you remind yourself where these are.
- If you discover a fire, activate the fire alarm immediately from the nearest alarm point;
- If the fire alarm sounds when you are in the Chaplaincy Office and it is not a test:
    - lock the Chaplaincy Office;
    - make sure there is no-one in the Quiet Room, Prayer Room and Ablutions rooms: if there is, tell them to leave immediately;
    - go to the Chancellor's Building Car Park and wait there until directed to leave.

Be aware of the needs of anyone with a specific disability or mobility issue.

Chaplaincy Equipment

Telephones

Note that:

- Internal telephone numbers are of the form 3XXX except the Students' Union numbers which begin with 6.
- To dial a number from outside the University, prefix the internal extension with 01204 90.
- The Chaplaincy Office number is 3415 (01204 90 3415).
- The telephone in the Resources Area is a courtesy telephone limited to internal outgoing or incoming calls only and may be used by students or staff.
- The Office telephone may be used for internal calls and for Chaplaincy business outside calls; in which case press 9 followed by the number (there is no additional dialling sound).
- Please answer the telephone in the Office using similar words to: "Hello; this is the Chaplaincy Office; N speaking".
- A flashing light on the Office phone means that someone has left a voicemail message. You may listen to the message by lifting the handset and pressing *## (star-hash-hash) then the security code (noted in the top drawer). If it is a message specifically for someone other than yourself, contact them as soon as you can.

Computers and IT

On becoming a member of the Chaplaincy Team, the Coordinating Chaplain will request an external University Network Account in order for you to have a University ID card and a University email address. Your external Network Account needs to be renewed annually in June before it expires and the Coordinating Chaplain arranges this.

- **For Chaplains** only, the Coordinating Chaplain requests an email address of the form chaplain.*name*@bolton.ac.uk which is publicised. This email address uses the same network / email account but is more memorable for publicising.
- **Pastoral Assistants** are given a memorable email address only when we need to publicise it; e.g. the Chaplaincy Administrator has the address ChaplaincyAdmin@bolton.ac.uk.

University email requirements

- All staff including members of the Chaplaincy Team must use their Bolton University email account when communicating to students. This means that when emailing a student, you must log into your University account in order to reply, but you can do this from home or anywhere else.
- You must not use your Bolton University email account for non-university correspondence.
- All students must use their University email address in communicating with staff including members of the Chaplaincy Team. This means that if a student emails using their personal email, please request them to use their University account which will then confirm their University status. This will also provide an audit trail in any unfortunate cases of harassment, disputes or other issues.
- You should retain all email correspondence with students until one year after they have left the University.

Chaplaincy Ethos and Management

The Beginning of a Multi-faith Chaplaincy

A proposal for a Multi-faith Chaplaincy was made in 1999 from the Vicar of Bolton and supported by the soon-to-be University. Prior to this, the Chaplaincy had operated on a traditional Christian model. With the help and guidance from members of the Muslim and Hindu communities, a multi-faith Chaplaincy was established with an Advisory Group on Faith and Spirituality. The first Coordinating Chaplain, a half-time post paid for by the Anglican Diocese of Manchester, was appointed in 2003.

The distinctive nature of the Chaplaincy is that

- it is an active creative partnership between the University and the main faith communities in Bolton and focused in the membership and work of the Vice Chancellor's Advisory Group on Faith and Spirituality (the Advisory Group);
- those who work within the Chaplaincy do so as a member of a team under the direction of the Advisory Group and organised by the Coordinating Chaplain;
- appointments are made in conjunction with the Advisory Group and involve members of the faith communities.

Although called a multi-faith chaplaincy, the Chaplaincy is inclusive of those who profess no religious faith, both as recipients to the service and as members of the Chaplaincy Team.

Operation and Management

Chaplaincy as a Partnership

The creative partnership between the University Chaplaincy and the main faith communities in Bolton shows itself in two commitments:

- The local faith communities and other groups contribute to the life of the University by providing a Chaplaincy Team consisting of volunteer Chaplains and Pastoral Assistants led by a half-time Coordinating Chaplain paid for by the Diocese of Manchester.
- The University provides the day-to-day running costs and facilities within which the Chaplaincy operates.

Chaplaincy Management

The Chaplaincy is related to the University in the following ways:

- The Vice Chancellor's Advisory Group on Faith and Spirituality is also the management group of the Chaplaincy.
- The Coordinating Chaplain is managed by the Director of Education of the Diocese of Manchester who also is a member of the Advisory Group.
- The day-to-day running of the Chaplaincy is managed within the Student Services and is the responsibility of the Disability Manager, who is also a member of the Advisory Group.

Statement of Service

The University requires the Chaplaincy to have a Statement of Service and this has been developed from the Chaplaincy objectives with a focus particularly upon what students can expect from the Chaplaincy. The Statement of Service can be downloaded from the Chaplaincy web page at www.bolton.ac.uk/chaplaincy.

The Statement of Service notes that the Chaplaincy is managed within Student Services but that its concern and work extends beyond it to all staff and advising the University on religious and diversity issues. It also states the inclusive nature of the Chaplaincy:

> "The Chaplaincy is committed to valuing diversity and does this specifically by promoting respect for different faiths, traditions and beliefs, and serving staff and students equally, regardless of race, religion, gender, disability, marital status, social class, age or sexual preference. Forms of unlawful direct or indirect discrimination or unequal treatment or unethical behaviour will be challenged."

Chaplaincy Objectives

The following objectives of the Chaplaincy were agreed in May 2006 by the Advisory Group. We recognise that these objectives develop and change.

1. To provide care and pastoral support to staff and students of any faith and none, in particular to serve those in times of stress, bereavement or concern of any kind.
2. To develop faith and spirituality through appropriate worship and discussion for all staff and students.
3. To be a critical friend to the University in matters concerning faith, culture, ethics & diversity.
4. To engage with the University in matters concerning faith and spirituality including:
    1. the development of spirituality as a basis for intellectual and personal development;
    2. contributing to faith and ethics considerations within teaching and research;
    3. advising on ethnic minority and cultural issues;
    4. advising on policies relating to equal opportunity, diversity, ethics and religion.
5. To support the University in its programme of voluntary service opportunities for students in the community through its contacts with the local faith communities.
6. To commend and share faith within the guiding principal of the "Policy on Proselytising".

The Vice Chancellor's Advisory Group on Faith and Spirituality

Membership

The membership of the Group reflects the partnership between the University and local faith communities, specifically Christian, Muslim and Hindu.

Chair and representing the University academic staff
Disability Services Manager, Student Services
Coordinating Chaplain
Director of Education, Diocese of Manchester
Three members from outside the University representing the wider faith communities:
    Christian
    Muslim
    Hindu
Student Union President
Christian Union leader
Islamic Society leader
A representative of the voluntary Chaplains / Pastoral Assistants
A representative of a faith or belief among the University staff not otherwise represented

Terms of Reference

The original remit of the Group was to cover matters from the simple and practical (e.g. accommodation and catering) through to the more challenging (e.g. ethical and moral issues surrounding research). This is reflected in the current terms of reference:

1. To advise the Vice Chancellor on all matters regarding faith and spirituality which affect the life and work of the University.
2. To promote and help to maintain good practice in equality and diversity matters which relate to religion and belief, noting legislation and guidelines from other authorities. In this regard, the Group is an Action Group of the University's Equality and Diversity Committee with a representative on the Committee but without being one of its sub-committees.
3. To promote the awareness and discussion of faith, spiritual and ethical issues within the University, including issues concerning inter-faith and diversity.
4. To develop ways in which the spiritual development and well-being of students and staff of all faiths and none may be promoted.
5. To respond positively to matters of concern within the local faith communities by promoting good relations within the University between different faiths, cultures and beliefs.
6. To develop ways in which the Advisory Group relates to other multi-faith bodies and initiatives.
7. To manage and support the University's multi-faith Chaplaincy.

The University Strategic Plan 2015-2020

The Chaplaincy contributes to the Strategic Plan of the University by

- improving the experience of many students by providing facilities and experiences which acknowledge the importance of religion and spirituality in their lives;
- improving the student satisfaction by adding to the range of care offered by the University and includes being open to talk about questions of meaning as well as exploring beliefs;
- together with the other support services, improving the retention of students by supporting students going through difficult or emotional periods in their lives;
- providing worship and mediation sessions which create a greater sense of well-being;
- establishing links with the wider community in Bolton including with the other educational establishments in the Bolton Education Zone;
- helping students achieve their full potential through individual encouragement and social media;
- supporting staff through stressful times and personal difficulties in order that they may continue their professional development in being creative and innovative in their work;
- effecting greater community cohesion by helping both students and staff to understand the different faiths and beliefs of those they work with.

Appendix 1

Use of the Chaplaincy

The Chaplaincy...

- is open at the same times as the university, other than when the university is open only for a special event.
- may be used by those of any world-view, faith, belief or spirituality.
- is for the use of university staff and students, university chaplains, pastoral assistants, governors and guests of the university.
- is for the use of all members of the university and no one group shall have exclusive use of any facility
- should be left tidy, so that it can be used immediately by others.

Prayer Room:

- The Prayer Room is open to all. It is designed specifically to help Muslim staff and students fulfil their religious duties. Shoes must be removed in the designated area and placed in the rack provided. Males and females are asked to use different areas separated by the curtain.

Quiet Room:

- The Quiet Room may be used by individuals for their own personal use (for prayer, meditation, contemplation or quiet) except when the room is being used for a group event. Individuals may use audio-visual facilities but must be sensitive to the needs of other users.
- It may be booked using the form at www.bolton.ac.uk/Chaplaincy Current availability will be displayed on the Chaplaincy Notice Board.
- Group events are restricted to events organised by the chaplaincy or authorised through the room booking procedure. These will normally be of a spiritual, religious or similar nature.

Restrictions of use:

- Those leading prayers or discussions, or giving sermons or talks must obtain written permission. Please see the Guest External Speaker form, available at www.bolton.ac.uk/Chaplaincy
- Temporary artefacts shall not present any fire hazard and must conform to Health and Safety regulations. In particular, no lighted candles are allowed. After use all individuals/groups shall remove any of their own items/artefacts or replace on the shelves provided for their storage.
- Only material (books, pamphlets and notices) authorised by one of the chaplains may be displayed.
- It shall only be used in ways which are consistent with the Equal Opportunities Policy of the university and by those whose behaviour is consistent with the Equal Opportunities Policy.
- All activities must conform to the University Chaplaincy's Policy on Proselytising: *'The principal of moral and emotional freedom of the person shall be adopted in the advertising, invitation and conduct of faith based events at the University of Bolton and events advertised at the University. Information may be freely given about events, but there should be no unreasonable pressure applied to people to attend the event. Acceptance or otherwise of the invitation should be free from judgement. The same principal of autonomy should also apply at the event itself, with no unreasonable pressure being exerted'.*
- Those not abiding by this notice shall be referred to the Head of Student Services, as a representative of the Vice Chancellor's Advisory Group on Faith and Spirituality, who may withdraw the privilege of the use of the facility.

Questions or Concerns:

For questions relating to the use of the chaplaincy, please contact the Coordinating Chaplain (chaplain@bolton.ac.uk) or Chaplaincy Administrator (ChaplaincyAdmin@bolton.ac.uk) or telephone the Chaplaincy Office: ext 3415

If you have any concerns about the use of the Chaplaincy, or about any religious / faith events, literature, speakers or any other related issue on campus, please contact the coordinating chaplain, the Student Centre or the Students' Union.