

Spring 2016 Newsletter



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Chaplains help institutions face change

By Beth Jackson-Jordan
NCCA President



Dealing with change is not easy for most of us. Over the last few years, tremendous changes have impacted the organizations in which we work as chaplains. Economic and cultural shifts have meant that only organizations that can embrace change as a way of life are likely to survive and thrive. Benjamin Franklin said, “When you’re finished changing, you’re finished.” Chaplains can model healthy adaptability to change as well as hear and hold the anxiety of those who fear change.

Our NCCA Spring meeting will provide resources for dealing with change in our work as chaplains. The program presenter is Dave Odom, Associate Dean and Executive Director of Leadership Education at Duke Divinity School. Dave’s sessions will focus on the changes facing institutions and the work of pastoral care and pastoral leadership in dealing with those changes. In addition to an outstanding program, we are meeting at beautiful Caswell Conference Center on the coast! I hope to see you there.

In closing, I would like to share some of the NCCA highlights from 2015. Your NCCA leaders have accomplished much; please thank them for their hard work on your behalf.

- We completed a NCCA member survey to find out our members’ needs and preferences to use for planning. Ninety-six members completed surveys!
- We enjoyed a successful spring meeting at a new site, Camp Dogwood, with 54 attendees and positive reviews on both the location and content.
- Our fall education meeting also had high attendance and positive reviews with an income that exceeded expenses.
- The second annual board certification workshop was offered at the fall meeting, which is an added benefit for members.
- Chaplain Shay Green was honored as the 2015 Chaplain of the Year.
- We completed a successful transition to new web host resulting in greatly improved website.
- The Advocacy Committee added a new focus to advocate for hiring of chaplains in settings that are underserved by chaplains such as long term care.
- We enjoyed excellent fall and spring newsletters with photos!
- The Marketing Committee implemented a new marketing plan to include social media, emails and other ideas for member recruitment.
- We sent a letter to administrators on behalf of NCCA chaplains (who opted to have it sent) in celebration of Pastoral Care Week.

Spring Conference 2016

Chaplain as Leader:

Leading During Institutional Change While Not Being in Charge

April 27-29, 2016

Fort Caswell Retreat Center, Oak Island, NC



Facilitator

David L. Odom is Executive Director of Leadership Education at Duke Divinity, whose mission is to strengthen Christian institutions in the U.S. It is best known for publishing the web magazine “Faith and Leadership.” In addition, Dr. Odom develops and supervises select initiatives at Duke Divinity School, where he serves as an associate dean. Previously, Dr. Odom was founder and president of the Center for Congregational Health at the N.C. Baptist Hospital and adjunct faculty member at Wake Forest Divinity School. He also plays a leadership role in the Cooperative Baptist Fellowship. He is a graduate of Furman University, Southeastern Baptist Theological Seminary and Princeton Theological Seminary.

Schedule of Events

Wednesday, April 27, 2016

7:00pm-9:00pm

Pre-Conference: How to Mentor Chaplaincy Certification Candidates led by Chaplain David Fambrough of Vidant Medical Center, Greenville, NC, current area APC Certification Chairperson

Thursday, April 28, 2016 (Lunch at noon; Business Session at 1:00pm)

8:00am Registration Opens

9:00 am Session I: Identifying challenges facing institutions and the work of Pastoral Care

10:45 am Session II: What needs to stay the same? What may need to change?

2:00pm Session III: Practical discovery of leadership skills needed in today’s institutions

6:15pm Chaplain of the Year Banquet

Friday, April 29, 2016

9-11:00am Viewing of the documentary *Chaplains: On the Front Lines of Faith* followed by facilitated discussion

A total of 7 contact hours will be offered. Registration accepted through April 8. For details about registration fees and accommodations, please visit the NCCA website. Any late or cancelled registrations will incur a fee; please visit our website to see the new financial policy for details on late/cancelled registrations.

To register, visit www.ncchaplains.com.
For more information, e-mail admincoordinator@ncchaplains.com.

Survey results show an engaged membership

By Jeanell Cox
NCCA Administrative Coordinator



Thanks to each of you who took the time to complete the NCCA membership survey this past fall. The responses were thoughtful and thorough, and have provided the Executive Committee with specific information about your needs. Amazingly, 96 members took the time to complete the survey, which not only helps validate the data, but affirms again that our membership is truly invested in the work of our organization.

Over the next several months, the Executive Committee will share with you action plans related to the following categories: education, communication, member support, and Chaplain of the Year. But before those plans are solidified, the committee would like to provide a brief overview of results for you now.

The typical survey respondent was a full member of two to four years, having attended on average two to three NCCA events in the past two years. Nearly a third of you receive no support from your employer to attend NCCA events.

Overall, the narrative feedback received was affirmative of your organization's function—a total of 44 comments of affirmation. The organization values both fellowship/networking and continuing education as the primary values received through membership. Overall you are receiving communication of the type and frequency you wish, but many of you would appreciate more frequent contact from our organization, and some minor changes in content.

The primary opportunities for improvement identified within our membership include more/different types of fellowship opportunities and an increase in advocacy work that can directly benefit our members. Members had good experiences when they needed support both from the Executive Committee members and the Administrative Coordinator.

Educational events continue to be important to the membership, and (in order) topic, location and cost are most important to membership in choosing whether or not to participate. Overall, support for continuing the Chaplain of the Year award was positive, with some very practical suggestions from you about ways to modify it. Members also offered a number of very helpful and more specific feedback and suggestions that will be addressed through the subcommittees working on each aspect of the survey response/action plan.

The membership survey was a success! And now your Executive Committee is hard at work digesting and integrating feedback to make the NCCA even better for you. Thank you for your participation!

NCCA promotes professional chaplaincy across state

By Sandra Casey
Advocacy Chair

“Never be afraid to raise your voice for honesty and truth and compassion against injustice...”
- William Faulkner

NCCA’s advocacy objective is to assist chaplain colleagues in promoting the value and rationale for incorporating spiritual care in healthcare and other settings where human need and reducing suffering are a priority.

Promoting professional chaplains in long-term care

Currently the advocacy committee is in process of submitting a letter to the North Carolina Health Care Facilities Association. Our goal is to increase the presence of board certified and board-eligible chaplains in long term care facilities. We will request the opportunity to provide a presentation to the board, and hope this will lead to a chaplain becoming a board member or representative. To learn more about how to be involved with advocacy in NCCA, look for our information table at the Spring Conference 2016.

Promoting Professional Chaplains through Pastoral Care Week

In October 2015, the advocacy committee co-sponsored an effort to acknowledge and honor chaplains in their workplace during pastoral care week. More than 30 chaplains across the state accepted the invitation to participate in this effort. Letters were sent to these chaplains’ administrators, thanking them for supporting professional chaplains and encouraging them to salute their chaplains’ excellent spiritual care services. The results proved to be successful, as replies from chaplains poured into the executive committee. Chaplains received verbal praises, gifts, and other forms of appreciation from their colleagues and administrators. We look forward to offering this service again in 2016.

Marketing Committee asks what chaplains are writing

By Sara Stubbs
Marketing Chair

The NCCA Marketing Committee is curious what chaplains among our organization are writing about chaplaincy. Are you writing a blog about spiritual care or doing some other form of writing about this profession that we might find on the internet? If so, send us a link at admincoordinator@ncchaplains.com. We want to check it out!

Be sure to like the North Carolina Chaplains' Association on Facebook to get updates about upcoming events and other good information for spiritual care providers!



Chaplain of the Year nominations Due March 1

*Please consider recommending an esteemed colleague for this award;
See www.ncchaplains.com for criteria and details*

Upcoming Events

Spring Conference 2016

April 27-29, 2016

Caswell Retreat Center on Oak Island

Fall Education Day 2016

Thursday, October 6, 2016

The Summit at Haw River State Park

Spring Conference 2017

April 26-28, 2017

In the mountains; specific location

TBA



First-ever BCC mentoring workshop offered

*By Melanie Childers
NCCA Publicity Chair*

Most board certified chaplains maintain vivid memories of preparing for certification. The process of poring over competencies and standards, writing verbatims, creating essays, and meeting a committee can feel daunting even to seasoned chaplains. Many chaplains went through this process without the benefit of a mentor to guide and support them. In more recent years, the APC has strongly encouraged all chaplains to request a mentor to help make their certification experience as positive and successful as possible.

For the first time this year, NCCA is hosting a mentor training during its annual Spring conference. All chaplains who are board certified are invited and encouraged to participate in this pre-conference workshop, offered on Wednesday evening, April 27. David Fambrough, chaplain at Vidant Health in Greenville, NC, and current Area Certification Chair for APC, will facilitate this workshop explaining the responsibilities of mentors and offering skills and recommendations for helping provide a strong mentoring experience for those who are served. Attending this workshop does not obligate chaplains to serve as mentors. But the benefits of mentoring include giving back to our profession, making sure others have a positive introduction to APC, developing new collegial relationships, and helping others have as good (or better) experience with certification than we did. Please consider participating and learning important skills to help other chaplains achieve board certification.

Executive committee approves policy on fees

By Wanda Burton-Crutchfield
NCCA Treasurer

Through the years, the NCCA executive committee has wrestled with fair and equitable ways to manage conference registration when participants register late or cancel their registrations. During a conference call meeting Feb. 12, leaders approved a new policy regarding additional fees charged at conferences when folks register late, need a refund for registration, or need the administrative coordinator or treasurer to manage registration for them. See chart below for details.

Assistance with the registration process remains free. The fee for support is levied if someone asks either the administrative coordinator or treasurer to completely manage the registration process. An example of when such a fee would be levied is as follows: a spiritual care department or individual chaplain contacts the administrative coordinator or treasurer and gives the names of the folks attending and payment information but asks that the NCCA representative go through the online process in their stead. Such requests do occur. We believe it is fair to charge the extra fee for the time it takes our representatives to complete such tasks. Our hope is that the registration process is as user-friendly as possible or that those needing assistance will learn to use the system with our help.

NCCA leaders hope this new policy improves the process and communication surrounding conference registration fees. This step is taken to maintain fiscal integrity as NCCA uses retreat centers for conferences. These centers rely on good registration information when ordering food. All such centers charge a fee for late registrations, which is often two weeks or a month prior to the event. NCCA recognizes that sometimes plans change unexpectedly; this policy allows the organization to be fiscally responsible by asking registrants to cover the fees that are incurred when plans change close to the date of the event, rather than the organization assuming such responsibility.

Additional NCCA Conference Registration Fees

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| • Registration managed by Administrative Coordinator or Treasurer (NCCA completing online transaction for registrant) | \$15.00 |
| • Late fee for registrations completed after registration deadline | \$15.00 |
| • Fees assessed for cancelling registration prior to registration deadline (To be subtracted from the refund which will be returned in the same format as original registration—credit card or check) | \$15.00 |

After the close of registration, requests for a refund based on an emergent event will be evaluated by the Executive Committee. If approved, the refunds will be subject to a processing fee and charges levied by the event center.

Spiritual pain addressed at fall conference



LEARNING AND SHARING (clockwise from top) ▣ Chaplains and students attending their first NCCA event pose together. ▣ Two chaplains share a moment of levity during a break ▣ Chaplains discuss cases in small groups ▣ A participant engages presenter Larry DaWalt between sessions. In addition to DaWalt's sessions, the 110 participants in attendance had opportunities for case studies, relaxation, networking, and a board certification workshop.

New and familiar faces grace fall conference



FALL UPDATE Larry Dawalt, who spoke at NCCA's Fall Education Day, is Senior Director of Spiritual and Grief Care Services for Hospice & Palliative Care--Charlotte Region. Topics included diagnosis and treatment of spiritual pain, and exploring suffering and joy in the chaplain-patient encounter. Dawalt gave NC chaplains plenty to reflect on and talk about.

