

**Weekends and Holy Days:** For weekends and holy days in an emergency or for an urgent matter, ONLY, please page the On-Call Chaplain 416-379-0988.



- In any instance when staff feel that religious influence is being brought to bear upon the patient or family from an unsolicited source

**Who Should Contact the Chaplain?**

- Patient/family
- Staff (self or patient referral)

**Method of contact:**

Spiritual Care Department  
Rabbi Dr. Geoffrey Haber, Director

Phone: 416-785-2500 x3743  
Monday to Friday 0900 to 1700  
(9:00 AM-5:00 PM)

**Chaplain-On-Call**  
**Phone: 416-379-0988**  
**24 hours/7Days a week**



**Contact the Chaplain When...**

- Patient or family request religious presence, pastoral or sacramental
- Patient or family indicates strong religious affiliation with any faith group
- Religious concerns or questions voiced by patient, family or staff, whether or not any religious affiliation noted
- Crisis, trauma, diagnosis or illness, where medical science is not likely to provide cure or consolation
- Occasions where religious traditions or teachings would help staff to understand and care for patient and family more compassionately
- Occasions where there is confusion or disagreement with patients and families because of the nature of religious beliefs or practices
- Ethical consultations with patients, families and staff from a theological perspective
- Wherever there is opportunity for incorporation of the spiritual into the healing process



**On-Call  
Chaplain  
Services**

[www.baycrest.org](http://www.baycrest.org)



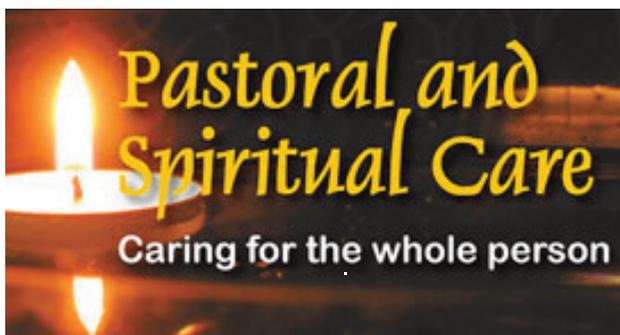
**416-379-0988**

Baycrest Health Sciences  
is fully affiliated with  
the University of Toronto



UNIVERSITY OF  
TORONTO

**Baycrest**



## What Chaplains Do

Chaplains provide spiritual care, emotional support and religious accommodation to those in need regardless of faith community affiliation or none at all.

**Spiritual Care:** At poignant moments in a person's life experience, he/she may question the meaning and purpose of his/her life, the legacy he/she will leave or why these events are happening to him/her. This is the time for spiritual care which encourages the individual to talk about him-/herself and his/her experiences in such a way that it may lead to strengthening bonds between him/her and family, friends, community, God or the sacred and meaningful in a person's life. The Chaplain can help people make that connection, and help them develop their spiritual life.

**Emotional Support:** Sometimes an individual just needs someone to talk to, to share his/her story, to be heard and affirmed that he/she is a person of value and not just a medical condition or case file. Sometimes we need a shoulder to cry on, a hand to hold, a sounding board to vent against or a hug of reassurance. This is the time for emotional support which encourages individuals to share their feelings in a calm, safe and trusting environment.

**Religious Accommodation:** For those who have a strong faith connection or see this time at Baycrest as an opportunity to grow in faith or explore faith, chaplains can provide religious support and accommodations that enable the free exercise of religion. *As a Jewish faith-based institution, Baycrest offers faith-specific religious care and support, including ritual observance, kashrut (dietary laws) and prayer, for those of the Jewish faith within the various expressions of Judaism.*

Chaplains at Baycrest also facilitate the free exercise of religion for all religious beliefs of faiths other than Judaism, including provision of ritual items, sacred texts and a place for worship. *The Spiritual Care Department also maintains an on-call list of religious leaders of many faiths who will visit patients desiring specific pastoral care from their faith group.*



## Chaplaincy Focuses on Relationships

In a hospital setting, such as Baycrest, the Chaplain meets with people who are involved in the experience of illness and aging, whether they are patients, their families, staff, volunteers, or through outreach and education to the community.

Chaplaincy does not necessarily involve religious discussion, or the use of religious terms. The focus of chaplaincy is on relationships and counselling; and the service is offered to anyone, regardless of who they are, what they believe or how they view their life.

Chaplaincy has an inter-faith thrust that strives to put patients in touch with themselves and their faith and to seek peace with their circumstances. Essentially, the Chaplain assists the patient in reaching that point where he/she is satisfied that his/her own value system is working for him/her.



## Chaplain-On-Call

Chaplains at Baycrest take turns providing 24/7 support through an "On-Call" rotation.

**Business Hours:** During regular business hours, refer calls to the Spiritual Care Department at extension, 3743 (416-785-2500 x3743) or through Locating at the Information Desk who can page the On-Call Chaplain.

**After Hours:** After hours in an emergency or for an urgent matter, ONLY, please page the On-Call Chaplain 416-379-0988.