

CORRECTIONAL CHAPLAINCY MANUAL

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DEFINATIONS OF KEY TERMS

Chaplains: these are pastoral practitioners who seek to build a relationship of trust through compassionate presence and thereby offer help and support to a wide range of people through offering spiritual care. For example, they focus on the emotional or spiritual adjustment of inmates, officers and the community at large (Sanders, 2016).

Correctional facility: An institution where offenders are incarcerated for a certain period of time so that they become law abiding citizens (Gagnon, 2012)

Incarceration: To be put in prison or to be confined within the prison walls (Milon, 2016)

Rehabilitation: The act of restoring or correcting someone to his/her formal life through therapy or programs (Gynsah, 2015). This is the process of helping somebody to be good or acceptable after a long period during which they were considered bad or unacceptable

Recidivism: The tendency of a criminal to reoffend. The act of the person repeating an undesirable behavior after they have either experienced negative consequences of that behavior, or have been trained to extinguish that behavior (Fitzgerald, 2011).

Reintegration: The act of preparing someone to go back to the society as a non-offender or a law abiding citizen (Cindi, 2006)

Spiritual therapy: this is a form of counselling that attempts to treat a person's soul as well as mind and body by accessing individuals' belief systems and using that faith in a higher power to explore areas of conflict in life (Darvishi, 2020).

INTRODUCTION: THE CHAPLAINCY MANUAL

Background

The chaplaincy is a Section within His Majesty's Correctional Services established in 1999 under the leadership of the then Commissioner Mr. Mnguni Simelane after the Prisons of Swaziland were transformed into Correctional Services in 1995. At the inception of this section there was only one Chaplain Officer for all Correctional Facilities in the country. The Chaplaincy Section is one of the sections proving the passive custody of offenders. The main objective of the Chaplaincy is to provide Spiritual Care to offenders and Correctional Services personnel.

Mission

To be dedicated in advocating for the profession of spiritual care and education for inmates, officers and the public at large

Vision

To faithfully reflect the healing power of Jesus Christ through educational and spiritual growth opportunities

Core Values

- **Christ-likeness**

Our services are offered in the likeness of Christ. This includes accepting each person for who they are in a caring and sincere way and not that of being judgmental

- **Integrity**

We uphold ourselves as people of integrity and never take advantage of others. Trustworthiness and honesty are what aid us in carrying out our mandate in a respectful and gracious way

- **Confidentiality**

We pride ourselves in maintaining confidentiality across our Centres. The basis of meaningful interaction between our chaplains and clients is based on trust. Therefore, information that is shared is not disclosed unless we are legally bound to do so.

The Chaplain's Job Descriptions

(a) Entry equipment:

The basic entry requirements into the role of Chaplain are:

- Minimum Diploma in Theology from a recognized institution or O'level with a minimum 3 years pulpit ministry and completed a Chaplaincy related training Course
- Must be ordained Minister of Religion
- Must have a recommendation Letter from a church organization
- Must have at least three (3) years pulpit ministry
- Must have served as a Correctional Officer for a minimum of 3 years
- Must meet the values of the Chaplaincy Section

(b) Job Descriptions:

Correctional Chaplains are enlisted as Correctional Officers, as such; they will execute all the general duties of a Correctional Officer. In addition to the general duties of Correctional Officers, Chaplains will perform the following duties related to the Chaplaincy Unit regardless of rank:

1. Prepare and maintain case folder on spiritual intervention offered to assigned offender
2. Roll out a developed Spiritual Program to offenders
3. Develop learning objectives and rules of behaviour for Spiritual Programs and share with the Officer in Charge for approval
4. Develop liaison and network with Spiritual Community for helping offenders with adjustment during integration processes
5. Arrange for Spiritual placement with the approval of the Officer in Charge
6. In the event of death of an officer or offender, the Chaplain will liaise with the relevant authorities in preparations for funeral and follow spiritual support after the funeral
7. Conduct Victim-Offender Mediation and reconciliation for strengthening family ties in consultation with the Officer in Charge
8. Conduct Outreach campaigns in the community, churches, schools and other places
9. Conduct religious activities within the correctional facilities with the approval of the Officer in Charge
10. Provide Pastoral care to offenders and officers including visiting sick officers at home or hospitals
11. Conduct Spiritual counselling for offenders and officers
12. Ensure that every offender involved in outreach programs has signed a consent form
13. Performs Liturgical or Priestly duties which are: solemnize marriages, water baptism, Holy Communion and others
14. Provide Spiritual pre-release counselling to offenders
15. Officiate and facilitate Fellowship Services for officers and their families within the Correctional Facilities

16. Provide counselling services to members of community
17. To write activity report on completed group or individual program and submit to the Officer in Charge
18. To submit monthly, quarterly and annual reports to the Officer in Charge, the Chief Chaplain and head of Rehabilitation for the attention of the Commissioner General
19. To attend meetings that have been organized by the Commissioner General
20. To perform any other duty/task assigned by the Commissioner General

Induction to Chaplaincy

Introduction:

The Office of the Chief Chaplain is obligated to conduct an induction for every newly enlisted Chaplain. The Induction programme may be run through a formal training workshop or one-on-one approach.

The Induction Programme covers the following elements:

(a) The Role of a Chaplain

- A chaplain recognizes and observes security structures
- A chaplain understands all correctional institutions schedules and aligns his work accordingly
- A chaplain should always be visible and ready to offer services to offenders and officers
- A chaplain follows chain of command but can jump chain when there is an emergency
- A chaplain keeps clean records of all his duties
- A chaplain maintains high level of integrity
- A chaplain demonstrate compassion
- A chaplain is open to all religions and treat all religions equally

(b) Critical dimension of a Chaplain: Personal Development

- Enjoying and maintaining a healthy personal relationship with the Lord.
- Establishing and maintaining effective personal relationships with others.
- Experiencing a deliberate and active agenda for professional development

(c) Critical Dimension of a Chaplain: Pastoral Role

- The basis for pastoral authority
- The pastoral component of counselling
- The pastoral component of worship, religious programming and spiritual growth
- The pastoral component of ministry to staff

(d) Critical Dimension of a Chaplain in the Community

Chaplains should see themselves as part of the larger Church that has assigned them to serve in a specialized ministry within the correctional institution

- Chaplains should see themselves as extensions of the Christian community
- If a partnership between the Church and the institution doesn't exist, the chaplain must work to create one.
- Attending and speaking at local churches

(e) Educating the Church and Community About Justice Ministries

- Educate about what a correctional chaplain is and does.
 - Educate what jails and prisons are actually like and not the TV version.
 - Educate what inmates are like and what needs are represented.
 - Correctional ministry is about serving people.
- Reporting procedures
 - Chaplaincy Job Descriptions

Correctional Chaplaincy Procedures

Section 1: Role of a Chaplain on sickness and death of Offenders

(a) Introduction:

The Chaplaincy plays a key in providing spiritual support to officers and their immediate families in the event of death and during sickness. Correctional Chaplains play a Pastoral role during the sickness and death of offenders, officers and their immediate families.

(b) Role of a Chaplain on Sick Offender

- Collect data from the health personnel on sick offenders
- Provide spiritual support to sick offenders

(c) Role of a Chaplain on death Offender

- Liaise with the Officer in Charge
- Arrange with the Social Worker in preparations to report to offender's family
- Support the Social Worker in reporting to offender's family
- Offer bereavement counselling to offender's family

Section 2: Role of Chaplain on sickness and death of Officers and their dependants

(a) Role of a Chaplain on Sick Officer

- To offer spiritual support through prayers and counselling

(b) Role of a chaplain during the death of an officer

- To arrange transport to visit the bereaved family.
- To liaise with the officer in- charge and staff officer.
- To offer condolences to the bereaved family.
- To liaise with the bereaved family and the authorities.
- Retrieval from morgue.
- To coordinate any spiritual service as per the need e.g. memorial service, night vigil etc.
- To conduct internment
- To arrange meeting of the senior officers together with the bereaved family.
- Support family with end of life issues & grieving issues as per the need
- Compile and submit report to Officer in Charge

(c) Role of a Chaplain on Officers Bereavement

- Liaise with the Officer in Charge on bereaved Officer
- Arrange with the Staff Officer to set up plan for supporting bereaved officer
- Facilitate and officiate the condolences service to officer's family
- Offer bereavement counselling session to bereaved officer

Section 3: Coordination of Religious activities

(a) Introduction:

The constitution of Eswatini which is the supreme law that His Majesty's Correctional Services operates under allows people to have freedom of worship.

Thus although in actual fact Eswatini is predominantly Christian, there are other religions and faiths which have followers in Eswatini. As the Department of Correctional services respects human rights as per the Correctional Act of 2017, the Constitution of Eswatini of 2005 and other international conventions, His Majesty's Correctional Services also responded to the broader range of religious beliefs in its Centres. Thus offenders are not deprived their right to worship according to their belief or religion.

Correctional chaplains act as religious Programme managers, insuring that all the offenders are afforded the opportunities to practice the faith of their choice and coordinating the various activities of those faith groups. Chaplains are free to perform liturgical duties or ordinances for their own religious denominations.

(b) Advantages of Faith Based Programmes in Correctional Facilities

- To support offenders to pursue their respective spiritual beliefs during incarceration
- To support offenders with no spiritual beliefs
- To enhance rehabilitation of offenders through spiritual care
- To have a smooth reintegration transition

(c) The Process for Coordinating Religious Activities

Step 1: Classification of offenders according to their spiritual beliefs

Step 2: Plan and design spiritual programs

Step 3: Foster relations with multi-faith based organization to encourage community participation in spiritual Programmes

Step 4: Monitor the religious sessions through screening of visiting stakeholders and close supervision of proceedings

Section 4: Victim-Offender Mediation (VOM)

(a) Introduction:

Victim-Offender Mediation (VOM) is a process that provide interested victims the opportunities to meet their offenders in a safe and structured setting to engage in a discussion about crime committed against the victim with the assistance of a trained mediator.

(b) The role of a Chaplain in VOM

- Sensitize newly admitted offenders on VOM
- Be as neutral as possible when handling VOM
- Be open minded
- Keep information shared confidentially

(c) Stages of Victim-Offender Mediation

- Step 1. Seek for offender's consent for taking up the matter
- Step 2. Consult other program officers and stakeholders
- Step 3. Report matter with Officer in Charge
- Step 4. Draw up Mediation Plan
- Step 5. Organize resources e.g. Transport, venue etc.
- Step 6. Seek appointment with parties involved
- Step 7. Prepare and submit mediation schedule to Officer in Charge
- Step 8. Engage the victim
- Step 9. Give feedback to client
- Step 10. Convene the Mediation Conference
- Step 11. Asses and evaluate the Mediation process
- Step 12. Compile and submit report

(d) Benefits of Victim-Offender Mediation

(i) Crime victims are provided with an opportunity to:

- Be directly involved in resolving the situation and addressing the consequences of the offence
- Receive answers to their questions about the crime and the offender

- Express themselves about the impact of the offence
- Receive an apology
- Restore, when appropriate, a relationship with the offender
- Reach closure

(ii) Offenders are provided with an opportunity to:

- Acknowledge responsibility for the offence
- Understand the effects of the offence on the victim
- Express emotions (even remorse) about the offence
- Receive support to repair harm caused to the victim or oneself and family
- Make amends or restitution/reparation
- Apologize to victims
- Restore their relationship with the victim, when appropriate
- Reach closure

Section 5: Reconciliation

(a) Introduction:

According to the White Paper on Corrections in South Africa (2011), Reconciliation is an integral part of rehabilitation and reintegration which includes restoration of trust and or loss where applicable. None reconciliation with the community increases the risk of recidivism and the offender remains alienated from the society.

(b) The role of a Chaplain in Reconciliation

- Sensitize newly admitted offenders on reconciliation
- Coordinate stakeholders to support reconciliation
- Be as neutral as possible when handling reconciliation
- Be open minded
- Acquire detailed information from both parties
- Keep information shared confidentially

(c) Stages of Reconciliation

- Step 1. Seek for offender's consent for taking up the matter
- Step 2. Consult other program officers and stakeholders
- Step 3. Report matter with Officer in Charge
- Step 4. Draw up Reconciliation Plan
- Step 5. Organize resources e.g. Transport, venue etc.
- Step 6. Seek appointment with parties involved
- Step 7. Prepare and submit reconciliation schedule to Officer in Charge
- Step 8. Engage the families and relatives
- Step 9. Give feedback to client
- Step 10. Convene the Reconciliation exercise
- Step 11. Assess and evaluate the Reconciliation process
- Step 12. Compile and submit report

Section 6: Pre-Release

(a) Introduction:

It is within the scope of the chaplain to make a pre-release plan for the offender to assess his needs in preparation for his release. Before six months on release, offenders must have undergone a pre-release plan. The chaplain will liaise with the other program officers to jointly empower the offender to face the outside world. It is understandable that the offender will have lost touch with the changes that has taken place in society during release. Preparing the offender for release is of vital importance. This is a difficult and comprehensive task. The chaplain should be actively involved in preparing the offender for release and preparing the church community and especially offender's family for his release in the family and the community.

(b) The Pre-Release Process

- Step 1. Conduct Pre-Release assessment based on offender's data base
- Step 2. Engage the offender to initiate Pre-Release Plan
- Step 3. Engage other Program Officers and stakeholders.
- Step 4. Develop Pre-Release Plan
- Step 5. Submit Pre-Release Plan to Officer in Charge for approval
- Step 6. Roll out Pre-Release Plan

Section 7: After Care and Placement of Offenders for Spiritual Support

(a) Introduction:

The Chaplaincy is mandated to facilitate a smooth reintegration of willing offenders into their previous or new religious institutions. This is done to offer moral and spiritual support to offenders, to avoid prejudice and discrimination. It also helps to monitor spiritual growth after release and to reduce recidivism. The after care and placement programme shall be conducted within a period of 3-12 months after release.

(b) Preparing for After Care and Placement for Spiritual Support

- Step 1. Conduct assessment based on offender's data base
- Step 2. Conduct an interview with the offender
- Step 3: Fill in Offender's consent form
- Step 4. Engage Stakeholders
- Step 5. Develop After Care and Placement Plan
- Step 5. Submit after Care and Placement Plan to Officer in Charge for approval
- Step 6. Placements of new converts in various religious institutions
- Step 7. Follow up on offender's progress
- Step 8. Evaluation and Case Closure

Section 8: Conducting a Funeral Service

Introduction:

One of the key role of the Correctional Chaplain is conducting funeral for Officers. This section outlines the procedures followed by a Chaplain when officiating a funeral service.

COMMUNITY CORRECTIONS

(a) Introduction:

According to the UNODC Handbook on Restorative Justice Programs (2006), Community participation and community building are two of the intended main goals of restorative justice. To a certain extent, the concept of community is open to definition and must be approached very cautiously. Community mobilization starts with an identification of those individuals and groups who are affected by conflicts and who in the community is in a position to participate in resolving them.

(b) Chaplaincy Community Outreach Programmes Strategies

- Initiate and facilitate outreach Programmes targeting schools, churches, communities etc.
- Intensify Voice of the Church Radio Program (*Hamba ungabe usona*)
- Establish and sustain partnerships with faith based organizations and other stakeholders

(c) Stakeholders and Faith Based Organization

External stakeholders, particularly Faith Based Organization, play a major role in the development and implementation of restorative justice program in the country. They have a potential to create restorative forums as they are closer to the communities than criminal justice personnel usually are.

The Chaplaincy work with all external stakeholders in the implementation of His Majesty's Correctional Services mandate on Community Corrections