



Open Road Chapels' Chaplaincy Program

Chaplain's Personal Manual

October 2024

After a lengthy study, it was determined that we should compile a chaplaincy program that fits the DNA of Open Road Chapels. Though this program is perfect, we are endeavouring to develop guidelines that align with our ministry partner, Pilot Flying J Travel Center Corp's goals for the program.

The Application Process

Please read carefully, and if you agree, then sign and submit the following documents:

1. Your *written testimony*, including an introduction about yourself, your journey in life and your conversion to being a committed follower of Christ.
2. A *letter of reference* from the Pastor of your church, with his/her recommendation in a signed letter on the church's letterhead.
3. Read and consider Open Road Chapels' *Statement of Faith*, making sure to retain a copy for yourself.
4. Read through the *Operational Guidelines* of Open Road Chapels, initialling the bottom of each page, and retaining a copy for yourself.
5. Read through the Open Road Chapels' *Chaplaincy Guidelines* and retain a copy for yourself.
6. Read *Billy Graham's Worker's Handbook* and use it as a reference as long as you participate in the chaplain ministry with Open Road Chapels.
7. Read and understand the Open Road Chapels' *Mission Statement*: "Open Road Chapels exists in trucking to win, teach, and equip our world to passionately follow Jesus Christ."

Chaplaincy by Definition

The office or position of a member of the clergy or an appointed servant, that is attached to a private chapel.

Ministry by Definition

Serving in the function of a pastor or appointed servant, offering up spiritual sacrifices that are acceptable to God.

Ministry Purpose

To fulfill the Great Commission:

Mark 14:23

"And the Lord said unto the servant, 'Go out into the highways and hedges and compel them to come in that My house may be filled.'"

Ministry Precept

A general rule intended to regulate behaviour or thought.

In Mark 2:13-17, Jesus calls Levi (Matthew, the tax collector), and eats with sinners.

Mark 2:15

"While Jesus was having dinner at Levi's house, many tax collectors and sinners were eating with Him and His disciples, for there were many who followed Him."

Ministry Precept How, Where, and When**Ministry Precept – How**

Following the message of Mark Chapter 2, the chaplain is to move forward and meet people. The greatest ministry strength of Open Road Chapels is the ability to reach people in their time of need, making sure to remove stereotypes from those we meet who are non-Christians. Borrowing a phrase from Theodore Roosevelt, he said, "People don't care how much you know until they know how much you care." Therefore, it is important that we greet truck drivers, truck stop staff, travelers, and anyone within our vision. Giving them a warm smile, a quiet hello, asking how they are doing today, calling them by their name, remembering previous conversations – especially the concerns in their lives – make a huge difference. Using words like, "CAN I HELP YOU?", "HOW IS IT GOING?", often bring a response. Remember "When you touch a person's heart, they will share their soul with you." Pilot Flying J Travel Centers pride themselves in clean facilities, especially the washrooms, and compliments are always encouraging to them.

Respond to People with Indication of Need

Quietly and discreetly respond to individuals as soon as possible. If you are unable to respond, notify the chaplain coming on duty or the lead chaplain. Ensure that the individual's first and last names are correct. Any information compiled by the ministry is person and CONFIDENTIAL.

When responding to the need of an individual ensure them that all information is personal and will be kept confidential. Check with the individual, if they are employed, if they are off duty, on break or lunch, and enquire how much time they have. Respect their time limitations.

As you begin the conversation, introduce yourself. Open the time with a short prayer, including the individual's name. Try to get some background information from them. Let them tell you their story without interrupting. During conversations such as these there will be a time when the individual will come to the end of their dialogue. At this point, ask the question, "WHAT CAN I DO FOR YOU?" Following this question, the chaplain will need to decisively draw one of three conclusions.

1. Is This a Spiritual Need?

- Is there a need for a professional counsellor to deal with personal, family, financial, labour, or substance abuse issues?
- Are there drug or alcohol abuse characteristics present in this individual?

a) Yes, There is a Spiritual Need

- i) Enquire if there are any spiritual roots like Sunday School, a relative or family religious background.
- ii) If the individual shows no clear evidence of knowing Christ, with their permission, share with them the booklet, *Knowing God Personally*. Place a copy of it in their hand and read it with them, page-by-page, giving plenty of time for questions. Answer clearly any questions they may have. Upon completion, simply ask the individual if they would like to invite Christ into their life. If they answer "yes," then read to them the sinner's prayer and get them to repeat after you. Explain to them that the

booklet, *Knowing God Personally* is their spiritual birth certificate and it is their gift to take with them.

- iii) When an individual receives Christ, please document their name, address, and personal information, if they feel comfortable releasing this information to us. It is for our records only. Place in their hands a New Testament and a copy of the *Our Daily Bread* devotional booklet.
- iv) Explain the need for daily Bible reading and prayer. Refer to the chaplain's handbook for extra information. (*Billy Graham's Christian Worker's Handbook*)

b) No, There is No Spiritual Interest

Simply ask them if there is anything we can do for them. If the answer is "No," then thank them for coming by and pray for them before they leave.

2. Is There a Need for Professional Counselling for Personal, Family, Financial, or Labour Issues?

In our fallen world there will be people that we approach who will require professional help. Our role is defined as spiritual directors. WE ARE NOT COUNSELLORS with experience to direct people with special needs.

Individuals may request help in a specific area. Simply ask them if they are requesting answers for their problem, yes or no.

a) If They Answer "NO"

- i) Open a dialogue by asking them questions they feel comfortable answering. Listen for their answer. Often individuals will continue to tell their story and will indicate the concerns that are troubling them. Continue to listen until their conversation is about themselves in the specific area.
- ii) The conversation will come to a point where they have nothing else to say.
- iii) Close the conversation with the individual by being sympathetic to their need.
- iv) Share with them your conclusions from the dialogue and direct them to seek professional help in the area of their stated need.
- v) Pray for the individual as they return to their journey.

b) If They Answer "YES" to Help

- i) Ask them the simple question, "Is there anything we can do for you?"
- ii) The individual seeking help will likely enter into dialogue very carefully, often trying to shield themselves from past hurt.
- iii) It will require intense listening. Make sure to clarify any subjects of concern.
- iv) During the dialogue listen for small traces of information. Most people facing challenges will seek help from several sources, often looking for suggestions in their favour.
- vi) Encourage them to dialogue until they finally end, or the conversation begins to repeat.
- vii) Thank them for their time and agree that their challenges are very strong.

Discussion Questions

1. Do you know Jesus Christ as your Lord and Saviour?

YES. The road to victory begins at the cross of Christ.

2. Are there some clear violations of Scripture?

Depending on the individual's answer, counsel them as per the *Billy Graham Christian Worker's Handbook*.

3. Is there a need to re-analyse your challenges?
4. Do you need to seek out forgiveness?
5. Do you need to make restitution to someone?
6. Do you need to take responsibility for the situation?
7. Do you need to make a transaction right?

Available Resources

1. Pastoral counselling for greater in-depth support.
2. Financial counselling available, credit management companies, bank support, family members, sympathetic causes, labour relations in the Human Resources department of employer, labour lawyers, etc.
3. Lawyers or paralegals for support with difficult challenges.
4. Manpower will retrain individuals requiring a career change.
5. Job fairs provide employment opportunities for career advancement.

Ministry Precept – Where

Looking back on the history of chaplaincy programs, most have retained the status quo by reaching people from a facility or base of operations. This works very well in a controlled atmosphere that is conducive to ministry participants. It creates an atmosphere where people feel comfortable to dialogue with those facing challenges. People of interest will participate, learn, and serve well in a controlled environment. This makes it possible to approach people that come to the facility for help. It works very well and is very effective. Many have found new hope in their lives and have conquered their challenges.

The Divide and Conquer approach that is used by Open Road Chapels and other organizations, such as The Salvation Army and the Seaman Chaplaincy programs, has chaplains venture out into the pathways of life to meet people. This methodology is very different. Instead of waiting for people to come to us, we meet them in their pathway of life. The armour of God, of Ephesians 6:13-17, is required to securely enter the pathway of other people. The challenge is greater, but the fruit of the Lord is sweeter.

The greatest tool of Open Road Chapels has in its toolbox is the 2 chairs sitting outside of the chapel (weather permitting.) Drivers walking by will often start a dialogue beginning with the simplest phrase, "What are you doing?"

The chaplain needs to be prepared. People will want to dialogue about their challenges, including bad experiences. The non-Biblical heart will play the blame game and place the blame on God. Some will talk about the senseless taking of life and other world disasters.

There is no set time for dialoguing with people. 45-60 minutes is usually enough, depending upon the seriousness of the conversation. Set a time limit, as sometimes stories have a way of repeating themselves. After their time of dialogue, quietly ask the individual about the area that is of most concern to them. Once again, set a time limit for answering their concern. If needed, and depending on the issue of concern, suggest a place where you can talk while maintaining privacy.

It has been my experience that when talking with drivers or the truck stop staff, INCLUDING LADIES, that a quiet corner in the drivers' room in plain view of the cameras is more than adequate. Make sure the truck stop staff are OFF DUTY. Drivers may prefer to move to the chapel.

Sometimes individuals will request to dialogue from their truck. Depending upon the concern, invite the individual to the chapel or to the drivers' room to continue. Under NO CIRCUMSTANCES should one enter the truck cab or other area of transportation or leave the truck stop property. This could jeopardize your personal safety and the integrity of the ministry.

Ministry Precepts – When

There is no set rule about venturing beyond the chapel area. Each location has its own characteristics as to when people are open to dialogue. Generally, evenings tend to be best for opportunities to speak with the drivers that are waiting for a load or logbook reset. Some enjoy shining their trucks while you are making friends with them.

Dialogue comes easier as you begin to recognize people's clothing or faces around the facility. Stopping to say, "hello" often opens the door for dialogue. Drivers that are engaged in making minor repairs often require some assistance and this helps to cut through stereotypes about those in ministry, if we are willing to get our hands dirty.

Sometimes special or emergency activities require assistance from us, with permission from management. Chaplains can provide support in a limited capacity.

Day-to-day activities provide an opportunity for dialogue. Routinely travelling around the interior of the truck stop can create opportunities to compliment staff and management on the cleanliness and professional presentation of the facility. Pilot Flying J Travel Centers pride themselves in developing an atmosphere where drivers feel at home and will return. They appreciate feedback when their standards fall below expectations. Make sure to comment on areas of concern by reporting them to the service desk.

Routinely travelling around the exterior of the truck stop also provides opportunities for dialogue. Venturing into the parking lot of the truck stop is very dangerous but can be done with caution. Wearing a reflective vest or jacket is required. Any illegal activity, including fuel spills, should be reported immediately to the fuel desk or management.

Pilot Flying J Travel Centers now accommodate long-term parking for trucks and trailers with "pay parking." Caution should be exercised when a vehicle is running for long periods of time. If possible, check the vehicle. Make a mental note if there is a lack of a driver. The individual could be in the building or in the sleeper berth. Should the situation continue, report to management that the driver could be ill or deceased. It has been recorded that drivers were deceased in their vehicle for a long period of time before it was reported.

CHAPEL: The Meeting Place

Found in Scripture:

A holy place or sanctuary. Occurs only in **Amos 7:13**.

"But prophesy not again any more at Bethel: for it is the king's chapel, and it is the king's court."

Definition:

A small building for Christian worship, typically one attached to an institution or private house.

Pilot Flying J Travel Centers extend the privilege to Open Road Chapels to provide chaplaincy service to their patrons. Open Road Chapels accepts this privilege with the complete understanding that:

1. The permanent chapels are placed on PFJ property; they provide the location and utilities.
2. Those representing Open Road Chapels will conduct themselves in a manner as an invited guest to their locations.
3. Open Road Chapels operates with the understanding that we are to function in an atmosphere of trade and commerce.
4. Open Road Chapels operates with the understanding that anyone representing Open Road Chapels that is acting in a manner contrary to the guidelines will be asked to leave the premises.

Open Road Chapels is Known as "The Meeting Place"

"The Meeting Place" is displayed on the front and rear of all permanent chapels. The name is used by Open Road Chapels and is a place where drivers can congregate for fellowship, meditation, and conversation. "The Meeting Place" used in a plural sense means more than one. This encourages drivers to participate by attending any permanent chapel placed by Open Road Chapels at any PFJ.

The Meeting Place structure is a new 16 ft x 8 ft, office trailer, which has had minor enhancements made to the interior. The interior enhancements include a cabinet for the chaplains' clothing while they are on duty.

Permanent Chapel Known as "The Meeting Place"

The chapel is equipped with a desk, chair, storage for papers, pens, Biblical literature, a small tool kit, emergency first aid, fire extinguisher, additional chairs, extra keys, a spare key hidden under the trailer tongue for emergencies, a podium for the guest book, and a bulletin board for local news.

Each location is equipped with an "offering box," which is located next to the bulletin board. Drivers that desire to contribute financially are encouraged to participate. The financial transaction procedure directions are listed below.

1. Secure the chapel offering envelope from the promotional material. The envelope is clearly marked.
2. Place the funds in the envelope with the participant present.
3. Fill in our information on the envelope with the participant present. Funds can be directed to General Operations, Chapel Operations, or to the Chaplain Personally. If the participant wishes to contribute funds regularly, please contact Head Office for further guidelines.
4. Ensure that the information on the envelope is correct, especially the mailing address and that the individual's name is correct, for tax receipt purposes.
5. Seal the envelope with the participant present and place it in the secure offering box.
6. Personally thank the participant for the gift and offer a prayer of thanksgiving on their behalf.
7. The offering box is locked. The lead chaplain follows the specified procedure for forwarding the funds to Head Office.

Each Location is Equipped with a "Guest Book"

1. Drivers visiting the chapel are encouraged to sign the Guest Book for a record of attendance.
2. If visitors fill out the Guest Book with their complete address, we can correspond with them, thank them for their visit to the chapel, and allow them the opportunity to receive regular ministry updates.
3. The information accumulated is secured and not shared with any other parties.
4. At the beginning of their shift chaplains are encouraged to sign the Guest Book with their complete address. Others will normally comply.
5. The lead chaplains are to ensure that the Guest Book is kept in good order and to mail in full sheets to head office on a regular basis.

Drivers Continue to Appreciate Temperature of the Chapel

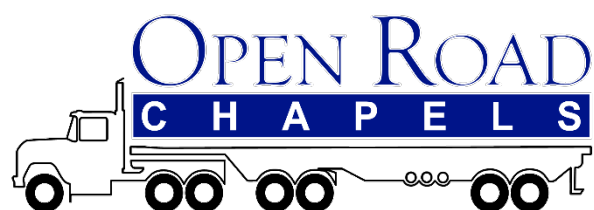
1. During cold weather please adjust the temperature on the thermostat to a comfortable setting. People coming in and going out can change the temperature.
2. At the completion of service adjust the temperature to 68 degrees F to save heat and to make it easier to increase the temperature when the chapel re-opens.
3. During hot weather please adjust the air conditioner to a comfortable level, allowing for a change in temperature with people coming in and going out. At the completion of the shift, adjust the temperature to 75 degrees F.

Chapel Cleanliness

1. Each chapel is equipped with a vacuum cleaner, broom & dustpan, cleaning supplies, and trash can. At the beginning or completion of the chapel ministry please see that the chapel is cleaned in a timely manner.
2. Ensure that the chairs and office desk are properly placed and note if any furniture requires maintenance or repair. Report anything to the lead chaplain.

Completion of Ministry

1. Secure the windows and turn off the "Open" sign, if equipped. Turn off the interior lights, set the lock on the door, and close it securely. Take a quick walk around the chapel to check for any damage. Report anything to the lead chaplain.
2. Thank you for your ministry.



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