

Service Level Agreement (SLA) from the Chaplaincy Team

1. The Chaplaincy

This document is intended to present the minimum level of service that users can expect from the Chaplaincy.

University of Stirling's Chaplaincy is a friendly, welcoming place, open to students and staff of all faiths and none where you can meet new friends from around the world. Our team of [Honorary Chaplains and Faith Representatives](#) are here to give confidential support and guidance, be it emotional, spiritual or practical, from everyday issues to the big moments in life. Chaplains and Faith Representatives are ready to offer a confidential listening ear and if you want to talk about your faith or have a specific religious need we will try to make sure that someone appropriate is found to help you.

2. What to expect when visiting the Chaplaincy

You should expect to be able to speak to a Chaplain or Faith Representative who can offer you:

- Confidential spiritual and pastoral care
- An independent sounding board
- Someone to talk to in a crisis

- An opportunity to ask questions of faith or raise questions of a non-religious nature
- Hospital visits for you or someone you know
- Advice concerning personal and social values

You should expect to be able to use the following spaces and diversions:

- Our Quiet Room where you can drop-in anytime for prayer, reflection and meditation. You can try the table labyrinth to focus and slow down your thoughts, and we also have a SAD lamp to chase away the winter blues
- Our coffee bar where you can chat, meet new friends and have some free tea and coffee
- Our piano and guitars; take a break from your studies, unwind and relax. With so many different nationalities using the Chaplaincy you will be able to discover new music!
- Our [Labyrinth](#) is a place of quietness and peace which is great for meditation and prayer
- The Chaplaincy hosts regular [events](#) which all are welcome to attend

3. What we expect from you

The Chaplaincy expects you to:

- Be respectful of those around you; while Chaplaincy is a great welcoming place to chat and meet new friends, it is also a place students visit for quiet contemplation

- Treat our spaces and kitchen with respect and keep them clean and tidy

4. More information:

Chaplaincy/Faith Centre

Andrew Miller Building

University of Stirling

FK9 4LA

Tel: 01786 467164

Email: chap1@stir.ac.uk

Web: <https://www.stir.ac.uk/internal-students/student-support/chaplaincy-and-faith-centre/>

We aim to respond to emails within 5 working days.