

OLD CATHOLIC AND ANGLICAN AIRPORT MINISTRY (OCAAM)

at

SCHIPHOL AIRPORT

Annual Report 2020



(meditation centre at Schiphol)

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## Foreword

Dear reader,

In 2020 Covid had a devastating effect on society in general and the airline business in particular. The Airport Chaplaincy was forced to adapt in many ways.

Most importantly it proved its value with regard to all those passengers who's travel plans got changed, interrupted or even stopped due to the ever changing and multitude of travel-restrictions.

Our mission is to provide pastoral and spiritual support to whoever needs it at Schiphol was really put to the test. While the number of passengers reduced to about 25% of pre-Covid, the amount and duration of calls to the chaplaincy remained high. Moreover, due to the Covid restrictions, the team of volunteers was not available.

The team of three Airport Chaplains was forced to work from home except when on actual call. Still they managed to maintain to work as a good team due to a constant flow of ZOOM- and telephone calls.

Also on the financial side it was a challenging year. We could not have operated without your financial support for which we are deeply grateful. Still, financial reserves are meant for unexpected situations like these. Fortunately we at OCAAM were able to benefit from the governmental support through their NOW-arrangements.

At OCAAM Annemarie Huijink, from Holy Trinity Utrecht joint our board and Erik Wolters from St John and St Philip, The Hague started as aspirant board member. We expect new board members from the Old Catholic church to join in 2021.

In short, in 2020 the joint Schiphol Airport Chaplaincy organisation proved its value to passengers and its employees and we from OCAAM are proud of the results.

Your continued support is most welcome!

God bless,

Eric de Boer, chairmain

## 1. Background

### Annual report Airport Chaplaincy

OCAAM is one of the three members of the Airport Chaplaincy.

We at OCAAM provide a Anglican/Old Catholic pastor, the SPLS provides a Protestant pastor and the RKLHP provides a Roman Catholic pastor. Together we operate as the SOLS foundation. SOLS, as a partnership of OCAAM, SPLS and RKLHP operates the Airport Chaplaincy's website and operates as counterpart to the Schiphol Airport organisation. For all of the Airport Chaplaincy activities we hereby refer to the legally required separate annual report of SOLS, also available through our website "airportchaplaincy.nl".

In this OCAAM annual report we only refer to items limited to OCAAM in addition to the SOLS annual report.

The overarching board of SOLS provides a joint annual report in Dutch, which is sent to all donors and stakeholders. The annual report of OCAAM itself is in the English language and will only be sent by e-mail to our donors and stakeholders.

### A busy airport

Schiphol Airport was the third busiest airport in Europe and the twelfth busiest in the world. Due to Covid all statistics are hard to compare. Safe to say, Schiphol managed to operate as a mayor European hub. With a reduced number of passengers and employees.

### A growing chaplaincy

There has been an Airport Chaplaincy at Schiphol since 1975 when a Catholic chaplain was appointed. The Protestant Church in the Netherlands joined a few years later in 1978 and the Anglican Church in 2002. The individual chaplains are each supported by their own board that acts as the chaplain's employer. Since 2014, the three boards have worked closely together in the board of SOLS, which ensures a coherent realisation of the chaplaincy's work and is the point of contact with the Schiphol Group.

### A chaplaincy valued by Schiphol



Schiphol is very pleased to have an airport chaplaincy. To quote a former chairman: "Schiphol is a village and a village needs a church". Schiphol therefore strongly supports the chaplaincy's work by providing office space, PR support, and the meditation centre. It also makes a significant financial contribution for which we are extremely grateful.

## 2. OCAAM's vision and mission

### Christ's ambassador



OCAAM's vision is to ensure that our chaplain at Schiphol can be a beacon that passengers and personnel can trust and rely on whatever their circumstances. Or as our current chaplain puts it: "I am Christ's ambassador at Schiphol". In practice our mission is to provide pastoral and spiritual support to whoever needs it at Schiphol. This can be informally through the conversations the chaplain has with passengers and personnel as he walks around Schiphol, through the work of the meditation centre that is open to people of all creeds or through specific calls from Schiphol to provide assistance to passengers in distress.

*(OCAAM Chaplain Mark Hafkenscheid)*

### Vision and mission statement

OCAAM's vision is, that in an ever more transient world, where globalisation is increasing and more and more people are traveling all over the world, the Church needs to be recognised as a beacon, on which people in whatever circumstances can trust and rely.

OCAAM 's mission is for all employees, visitors and travellers at Schiphol Airport, to experience the presence of pastoral care and help through the involvement of the Old Catholic and Anglican Churches; we aim for there to be a place for reflection, where everyone who wishes can pray, meditate and get help.

### 3. Impact of our work

Not OCAAM's work but our work together with the other chaplains and the other boards united in SOLS and its meditation centre volunteers define the quality of the Schiphol Airport Chaplaincy. As such, an in detail report of 2020 can be found in the year report of SOLS, our combined foundation. This report is published on our joint Airport Chaplaincy Schiphol internet site ([airportchaplaincy.nl](http://airportchaplaincy.nl)).

#### In numbers

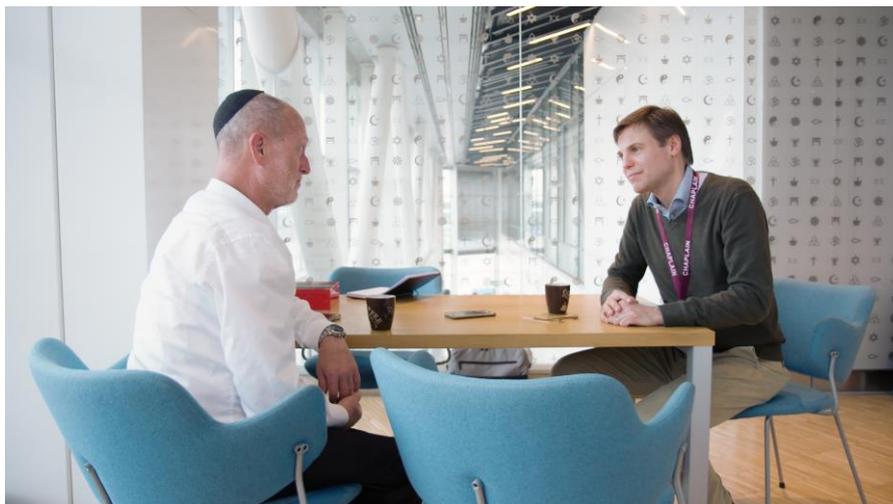
- 1 Christian ecumenical service every Sunday in the meditation centre
- 3 full-time chaplains (1 Catholic, 1 Dutch Protestant and 1 Anglican/Old Catholic)
- 25 volunteers, who are trained to act as hosts at the meditation centre 7 days a week but were not allowed to during this Covid-year
- Still 232 calls in 2020 from Schiphol to the chaplains requesting specific assistance to travellers in distress (in non-Covid 2019 this number was 319)

#### Unseen but vital

However, most of the chaplaincy's impact is less tangible. It is an unseen soothing balm that helps the airport to run a bit more smoothly. The staff who know they can call upon the chaplains when they need them, the quiet words of assurance that the chaplains and volunteers give to many passengers each week, the cheery face of a chaplain who casually chats to various members of staff and encourages them in their work or the listening ear that has the time to hear a person's story.

#### Chaplains on call

Schiphol has grown rapidly in recent years and with that the number of specific calls for assistance that the chaplains respond to. In 2003, there were just 113 calls that required an average time of 2.19 hours each. In 2020, it was 232 calls that required an average time of 5.30 hours each.



*(Chaplain on call)*

## 4. Highlights of 2020

### The chaplains



*(Chaplain Mark Hafkenscheid and Support Chaplain Joop Albers at work at the meditation centre)*

Two thousand and twenty started off as an ordinary year but soon turned into an extraordinary year in many aspects. COVID-19 'took over the world', travelling was not obvious anymore and flying was restricted due to many COVID-19 measures. Travelling can be an exciting but also a stressful experience in the best of circumstances. Travelling comes with a lot of waiting. Airports are, in a way, enormous waiting rooms or liminal spaces: places between departure and arrival at one's final destination. Waiting can make people feel vulnerable and insecure. Because of COVID-19, Schiphol airport changed dramatically in a short period of time. The airport became a liminal space, but now not only for passengers, but also for many people working at Schiphol. As the number of flights and passengers dropped, a time of uncertainty and stress began for people working at the airport.

The pandemic also affected the work of the airport chaplaincy. Our volunteers could not come to the Meditation Centre and the airport chaplains had to change their work routine. We could not work together anymore in our office, so we worked from home if not on call.

As the airport changed into a 'big almost deserted city', we wondered how and if our pastoral care was still needed. Schiphol became a place where people needed to reflect on what was possible within the given restrictions and more than ever a place where people had to wait. Not just for their flights, but also for better times. It definitely became a place for reflection for the passengers with valid reasons to travel, who got stranded at Schiphol. Sometimes for a few hours but more often for days or even weeks. Never before had so many passengers been unable to continue their journey.

Getting stuck at an airport is always stressful, but under those particular circumstances even more. Some of these passengers had sad and serious reasons to travel; the funeral of a much loved family member, returning to their home country and family because they had lost their job due to COVID-19, or necessary medical treatment in a hospital

abroad. They could not continue their journey for several reasons. Sometimes their certificate with the negative (COVID-19) PCR-test results had expired, or the country they were travelling to had unexpectedly closed its borders, or flights to their destination had been cancelled for an indefinite period of time.

These passengers found themselves far from home and loved ones, stuck at an impersonal airport, feeling lost, isolated and anxious about catching COVID-19, the future and what was needed to be able to resume their journey.

Schiphol airport chaplaincy has reached out to these people and was able to support, comfort and help them in many different ways. We took time to listen to these passengers, be emotionally close to them and empathize with them. Often we have been able to arrange practical help for them, spending much time on communicating, mediating and aligning the help needed to get these passengers back on their journey. This involved, for instance, arranging new PCR-tests, medical care, accommodation, food, necessary paperwork and getting in touch with the relevant authorities.

Our main focus was to make their unexpected and unwanted delay, as hospitable, comfortable and safe as possible. To let these passengers feel they were not alone, but cared for, encouraged and supported by the chaplains who looked after their emotional and spiritual well-being. We tried to help them place their personal story and challenges within the bigger story of finding God in the world. This often helped people to find meaning and strength in their stressful circumstances.

Another aspect of our work at Schiphol that changed was that for some time we were not able to announce and continue our regular Sunday services in the Meditation Centre. However, as I looked for alternatives within the restrictions, I was fortunately still able to reach out to people on Sunday mornings. Instead of our regular services, I would prepare simple morning prayer gatherings and this turned out to be much appreciated by passengers and staff who visited the Mediation Centre. Meaningful encounters have happened during these simple and small gatherings of morning prayer.

That the airport chaplaincy did not withdraw its presence and work at Schiphol during the pandemic was greatly appreciated and valued by the passenger and the people working at Schiphol.

As I am writing this report, Schiphol is slowly returning, more or less, to business as usual. As travelling abroad is getting easier, the number of flights and passengers is rapidly increasing. 2020 Has been a challenging year for the airport chaplaincy. We have witnessed how deeply the pandemic affected people's lives, often causing deep sadness, feelings of being lost and anxiety. However, the overall feeling about 2020 is a feeling of deep gratitude. We were able to continue to share God's love and care by supporting, comforting and encouraging passengers and staff in difficult times.

## OCAAM Board

In 2020 we held four times an OCAAM board meeting.

We consolidated the labour agreement and pension scheme of Mark Hafkenscheid.

We applied successfully to all governmental financial support schemes.

Annemarie Huijink, from Holy Trinity Utrecht joined our board and Erik Wolters from St John and St Philip, The Hague started as aspirant board member. We expect new board members from the Old Catholic church to join in 2021.

The OCAAM board is also busy ensuring Old-Catholic financial support for the coming years. As soon as Covid restrictions are lifted we intend to visit several Anglican parishes to ensure their financial support.

## 5. The financial picture

The accounts for the calendar year of 2020 show a loss of € 34.436,90. This was due to several one-time factors.

First, due to Covid, Schiphol reduced its contribution significantly while OCAAM applied for Governmental support conservatively. In the final settlement we might receive more from the government.

Second, we had to correct salary and pension contributions for the first year of Mark's appointment during which part was still paid based on his previous contract.

Fortunately our assets are sufficient to weather these difficult times, while we are searching for ways to balance our books again.

A continuous and sustained effort is needed to maintain the financial position of OCAAM, while also aiming for a balance in donations from Old Catholic and Anglican donors.

## 6. Communication

OCAAM communicates with its supporters and the wider public in two ways:

- website [www.ocaam.airportchaplaincy.nl](http://www.ocaam.airportchaplaincy.nl)
- we visit parishes to tell about our work and we welcome visiting groups

Broader information about the work of the airport chaplaincy is available on the SOLS website ([www.airportchaplaincy.nl](http://www.airportchaplaincy.nl)).



## Annex 1 - How OCAAM works

OCAAM was established in 2010 when the Old Catholic Church joined the former Anglican Airport Ministry (AAM). OCAAM is a tangible expression of the close collaboration between the Old Catholic and Anglican churches that was established in the Bonn Agreement of 1931.

The OCAAM board is the official employers of the OCAAM chaplain. The chaplain is seconded from the Old Catholic or the Anglican Church. A chaplain is appointed for a period of 5 years and a renewal of the contract for a further 5-year period is possible. The Old Catholic Church and the Anglican Church appoint the chaplain in turn. The appointment is always with the approval of the Anglican Bishop of Gibraltar in Europe and the Old Catholic Bishop of Haarlem.

OCAAM is a foundation, which is registered with the Dutch Chamber of Commerce and has Dutch charitable (ANBI) status.

OCAAM is responsible for raising the funds needed to support the chaplain (on average 50% by Schiphol and 25% each from Anglican and Old Catholic donors). OCAAM is responsible for ensuring good working conditions for the chaplain and facilitating the chaplain in realising his work.

The board meets four times per year.

### *Team members OCAAM board in 2020*

Mark Hafkenscheid	Chaplain	Anglican	
Joop Albers	Supporting Chaplain	Old Catholic	
Eric de Boer	Chair	Old Catholic	
Alex Blok	Secretary	Old Catholic	
Iwan Tensen	Treasurer	Anglican	
Cees Borst	Webmaster	Old Catholic	left during 2020
Annemarie Huijink	member	Anglican	joint in 2020

In 2021 we expect to have a new Anglican and a new Old Catholic member



## Annex 2 Donations and contact

### DONATIONS

OCAAM's work depends on the generosity of its supporters.

Donations may be given directly through the foundation's bank account, and are tax-deductible for Dutch donors. If you are a resident of the Netherlands, please contact the OCAAM Treasurer for the most tax-efficient way of giving. All donations can be sent to:

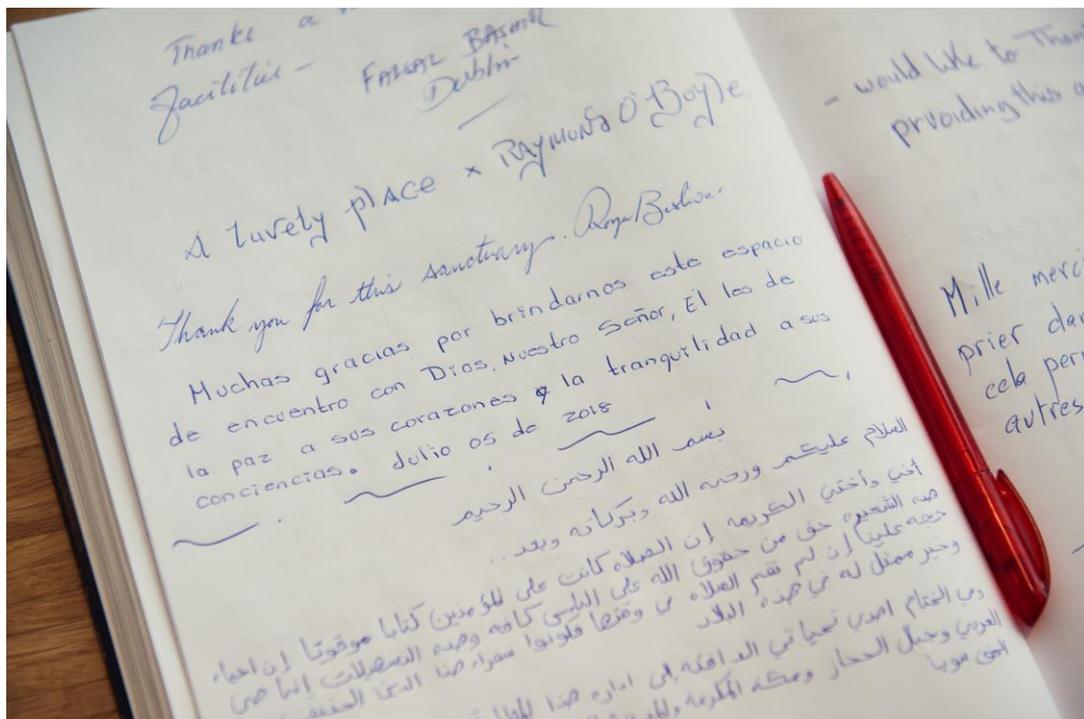
Stichting Old Catholic and Anglican Airport Ministry  
IBAN: NL32RABO0393788342 / BIC: RABONL2U  
Bank: Rabobank, Dam 16, Amsterdam

For tax-deductible donations:

RSIN: 815744948  
SBI-code: 94911 - *Religieuze Organisatie* (Religious organisation)

### POSTAL ADDRESS

Old Catholic and Anglican Airport Ministry  
Spaarndamseweg 90  
2021CB Haarlem  
The Netherlands



## Annex 3 Profit and loss account 2020 and budget 2021

### OCAAM

#### Profit & Loss 2020

<b>Income</b>	2019 actual		2020 budget		2020 actual		2021 budget	
Schiphol	€	43,232.00	€	37,552.00	€	9,390.00	€	30,226.00
Institutional donors	€	25,070.06	€	22,400.00	€	26,050.00	€	10,400.00
Individual donors	€	1,130.00	€	980.00	€	630.00	€	980.00
Government support	€	-	€	-	€	26,793.00	€	7,326.00
Interest	€	6.03	€	6.00	€	7.14	€	-
<b>Total Income</b>	<b>€</b>	<b>69,438.09</b>	<b>€</b>	<b>60,938.00</b>	<b>€</b>	<b>62,870.14</b>	<b>€</b>	<b>48,932.00</b>
<b>Expenses</b>								
Computer – Internet & Hosting	€	155.45	€	165.00	€	74.99	€	80.00
Computer – Equipment	€	-	€	-	€	623.99	€	-
Insurance fees	€	495.09	€	1,000.00	€	2,149.90	€	2,300.00
Legal Fees	€	1,191.85	€	500.00	€	-	€	-
Banking Costs	€	195.94	€	206.00	€	198.94	€	200.00
Gifts	€	37.35	€	50.00	€	500.00	€	100.00
Payroll – Administration	€	157.30	€	-	€	3,530.23	€	300.00
Payroll – Pension contributions	€	-	€	-	€	16,759.86	€	9,240.00
Payroll – Salary & Wages	€	62,516.01	€	64,391.00	€	72,100.34	€	60,000.00
Transportation - Car	€	445.17	€	500.00	€	752.40	€	750.00
Transportation - Public	€	2,434.58	€	2,437.00	€	616.39	€	700.00
Other Expenses	€	270.15	€	1,163.00	€	-	€	-
<b>Total Operating Expenses</b>	<b>€</b>	<b>67,898.89</b>	<b>€</b>	<b>70,412.00</b>	<b>€</b>	<b>97,307.04</b>	<b>€</b>	<b>73,670.00</b>
<b>RESULT</b>	<b>€</b>	<b>1,539.20</b>	<b>€</b>	<b>-9,474.00</b>	<b>€</b>	<b>-34,436.90</b>	<b>€</b>	<b>-24,738.00</b>

## Annex 4 Balance sheet for 2020

### OCAAM

### Balance Sheet

As of: 31/12/2020

<b>Assets</b>		31/12/2019		31/12/2020
<b>Current Assets</b>				
Accounts Receivable	€	5,000.00	€	8,579.00
Prepaid expenses	€	-	€	1,109.84
<b>Bank</b>				
Rabobank Checking Account	€	11,403.88	€	5,057.12
Rabobank Savings Account	€	125,286.50	€	106,293.64
PayPal	€	68.25	€	68.25
<b>Total for Bank</b>	<b>€</b>	<b>136,758.63</b>	<b>€</b>	<b>111,419.01</b>
<b>Total Assets</b>	<b>€</b>	<b>141,758.63</b>	<b>€</b>	<b>121,107.85</b>
<b>Liabilities</b>				
Prepayments	€	3,000.00	€	-
Accounts Payable	€	26,502.89	€	43,289.01
<b>Total for Current Liability</b>	<b>€</b>	<b>29,502.89</b>	<b>€</b>	<b>43,289.01</b>
<b>Total Liabilities</b>	<b>€</b>	<b>29,502.89</b>	<b>€</b>	<b>43,289.01</b>
<b>Equity</b>				
Owner's Equity	€	62,169.48	€	63,708.68
Stipend Reserve	€	35,000.00	€	35,000.00
Stipend Contingency	€	13,547.06	€	13,547.06
Current Year Earnings	€	1,539.20	€	-34,436.90
<b>Total equity</b>	<b>€</b>	<b>112,255.74</b>	<b>€</b>	<b>77,818.84</b>
<b>Total Liabilities and Equity</b>	<b>€</b>	<b>141,758.63</b>	<b>€</b>	<b>121,107.85</b>