

Preamble

In accordance with the Act respecting health services and social services, “Every institution must adopt a code of ethics which shall set out the rights of the users and the practices and conduct expected, with respect to the users, from the employees, the trainees, including medical residents, and the professionals practicing in a centre operated by the institution.” (Section 233) The code of ethics must also set out the rules governing the use of personal information for the purposes of solicitation, etc. (sections 27.3 and 107) Last, “the institution must give a copy of the code of ethics to every user who is an in-patient or who makes a request therefor.” (Section 233)

The CSSS Jeanne-Mance code of ethics closely follows the provisions of the Act respecting health services and social services, the Charter of human rights and freedoms, the Act respecting access to documents held by public bodies and the protection of personal information, and the Civil Code of Québec. In no manner whatsoever can it prevail over or take the place of the acts, regulations and agreements in force in Québec.

Any breach of the code of ethics should be reported and may become the subject of a complaint, in keeping with the current procedure at the CSSS.

Apart from ensuring respect for the law, the code of ethics aims at:

- Stimulating collective thinking to develop an individual and organizational ethic;
- Rallying staff and users around common values;
- Offering better assurances of respect for users' rights by stating our commitments;
- Encouraging everyone to take responsibility and be accountable;
- Contributing to maintain and improve quality and excellence.

Mission of CSSS Jeanne-Mance

“Health is more than the absence of disease. It is associated with individuals' ability to act in the community and the society to which they belong.”

The staff, doctors and partners at the Centre de santé et de services sociaux (CSSS; health and social service centre) Jeanne-Mance are committed to get to the root of health and social problems and put in place the means to ensure the area population's access to health care and social services tailored to its needs. They are committed to do this as soon as possible.

Within its local network, the CSSS Jeanne-Mance wants to create favourable conditions and environments to help people take charge of their health. The aim is for every individual to have the physical and psychological capacity and the resources needed to lead an active life and act in his/her milieu.

As an institution designated a university affiliated centre, the CSSS contributes to the advancement of knowledge and the training of professionals.

Adopted by the Board of Directors on February 5, 2008



CODE OF ETHICS

Centre de santé et de services sociaux Jeanne-Mance

SHARING WITH YOU
COMMON RULES OF CONDUCT
BASED ON RESPECT
AND ACCEPTANCE OF OTHERS

Centre de santé et de services sociaux
Jeanne-Mance

Centre affilié universitaire

Word from the President of the Board of Directors and the Executive Director

Respect at all times for users, the population at large, as well as partners and colleagues, is one of the prized values at the CSSS Jeanne-Mance. Respect should be shown to everyone who works and is served there, and to those living in its facilities. This value is expressed in choices, actions and commitments to users and the rest of the population in the area.

By adopting this code of ethics, the CSSS is striving once again for quality and excellence, promoting users' rights, outlining the practices and conduct expected of practitioners, and encouraging one and all, including users, to take responsibility for their acts.

Everyone, therefore, is urged to adopt as their own the values defined here and to act in line with them, in a spirit of collective and individual mutual respect.

Ron Rayside
President
Board of Directors

Sylvie Simard
Executive Director

Respect and a person's dignity

The user is at the core of the mission and is the reason the CSSS exists.

We are committed to:

- Be polite and understanding in our dealings with you and the community;
- Encourage your autonomy and respect your individuality;
- Obtain your free and informed consent before submitting you to any examination, sample taking, treatment or other intervention, unless your life is in danger;
- Ensure respect for your privacy and private life;
- Treat you without discrimination, taking into account your needs and our resources;
- Give importance to respect for the human and spiritual values held by each person;
- Not tolerate any form of verbal, physical or psychological violence, or any indecent gestures or attitudes;
- Protect you from all forms of abuse, harassment, exploitation, negligence, undue familiarity and discrimination;
- Protect your property and your personal belongings in your environment;
- Allow and encourage free expression of your opinions and respect for them, as long as they don't infringe on the rights and freedoms of others.

Access to quality services

It is important for us to give you access to quality services and to ensure continuity of care.

We are committed to:

- Give you the care and services that your situation demands, as quickly as possible, or make sure you receive them from a resource partner;
- Ensure the continuity of services that your state of health requires;
- Handle every problematic situation quickly so that, together, we can find a satisfactory solution;
- Update our knowledge to meet the standards of competence of a university health and social service centre;
- Ensure the safe performance of services.

Professional secrecy and confidentiality

Observing the necessary discretion regarding the information in your file is a mark of respect.

We are committed to:

- Be discreet and respect the rules of confidentiality applicable to personal information;
- Refrain from disclosing confidential information obtained during the performance of our duties without your consent, unless authorized to do so by law;
- Control the circulation of information concerning you as well as information recorded in your file.

Use of your surname, first name, address and telephone number for the purposes of solicitation

Use of this information shall be authorized for:

- Surveys about your expectations and degree of satisfaction;
- Fund-raisers on behalf of the institution's foundation.

You may refuse, at any time, to allow your personal information to be used for these purposes.

Importance of participation

The CSSS considers you to be a responsible person, capable of making decisions about yourself.

We are committed to:

- Encourage you to participate in the care and services you are provided;
- Create an environment favouring the expression of your needs and expectations;
- Facilitate your and your loved ones' participation in drawing up or revising your treatment or service plan;
- Help you join the users' committee at the CSSS or, if applicable, the residents' committee;
- Ask you about your expectations and how satisfied you are with the quality and organization of our services.

Importance of assistance and support when exercising your rights

We believe you need us to give you support rather than to take charge of you.

We are committed to help you:

- Understand medical or psychosocial information that concerns you;
- Take steps to deal with a given service;
- File a complaint with the local service quality and complaints commissioner¹.

Importance of representation

We believe in the importance of the process of representation in the absence or gradual loss of the ability to make decisions.

We are committed to:

- Communicate with your representative regarding the exercise of your rights acknowledged by law²;
- Contact your representative to obtain consent if you are no longer able to give it yourself.

Information within easy reach

We believe that everyone should make informed choices regarding their health and well-being.

We are committed to:

- Provide you with thorough information about the CSSS's services or other resources in the area that can meet your needs;
- Help you understand your state of health and well-being by using clear and simple terms, by explaining the options open to you and by including your loved ones in this process if necessary;
- Inform you as soon as possible about any accident or incident that occurs during the delivery of services and that has, or could have, consequences for your health;
- Explain to you the ways to access your file.

1. For further information, read the document *La démarche de plaintes* at the Centre de santé et de services sociaux Jeanne-Mance.
2. *Charter of human rights and freedoms*, R.S.Q., c. C-12; *Civil Code of Québec*, L.Q. 1991, c. 64; *Act respecting health services and social services*, R.S.Q., c. S-4.2; *Act respecting access to documents held by public bodies and the protection of personal information*, R.S.Q., c. A-2.1

We believe that a user, within the bounds of his/her means and capabilities, continues to be responsible for him/herself as a complete person.

As a user,

- You are the first person concerned with your health. That's why you are informed about it and encouraged to take part in improving it. You are also encouraged to prevent, as much as possible, any situation that puts at risk your health and well-being, and that of other users;
- You have a responsibility to participate in the care and services provided to you and in drawing up your treatment plan or individualized service plan. You are also urged to provide, as accurately as possible, all the information required to assess your needs;
- You have a responsibility to use the CSSS's services wisely and to respect established agreements. You are therefore encouraged to become aware of the limits or restrictions that apply to our service offer;
- You are asked to be polite and discreet; to show others respect; and to have harmonious, non-discriminatory relations with the staff, volunteers, other users or residents;
- You are responsible for taking good care of the property the institution puts at your disposal;
- You must respect the institution's safety rules, show public mindedness and refrain from any violent act or threatening gesture or word;
- You are asked to provide us with contact information for someone to reach in case of emergency.

YOUR COOPERATION
IS ESSENTIAL TO
THE ENFORCEMENT AND
OBSERVANCE OF THIS CODE
OF ETHICS.

