
Code of Ethics

of the Centre
intégré de santé et
de services sociaux
de l'Outaouais
(CISSS de
l'Outaouais)

This document was adopted by the
CISSS de l'Outaouais Board of Directors
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form at:
<http://ciyss-outaouais.gouv.qc.ca>

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PREAMBLE

The adoption of this Code of Ethics complies with section 233 of the *Act Respecting Health Services and Social Services*, which stipulates: *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 practising in a centre operated by the institution.*

This Code of Ethics is intended for all those who work with persons receiving direct care and services from the Centre intégré de santé et de services sociaux (CISSS) de l'Outaouais (Outaouais integrated health and social service centre). It is incumbent upon all clinical and non-clinical staff, physicians, medical residents, intermediate and family-type resources, volunteers, midwives, as well as contract employees and trainees, to adopt the values it advocates and incorporate them into their daily practices, in order to fully guarantee respect for users' rights and freedoms.

This Code of Ethics also asks users to assume responsibilities with respect to the care and services provided by the CISSS de l'Outaouais, taking into account the state of their health and their ability to assume such responsibilities.

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ABOUT THE CISSS DE L'OUTAOUAIS

The CISSS de l'Outaouais is responsible for integrating the care and services provided to the residents of the Outaouais region. This institution serves nearly 390,000 residents, employs nearly 9,900 people, and has about 700 physicians, dentists and pharmacists, a dozen midwives and several hundred volunteers. Furthermore, the CISSS de l'Outaouais works in partnership with over 137 community organizations.

A FEW DEFINITIONS

Staff

All clinical and non-clinical staff members working or practising a profession in the CISSS de l'Outaouais, or in a resource affiliated with this institution, related to the delivery of care, health or social services: employees (including contract employees), physicians, medical residents, pharmacists, dentists, midwives, volunteers and all trainees and associated teachers.

User (resident)

Any person who receives inpatient or outpatient care and services from the institution, and/or a representative¹ of their choice. Users also include residents receiving care or services in a nursing or retirement home, intermediate resource or family-type resource.

The term "user" also applies to minors, subject to any required adaptations to their needs and to legislation applicable to these users.

¹

11. Every user is entitled to be accompanied and assisted by the person of his choice when he wishes to obtain information or take steps in relation to any service provided by an institution or on its behalf or by any professional practising in a centre operated by the institution.

1991, c. 42, s. 11.

12. The rights of any person which are recognized under this Act may be exercised by a representative.

The following persons are presumed to be representatives, according to the circumstances and subject to the priorities provided for in the Civil Code:

- (1) the holder of parental authority of a user who is a minor or the user's tutor;
- (2) the curator, tutor, spouse or close relative of a user of full age under legal incapacity;
- (3) the person authorized by a protection mandate given by the incapable user of full age before his incapacity;
- (4) a person proving that he has a special interest in the user of full age under legal incapacity.

1991, c. 42, s. 12; 1999, c. 40, s. 269; I.N. 2016-01-01 (NCCP).

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Code of Ethics

A document stating the moral or civic values and principles that an organization adheres to and serving as a guideline for individuals or groups to help them assess the appropriateness of their behaviour.²

WHY A CODE OF ETHICS?

This Code of Ethics serves as a tool to promote the rights of users as well as the practices and conduct expected of staff. It also encourages users receiving care or services to assume certain responsibilities.

This Code of Ethics must be used judiciously, as various situations dictate. It does not replace or substitute for the laws, regulations, codes of ethics or collective agreements in force in Quebec. Rather, it serves as an additional tool complementing and consistent with the guidance documents of this institution.

OUR MISSION, VISION AND VALUES

Mission

The mission of the CISSS de l'Outaouais is to maintain, improve and restore the health and well-being of Outaouais residents by providing them with a range of integrated and high-quality care, health and social services, thus contributing to the social and economic development of the region.

Vision

To provide accessible, efficient care, health and social services adapted to the needs of Outaouais residents.

To accomplish this:

- We are committed to high-quality service, respect for users and the continuing search for innovation, which leads us to outperform;

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https://www.oglf.gouv.qc.ca/ressources/bibliotheque/dictionnaires/terminologie_relations_professionnelles/code_d_ethique.html, OFFICE QUÉBÉCOIS DE LA LANGUE FRANÇAISE, La langue des relations professionnelles, Code d'éthique.

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- We deal with the stimulating challenges that face us by relying on the talent and passion of our employees and partners, who believe that there is always a better way of doing things.

Values

To accomplish our vision, and to provide you with high-quality care and services, our work is based on the following four values:

Professionalism

We develop and draw on all our skills and expertise in fulfilling our mission. We take action with diligence, courage and efficiency.

Collaboration

We work in a mutually supportive and sharing environment, with coherence and cohesion. We recognize the contribution of each individual by encouraging their involvement and action.

Compassion

We show consideration and respect in all of our interactions with one another. We demonstrate compassion and courtesy, while highlighting the importance of each and everyone's role.

Commitment

We are committed and responsible, and we stand by our decisions and actions. At all times, our actions are guided by honesty and transparency and are taken on a fair and equitable basis.

RIGHTS

RIGHTS OF USERS, AND PRACTICES AND CONDUCT EXPECTED OF STAFF

In order to respect your rights in all CISSS de l'Outaouais facilities, regardless of the care or services you require or the location where you are served, staff members are committed to respecting the following expected practices and conduct:

Right to Respect and Dignity

As staff members, we are committed to:

- Being available, greeting you and assisting you.
- Treating you with courtesy, politeness, respect and empathy.

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- Using respectful language, in both form and content.
- Using clear language that you can understand easily.
- Encouraging and supporting you to express your opinions and values.
- Respecting all your specific characteristics, whether they involve ethnicity, religion, social level, cultural affiliation, psychological state, physical ability or sexual preference.
- Protecting your privacy and modesty, and respecting your private life as well as that of your loved ones.
- Protecting your integrity and safeguarding you from all forms of harassment.

Right to Information and Confidentiality

- Treating your personal information and all information concerning you with discretion and as confidential.
- Explaining, as clearly as possible, all information regarding care and services provided, whether information concerns the goals of care and services or their potential impact on your health and well-being.
- Answering your questions to help you make decisions in a free, appropriate and informed manner.
- Informing you about the services and resources available in your community and how to access them.
- Referring you to archival services, if required, to learn how to access your file.
- Informing you of any accident or incident during the delivery of services that could have a negative impact on your health.
- Keeping a professional distance, especially in regard to exchanging personal contact information or presence on social media.
- Using selected personal information for fundraising or for surveys of user satisfaction, with your consent. Only those authorized by the CISSS de l'Outaouais can use such personal information. You can refuse to allow the CISSS de l'Outaouais or those authorized by the CISSS to use of your information for these purposes, during registration, at admission or at any time.

Right to Consent, Participation and Representation

- Acknowledging and respecting your decisions regarding care and services.
- Recognizing and maintaining your autonomy and abilities, and respecting your needs.
- Obtaining your free and informed consent before any intervention, except in emergencies or other situations in which consent cannot be immediately obtained.
- Creating an environment in which you can express your needs and expectations.
- Involving you in preparing or reviewing your intervention plan, since you are an integral part of the care or service team.

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- Making sure that you clearly understand the information conveyed and that you obtain assistance, as required.
- Respecting your right to be represented or accompanied so that you can exercise your rights, and facilitating such representation.
- Recognizing the role of the representative speaking on your behalf.
- Recognizing that you may withdraw consent to care and services at any time.
- Recognizing your right to file a complaint without risk of reprisal and directing you to the proper resources to assist you with this process.

Right to Protection and Safety

- Providing you with an environment of trust that is conducive to the delivery of safe care and services.
- Making sure that emergency care is provided to you when your life or integrity is threatened.
- Knowing and using measures for safety, hygiene and infection prevention that are in effect within the institution.
- Taking all steps possible to minimize the risk of an incident or accident.
- Immediately reporting any incident or accident to the institution’s designated authority, and taking the required measures to mitigate any impacts.
- Getting you the assistance and protection you need when your behaviour is dangerous to yourself or others.

Right to High-Quality, Accessible Services

- Assessing your needs and determining the nature of the services required; coordinating the services provided by all staff.
- Providing you with appropriate services that incorporate current scientific knowledge and best practices.
- So far as possible given available resources, providing you with care and services that meet your preferences and habits.
- Providing you with the services required while respecting your choice of facility or professional, taking into account our organizational and institutional limitations.
- Providing you with care and services in French and English, in accordance with established criteria for access to government programs.

Right to End-of-Life Care

- Making sure that the final days of your life are lived with dignity and in a way that is respectful of your human rights.

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- Providing you with all of the information required to help you make informed decisions, especially regarding possible and realistic therapeutic options and their consequences, including palliative care or medical aid in dying.
- Maintaining open and honest communication with you.
- Respecting your rights regarding your dignity, autonomy and wishes.
- Making sure, if your condition so requires, that you receive palliative and high-quality care that respects your needs, especially to prevent and relieve your suffering.
- Working in an interdisciplinary manner to relieve your suffering and support you through palliative care.
- Making sure that, as a competent adult who is able to consent to care, you can, at all times, refuse the care needed to keep you alive or withdraw your consent to such care.
- Making sure that, as a competent adult who is able to consent to care, you can make advance directives regarding future decisions if you become unable to consent to care.
- Making sure that, as a person who is able to consent to care at the end of life, you have completed a level of medical intervention (LMI) form on which you have indicated your wishes, following discussion with your doctor.
- Making sure that such care is provided in the institution or in your home.
- Making sure that steps are taken to find a physician who will agree to assess your request for medical aid in dying if another physician refuses to consider or administer the care you have requested, owing to personal convictions.
- Making sure that a pharmacist is replaced if they refuse to prepare the medication for medical aid in dying, owing to personal convictions.
- Making sure that you give free and informed consent to request continuous palliative sedation or medical aid in dying by making sure, among other things, that the decision is not the result of outside intervention.
- Informing you, as a person in an end-of-life situation, (or informing the person who represents you and is designated to consent to care on your behalf) of your disease prognosis, the irreversible nature of this form of care and the projected duration of the sedation, in the case of continuous palliative sedation.
- Informing you, if you agree to receive continuous palliative sedation, that you are always free to change your mind.

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RESPONSIBILITIES OF USERS AND THEIR FAMILIES

As a user of the CISSS de l'Outaouais, you have rights, but you also have responsibilities to yourself, the staff and other users.

Participate in Care and Services

- You must participate actively, to the extent of your abilities, in preparing and implementing your plan for treatment, intervention, care or services.
- You must clearly convey all information required, in order to for us to assess your needs and prepare or update your plan for treatment, intervention, care or services.
- So far as possible, you must prevent any situation that jeopardizes your health and well-being, as well as those of other users.

Maintain a Courteous and Respectful Attitude

- You must maintain courteous and respectful relationships with everyone.
- You must maintain relationships that are civil and free from any form of violence.

Use Services Wisely

- You must use services appropriately.
- You are responsible for keeping any property of the institution that is made available to you in good condition.
- You must behave as a citizen responsible for the health care and services provided to you.
- You must respect and comply with admission, registration and discharge procedures, as well as service procedures.

Comply with the Institution's Applicable Rules and Legislation

- You must follow the institution's rules for the smooth operation of services, for your safety and that of others.
- You must follow infection prevention procedures.
- You must arrive on time for your scheduled appointments. If you cannot make your appointment, you must notify us as soon as possible so that another user may take your place.

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USEFUL INFORMATION

Research

You may be asked to participate in a research project. If so, the researcher must obtain your consent after clearly explaining the details of the research protocol to you. At any time, you can notify us verbally of your wish to withdraw, without reprisal. Refusing to participate will in no way affect your treatment or the care you receive.

Before asking you to participate, the researchers must have had their project approved by the CISSS de l'Outaouais Research Ethics Committee or another duly recognized research ethics committee within the health care system.

Users' and Residents' Committees

These committees promote your rights. Committee members can also accompany you or assist you with filing a complaint. They oversee the quality of your living conditions and assess your satisfaction with services.

You can reach the users' (residents') committees by consulting the User's Voice tab on the CISSS de l'Outaouais website at <http://cisss-outaouais.gouv.qc.ca> or by calling this toll-free number: **1 888 770-1022, ext. 371**.

Service Quality and Complaints Commissioner

The service quality and complaints commissioner is accountable to the board of directors for the enforcement of user rights and for the conscientious handling of user complaints.³

If you feel that your rights are not being respected, first discuss your complaint with the staff or the head of the department involved. If you are still not satisfied, you can contact the office of the Service Quality and Complaints Commissioner by telephone: **819 771-4179** or (toll-free) **1 844 771-4179**, or by email at: commissairesauxplaintes@ssss.gouv.qc.ca

³ <http://legisquebec.gouv.qc.ca/en/showdoc/cs/S-4.2>, Section 33 AHSS, Publications Québec, updated on April 1, 2016.

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FINAL PROVISIONS

Application of this Code

Any violation of the CISSS de l'Outaouais Code of Ethics by a staff member constitutes grounds for a complaint to the Service Quality and Complaints Commissioner. We respectfully suggest that users who feel their rights have been violated contact the persons in question first. This step will often resolve disputes successfully.

Responsibility for Enforcing and Promoting the Code of Ethics

The Service Quality and Complaints Commissioner is responsible for enforcing the Code among the users and staff of this institution.

All departments of the CISSS de l'Outaouais are responsible for promoting the Code and ensuring that all users and staff are familiar with it.

Effective Date

The Code of Ethics takes effect on the day it is adopted by the Board of Directors.

Review

The Code of Ethics must be reviewed no later than 3 years after its adoption by the Board of Directors.

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