



Code of Ethics



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Preface

This code of ethics is the product of consultations involving users¹ and their family members, resources and managers. Section 233 of the *Act respecting health services and social services* (AHSSS) stipulates that a code of ethics must be adopted that sets out the information stated in that section, namely:

- The rights of the users.
- The practices and conduct expected from the resources.
- The rules governing the use of certain personal information.

While the Centre intégré de santé et de services sociaux (CISSS) de la Montérégie-Ouest is legally required to adopt a code of ethics, the latter in no way replaces any laws, regulations, or professional codes of conduct. The purpose of this code of ethics is not to set out a comprehensive list of rules of conduct.

In addition to users and their family members, it applies to managers, employees, physicians, volunteers, interns, partners, visitors, and any other person bound by contract to or providing care or services at the CISSS de la Montérégie-Ouest. It applies to the conduct expected from the users and from all resources² at the CISSS de la Montérégie-Ouest.

¹ Any person who receives or is likely to receive care and services at the CISSS de la Montérégie-Ouest. This definition includes the user's family members and legal representative in cases of incapacity.

² The term "resources" includes managers, employees, doctors, volunteers, interns, partners, suppliers or any person bound by contract to or providing care or services at the CISSS de la Montérégie-Ouest.

³ Total number of physicians with privileges at the institution.

Mission

The CISSS de la Montérégie-Ouest employs more than **9,600 people** and **550³ doctors** at **128 facilities**. It provides general services, routine first-line care, and specialized services at hospitals, long-term care centres, and readaptation centres. In keeping with its mission, the CISSS de la Montérégie-Ouest is also responsible for physical rehabilitation, intellectual disability, autism spectrum disorder, and addiction services for several regions.

This mission, consistent with that of the Ministère de la Santé et des Services sociaux (MSSS), is to maintain, improve and restore the health and welfare of the Québec population by providing access to a range of integrated, quality health and social services, thus contributing to the social and economic development of Québec.



Ethical guideposts at the CISSS de la Montérégie-Ouest

Values

At the CISSS de la Montérégie-Ouest, the five core values⁴ that guide our actions, decisions and interactions are:



Compassion

Show concern for others and conduct ourselves with openness, courtesy, and respect for all.



Collaboration

Work together, express our ideas, and encourage individuals to share their expertise in order to achieve our collective goals.



Commitment

Step up and contribute actively to achieving our objectives, meeting our professional obligations, and developing a strong sense of belonging.



Confidence

Allow ourselves space to innovate in order to achieve our objectives.



Consistency

Take decisions and actions that are appropriate and fair and stay true to our guiding principles.

Partnership with users and their family members

The conduct expected from resources and users is based on the partnership approach with users and their family members. This approach consists in a relationship between the user, their family members, and all stakeholders in the health and social services sector. It primarily aims to improve the health and welfare of users, their family members, and the general population. The partnership approach is based on the following **three main elements**:

- Self-determination of users (respect for their life plan, voluntary and informed consent to care, and involvement in their own care).
- Learning and the complementarity of knowledge (recognition of users' health experiences and their care and service trajectories).
- Working as a team with the user.

The partnership approach requires the collaboration of all resources at the CISSS de la Montérégie-Ouest, as well as users and their family members. Consideration must be given to their health conditions and specific capabilities. We all have a role to play in improving the health and welfare of the general population.

⁴ See pamphlet on organizational values.

Users' rights

Beyond the fundamental rights⁵ guaranteed to each person, the rights of users are specifically set out in the *Act respecting health services and social services (AHSSS)*⁶. These rights are exercised in line with the objectives stated in the AHSSS (Sect. 1) and the mechanisms implemented to ensure these objectives are achieved (Sect. 2) (to the extent allowed by the resources).

Finally, the *Act respecting end-of-life care*⁷ and the *Act to combat maltreatment of seniors and other persons of full age in vulnerable situations*⁸ also grant certain rights to users. In agreeing to adhere to this code of ethics, each resource undertakes to adopt conduct that demonstrates respect for these rights.

The right to be treated with courtesy, fairness and understanding, and with respect for their dignity, autonomy, needs and safety.

The right to be informed of the services and resources available in their community and of the conditions governing access to such services and resources.

The right to receive, with continuity and in a personalized and safe manner, services that are scientifically, humanly and socially appropriate.

The right to choose the professional or the institution from whom or which they wish to receive services, to the extent allowed by available human, material and financial resources.

The right to receive the care required by their condition.

The right to be lodged at the institution until their health condition allows their return home, or until they are admitted to another institution or resource capable of providing the care required by their condition.

The right to be informed of their state of health and welfare, including their diagnoses, prognoses and treatment options, and the risks and consequences generally associated with each option, before consenting to care.

The right to be informed, as soon as possible, of any accident having occurred during the provision of care and services that has actual or potential consequences for the user's state of health or welfare, and of the measures taken to correct the consequences suffered or to prevent such an accident from recurring.

The right to give or refuse consent to care, pursuant to Article 10 et seq. of the *Civil Code of Québec*.

The right to participate in any decision affecting their health or welfare.

The right to be accompanied and assisted by the person of their choice, and the right to a representative to exercise their rights on their behalf.

The right to receive services in the English language where there is a program of access to health services and social services in the English language.

The right to access their user record following a request submitted in accordance with the applicable rules.

The right to confidentiality of their user record and to respect for professional secrecy.

The right to pursue a remedy against the institution, including filing a complaint with the Service Quality and Complaints Commissioner, if they are dissatisfied with the services received or if they did not receive the services they required from the institution.

The right to receive or to refuse end-of-life care, and the right to refuse life-sustaining care or to withdraw their consent to such care.

5 Québec's *Charter of Human Rights and Freedoms* lists the fundamental human rights. The *Civil Code of Québec* also grants certain rights. See the references at the end of this document.

6 *Act respecting health services and social services*, CQLR, c. S-4.2.

7 *Act respecting end-of-life care*, CQLR, c. S-32.00-1.

8 *Act to combat maltreatment of seniors and other persons of full age in vulnerable situations*, CQLR c. L-6.3.

Conduct expected from resources and users

In keeping with the partnership approach with users and their family members, and in order to work as a team with users, the code of ethics adopted by the CISSS de la Montérégie-Ouest also lists the conduct expected from users.

Communicate effectively, with **COMPASSION** and openness



As a resource

- Respect the user, and their autonomy and dignity.
- Ensure the user has clearly understood the information you've given them.
- Adapt your explanations to the user's level of understanding and avoid imposing your personal views and using speech intended to make the user feel guilty.
- Respect the user's privacy and access the relevant sections of the user's record only when authorized to do so as part of your job.
- Do not tolerate any form of violence, abuse, intimidation or discrimination from users.

As a user

- Communicate your concerns, needs, preferences, and any other relevant information about your health condition, care and services to the resources, bearing in mind the availability and judicious use of services.
- Ask the resources to clarify information in language you can understand or ask for assistance with your care and services.
- Behave with courtesy and refrain from any violence, abuse, intimidation or discrimination against the resources, other users or their family members.

COMMIT to the development of users' knowledge and skills regarding their care and services



As a resource

- Recognize that the user possesses knowledge gained from their experience with a health issue or condition and related to their care and services.
- Encourage the user's progressive autonomy by providing information about risks and treatments, or any other information that would allow them to achieve their health and welfare objectives, including rehabilitation.



As a user

- Participate in your care or intervention plan.
- Ask questions about the care and services received, depending on your situation.

COLLABORATE to encourage better participation



As a resource

- Welcome feedback from users about the quality of care and services provided.
- Clearly explain your role, the services you are providing, and their limitations for the user.
- Ask the user and their family members what role they wish to play in the care and services.
- Create a respectful climate conducive to openness and honesty.

As a user

- Give relevant information about your situation.
- Respectfully express your concerns and dissatisfactions to the appropriate manager.

CONFIDENTLY embrace the shared decision-making process



As a resource

- Identify issues and solutions in partnership with users and their family members.

As a user

- Express your willingness to participate in your own care and services, and in improving service delivery, and develop your ability to do so with assistance from the resources.
- Participate in decisions that concern your care and services and take steps to achieve the set objectives, with assistance from the resources and within your limits.

CONSISTENTLY make ethics the cornerstone of all our actions



As a resource

- Provide care and services that are consistent with the values of both the organization and the user.
- Be conscious of your own values and how they influence the care and services you provide.
- Avoid becoming involved in a conflict of interest at work.
- Consider the consequences of your decisions on the health and welfare of the general population.

As a user

- Treat property belonging to the institution and other users with respect and comply with all regulations, policies, procedures, laws, and guidelines brought to your attention.
- Strive to improve your health and welfare, to the extent allowed by your limits and in keeping with your life plan.

Information about user rights

For more information about user rights:

User committee

www.santemonteregie.qc.ca/ouest/comite-des-usagers

Service Quality and Complaints Commissioner

Users are encouraged to contact the office of the Service Quality and Complaints Commissioner for information about their rights, or to express a dissatisfaction, file a complaint, or report a situation of abuse.

Contacts

Hôpital Anna-Laberge

Telephone: 450-699-2425, ext. 2462
Toll-free: 1-800-700-0621, ext. 2462

Hôpital du Suroît

Telephone: 450-371-9920, ext. 2280
Toll-free: 1-800-694-9920, ext. 2280

Email:

insatisfactions-plaintes.cisssmo16@ssss.gouv.qc.ca

Website:

santemonteregie.qc.ca/ouest/satisfaction-et-plaintes

Surveys

The CISSS de la Montérégie-Ouest regularly surveys its users about their satisfaction and experience with the care and services provided by our institution. Pursuant to the AHSSS, our institution is entitled to use certain information contained in the user record (family name, first name and address) to conduct service quality surveys.

However, users may at any time refuse to allow their personal information to be used to conduct surveys. This information will not be disclosed to third parties or added to databases accessible to third parties without the user's consent.

Donations and solicitations

The Act also allows the institution to use consenting users' family names, first names and addresses to solicit donations to the institution itself or to a foundation of the CISSS de la Montérégie-Ouest.

The individuals likely to be solicited include **capable users and residents aged 18 or older**, and parents accompanying users under age 14 during a care or service episode.

References

- *Charter of Human Rights and Freedoms*, CQLR, c. C-12.
- *Civil Code of Québec*, CQLR, c. CCQ-1991.
- Réseau universitaire de santé de l'Université de Montréal (2014). Joint copyright ownership with the authors and the health and social services institutions cited on page 2 of the document. Guide d'implantation du partenariat de soins et de services : Vers une pratique collaborative entre intervenants et avec le patient. Consulted at http://ena.ruis.umontreal.ca/pluginfile.php/256/coursecat/description/Guide_implantation1.1.pdf.
- *Act respecting health services and social services*, CQLR, 2018, c. S-4.2.
- *Act respecting end-of-life care*, CQLR, 2018, c. S-32.0001.
- *Act to combat maltreatment of seniors and other persons of full age in vulnerable situations*, CQLR, c. L-6.3.

