



**DIGNE DE CONFIANCE,**  
à chaque instant

# CODE OF ETHICS AND CONDUCT

Centre intégré de santé et  
de services sociaux de Laval



# TABLE OF CONTENTS

<b>Preamble</b> .....	2
<b>Driven by our values</b> .....	3
<b>The rights of users</b> .....	4
<b>The rights of users in an end-of-life context</b> .....	5
<b>Ethics at work:</b>	
<b>Five areas of applied ethics</b> .....	6
1. Ethics in the care and service relationship .....	6
2. Ethics in governance .....	7
3. Ethics in the management of the service offer .....	8
4. Ethics in the management of human resources .....	9
5. Ethics in the management of public funds.....	9
<b>Information and resources</b> .....	10

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# PREAMBLE

The Centre intégré de santé et de services sociaux (CISSS) de Laval has adopted a Code of Ethics and Conduct as a way for those who work there to assert, loudly and clearly, the values that must guide their daily activities and to express their sense of collective commitment. We are worthy of trust in everything we do, whether we are delivering care, managing the public funds entrusted to us or interacting with our colleagues. By working together, we are able to offer safe, accessible, relevant and personalized care and services to all our users in an environment that fosters excellence, continuous improvement and cooperation.

This Code of Ethics and Conduct, however, does not replace the various regulations, codes of professional conduct or existing laws, nor is it intended to provide an exhaustive list of all conduct expected of our staff. It simply makes explicit the core values of the CISSS de Laval community: respect, humanism, compassion, fairness and professionalism. As such, it is meant to guide the attitudes and conduct of those who work directly or indirectly on delivering care and services to users or their families, who, as it happens, also have responsibilities in this respect.

# DRIVEN BY OUR VALUES

The values upheld by those working at the CISSS de Laval play an important role that extends beyond each individual; they bring us together as a single community with a common purpose: to offer the best possible care and services. Crucial and compelling, our values influence and give meaning to every aspect of our daily work. They are the backbone of our commitment and our strength in the face of complex and ever-changing challenges.

The CISSS de Laval community is proud to recognize the following values as its own and pledges to continuously look to them for guidance.

## Respect

We show consideration in our dealings with every person we encounter, regardless of any differences. Being respectful of one another is, of course, simply showing civility. But it also means choosing to trust the judgement of those in our community who make and accept responsibility for decisions that have serious consequences. It means viewing ourselves as partners and laying the groundwork for cooperation, which we all hold dear.

## Humanism

We make it a point to value individuals and their contribution, involvement and participation by giving them the means and information they need to engage with us. By being sensitive to the reality of others and withholding our judgement, we are developing valuable people skills that give meaning to our daily work.

## Compassion

We show concern for others as we perform our job with competence in a responsive, empathetic manner. Through our many gestures of goodwill, we serve as beacons of compassion for our users and colleagues and make a difference in their lives.

## Fairness

We seek to offer care and services that meet user needs within available resources, while taking into account both individual and collective needs and striving for fairness. All users of the CISSS de Laval and those who work there are worthy of our highest commitment. Working toward achieving the mission of the CISSS de Laval is a responsibility we all share. None of us can totally fulfil our role in the absence of proper conditions and without a mutual and collective commitment. We seek to establish consistent priorities, which are the fruit of consultation.

## Professionalism

We show determination and the capacity to put our skills to use in order to achieve the established goals. We work together with our users and our colleagues. We consider the person in a holistic manner, seek to constantly improve our practices and know how to recognize our limitations. We act in a responsible, honest and accountable manner, always measuring our success against our ability to offer the best possible care and services.

# THE RIGHTS OF USERS

Our society grants important rights to those who use our care and services. Supporting them in accessing these rights is at the heart of our commitment. This Code of Ethics and Conduct is not limited to the rights of individuals prescribed by law.<sup>1</sup> It values attitudes and conduct through which the highest level of respect of users becomes a reality.

The law states that all people are entitled to:

- receive, on an ongoing basis and in a personalized and safe manner, health services and social services which are scientifically, humanly and socially appropriate;
- participate in any decision affecting their state of health or welfare and to participate in the development of their plan for treatment;
- be acquainted with the various options open to them and the risks generally associated with each option in a way that supports their free and informed consent;
- be informed of any accident having occurred during the provision of services that has actual or potential consequences for the user's state of health or welfare;
- choose the professional or the institution responsible for the dispensing of health services or social services, taking into consideration an institution's available resources; in certain special circumstances, the freedom to choose must be measured against the user's best interest;

- receive services in English if they wish, taking into consideration the institution's available resources;<sup>2</sup>
- voice their dissatisfaction and expect that the institution seek a solution to their problems (subject to available resources of the CISSS de Laval), without fear of a negative reaction or hostility from staff. When issuing a complaint, users are asked to start by speaking with the staff or manager of the department involved. If the problem cannot be resolved in this manner, users are asked to contact the Office of the Service Quality and Complaints Commissioner.

## Provisions regarding user contact information

The CISSS de Laval may use the last name, first name and telephone number in user records to carry out surveys on the expectations of users and their level of satisfaction with the quality of the services offered. Users may, at any time, ask the CISSS de Laval to stop using their personal information for this purpose.

The CISSS de Laval may use the last name, first name and address of users to solicit donations for the CISSS de Laval or one of its foundations, unless otherwise indicated by a user. Users may, at any time, ask the CISSS de Laval to stop using their personal information for this purpose.

<sup>1</sup> Act Respecting Health Services and Social Services, chapter S-4.2. and legislation 2: Act Respecting End-of-Life Care, chapter S-32-0001.

<sup>2</sup> See policy 075-2017-DG: *Accès aux soins et services en langue anglaise au CISSS de Laval.*

# THE RIGHTS OF USERS IN AN END-OF-LIFE CONTEXT<sup>3</sup>

All health care providers must ensure that people in the final stage of life are given care that is respectful of their dignity and autonomy.

Those at the end of life must be treated with understanding, compassion, courtesy and fairness, and with respect for their dignity, autonomy, needs and safety. They are entitled to quality care, suited to their needs, in continuity and complementarity with any other care that is or has been provided to them. Users have the following rights in terms of end-of-life care:

- Every person whose condition requires it has the right to receive end-of-life care (Bill 2, art.4). The law defines “end-of-life care” as palliative care provided patients at the end of life and medical aid in dying (Bill 2, art. 3).
- A person of full age who is capable of giving consent to care may, at any time, refuse to receive life-sustaining care or withdraw consent to such care. To the extent provided by the Civil Code, a minor of 14 years of age or over, and in the case of a minor or a person of full age who is incapable of giving consent, the person responsible for giving consent to care on their behalf may also make such a decision.
- The refusal of care or withdrawal of consent to care may be expressed by any means (Bill 2, art.5).
- A person may not be denied end-of-life care for previously having refused to receive certain care or having withdrawn consent to certain care (Bill 2, art.6).

## The right to conscientious objection by health professionals

Notwithstanding the will of the person receiving medical aid in dying, health professionals and physicians have the right to refuse to administer this care to a patient based on their conscience or personal values. This right, however, comes with the obligation to provide the person with the necessary assistance in finding medical professionals willing to deal with the request (Bill 2, art.50). For questions on this matter, please contact the Groupe interdisciplinaire de soutien (GIS):<sup>4</sup>

Phone: 450 668-1010, ext. 24228

Email: [centre.ethique.cissslav@ssss.gouv.qc.ca](mailto:centre.ethique.cissslav@ssss.gouv.qc.ca)

3 Law 2: Act Respecting End-of-Life Care, chapter S-32-0001.

4 See policy 002-2015-DQEPE: *Politique relative aux soins de fin de vie.*

# ETHICS AT WORK: FIVE AREAS OF APPLIED ETHICS

Our attitudes and actions determine how our values are manifested in our daily life. Here, these attitudes and actions have been divided into five distinct areas that are meant to prompt constructive reflection within our community. Keeping them in mind means having a fresh perspective on the often complex ethical concerns that can arise in the performance of our duties.

## 1. Ethics in the care and service relationship

Recognizing the value of ethics in the care and service relationship means understanding that this relationship is built by people based on their values, beliefs, personal history, strengths and limitations. It also means trying to reconcile the various viewpoints and situations involved in care and services in partnership with both our colleagues and our users. Respect among individuals is a prerequisite to harmonious relationships and contributes to an environment conducive to the delivery of quality care and services.

### Expected conduct

**All persons working at the CISSS de Laval**, including volunteers, interns, physicians and medical residents, and all private care and service providers having signed contractual agreements with the institution, are required to comply with their respective codes of professional conduct, as the case may be, and are expected to:

- be dressed in professional, appropriate and safe attire;
- identify themselves by name and position, wear the institution's official identity badge, detail the purpose of the treatment and explain the nature of the care and services they are about to offer;

- introduce themselves before delivering care to a user;
- adapt their choice of words to support the understanding of users based on their state and needs;
- to the extent possible, tailor the information and interventions to the pace and abilities of the users;
- obtain free and informed consent of users before performing any examination, test, treatment or other intervention;
- assist users who wish to express their views on a situation or subject involving them;
- be mindful of users' need for autonomy and self-determination by allowing them to live according to their values and by facilitating their participation through the free expression of their convictions and opinions in a manner that respects everyone involved;
- ensure the respect of the privacy of users and of their living environments;
- treat users fairly without discrimination, while maintaining a healthy professional distance;
- provide an environment free of all forms of abuse, mistreatment,<sup>5</sup> harassment, exploitation, negligence, overly familiar attitude, verbal, physical or psychological violence or any indecent attitude or action. The code of silence is unacceptable and all such situations must be reported to the proper authorities;
- take the necessary measures to ensure the safe delivery of care and services;

- provide assistance and protection to users or residents who pose a threat to themselves or others;
- work together with users and their families on dealing with issues of dissatisfaction by first referring them to the head of the department involved;
- refer users and their families to the Service Quality and Complaints Commissioner if the solution offered is not satisfactory;
- act as a trustworthy steward of the health and social services network at all times, for instance, when obtaining private information on users that goes beyond the scope of the care or service context, but that could nonetheless indicate a need for support.

**Users and their families** are encouraged to make a positive contribution to the care and service relationship and to their own experience. As such, they should:

- participate in the care or treatment plan, for instance, by sharing their wishes, concerns and limitations, and by cooperating with the care and service process;
- maintain respectful relationships free of intimidation and violence;
- respect other users;
- respect the premises;
- respect the rules of the institution that govern the proper operation of care and services, for example, appointment times, safety regulations, visiting hours and procedures on admittance, registration and discharge;
- tell health providers about any existing wishes expressed in advance medical directives, mandate in case of incapacity (health care proxy) or any other document that could have an impact on care or services;
- make health providers aware of situations that may pose a risk for someone else's health or safety;
- inform the personnel of any change in their state of health or of any event that may have an impact on their care and services;

- respect the property and equipment provided to them by the institution;
- respect the hygiene rules governing the prevention and control of infections;
- when receiving home care, welcome staff in a safe environment.

## 2. Ethics in governance

Ethics in governance means taking measures to entirely fulfill our mission as a community. This involves having clearly defined functions and a collective understanding of everyone's role, mandate and responsibilities. Admittedly, governance involves the board of directors, but also all persons and regulatory, administrative, professional and clinical bodies who are working together on achieving common goals.<sup>6</sup> In this respect, communication and transparency are our strongest allies when it comes to facing and rising above our issues and challenges as a community.

### We subscribe to this principle by:

- 2.1** giving people the trust, freedom to act and strategic information they need to properly perform their duties;
- 2.2** implementing a balanced service offer and making decisions that reflect the fundamental interests of users.

### Expected conduct

- Communicate clearly and effectively, being sure to provide employees and colleagues the background and information related to the guidelines given in order to reduce the risk of misunderstanding, conflict or perceptions of interference and to foster a spirit of cooperation.
- Work with users as partners during key milestones of all care and service improvement initiatives and all new care and service projects.

<sup>6</sup> It should be noted that board members of the institution are also required to comply with a specific code of ethics and professional conduct. See policy 043-2016-CA: *Code d'éthique et de déontologie des administrateurs du conseil d'administration*.

- Protect the decision-making autonomy of the CISSS de Laval by avoiding:
  - non-arm's length relationships with private sector representatives (e.g., accepting gifts and other benefits that result in a sense of indebtedness or that place services in a position of dependence);
  - undue influence created by overly familiar relationships with suppliers.<sup>7</sup>
- Discuss in a transparent manner all discomfort regarding a situation of conflict of interest that could affect, in reality or appearance, the quality of one's professional commitment so that said situation may be evaluated and measures implemented to manage it.
- Not to tolerate actions and situations that go against the public interest and to disclose such actions and situations to the official in charge of disclosures.<sup>8</sup>

### 3. Ethics in the management of the service offer

Ethics in the management of the service offer deals specifically with factors that affect the nature of dealings with clients, knowing that the primary mission of the CISSS de Laval is to meet the psychosocial needs of users and their families. In this respect, the goal is to ensure that the service offer meets the needs of users, to allocate the appropriate resources and to promote the quality of care delivered.

#### We subscribe to this principle by:

- 3.1** cultivating interest in constantly updating practices so that the services offered are based on both the best available information and collective knowledge gained;
- 3.2** seeking out interdisciplinary dialogue, knowing that everyone's contribution is required for a holistic, partnership-based approach with our colleagues and users in order to meet as best we can the needs of users and their families;
- 3.3** making the continuity of care and services a central part of our action in order to offer services that are truly worthy of trust;
- 3.4** maintaining a professional relationship with users and protecting the confidentiality of their personal information.

#### Expected conduct

- Invest in research activities and promote innovation backed by scientific progress.
- Develop teamwork and communication skills for the benefit of users.
- Maintain a standard of proficiency and professionalism that meets the requirements of one's profession and commit to a process of continuous improvement in the quality of care and services.
- Take the necessary action to ensure the smooth flow and continuity of the care and service pathway.
- Exercise the vigilance needed to minimize risks of incidents, report such risks immediately to the designated authority and prepare relevant reports on a timely basis.
- Discuss discrepancies and incidents with colleagues in a spirit of learning, without blame.
- Consider feedback by users as an opportunity to improve and grow.
- Be discreet and careful with information obtained through the delivery of care and services by protecting the confidentiality of such information.
- Use technology and social media in a respectful, responsible manner, for example, by exercising restraint or safeguarding information.<sup>9</sup>

<sup>7</sup> See policy 021-2016-DL: *Politique d'approvisionnement, d'approbation des requêtes et signatures des documents contractuels.*

<sup>8</sup> See policy 067-2017-DQEPE: *Divulgence d'actes répréhensibles.*

<sup>9</sup> See policy 027-2016-DRI: *Politique de sécurité de l'information.*

## 4. Ethics in the management of human resources

The CISSS de Laval's most valuable asset is its staff. As such, our goal is to promote a healthy work environment and create conditions that allow for constructive communication among those working at the CISSS de Laval so they may be well-disposed to perform their duties in an optimal manner.

### We subscribe to this principle by:

- 4.1** supporting those who work at the CISSS de Laval in their quest to participate in a culture of continuous improvement in a spirit of collegiality, by understanding that to err is human and by treating everyone in a fair and appropriate manner;
- 4.2** by considering the contribution of each person as critical to the delivery of care and services that meet user needs;
- 4.3** by treating each other with respect in an environment free of harassment and violence.

### Expected conduct

- Promote a positive culture of safety that benefits users by handling discrepancies and incidents in a manner that acknowledges the role and responsibility played by the context and environment in which errors made in good faith occur and by taking corrective measures to reduce risk and have a balanced view of individual and organizational responsibility.
- Foster healthy lifestyle and work habits by ensuring a balanced division of tasks among those working at the CISSS de Laval and providing opportunities for them to participate in wellness activities.
- Create a work environment and working conditions conducive to cooperation, teamwork and partnership. Refuse to turn a blind eye towards situations of harassment or any other forms of discrimination or violence towards others. Act with diligence and discernment by doing what is needed to restore a climate of peace and harmony.<sup>10</sup>

## 5. Ethics in the management of public funds

The CISSS de Laval must ensure the sound management of the resources allocated to meet the needs of users and their families. As such, everyone commits to making proper use of the human, financial and materials resources available.

### We subscribe to this principle by:

- 5.1** making decisions on resource allocation using criteria that are transparent and acceptable to the members of the CISSS de Laval community;
- 5.2** using available material, financial and human resources of the CISSS de Laval in a responsible manner that prevents waste;
- 5.3** accepting collective responsibility for the proper use of our resources and by taking action when discrepancies or at-risk situations are noted.

### Expected conduct

- Disclose conflicts of interest,<sup>11</sup> irregularities, theft and other similar problematic situations to the proper authorities capable of taking action.
- Properly manage conflicts of interest brought to our attention when these involve people under our responsibility.
- Allocate the resources of the CISSS, being mindful of preserving a level of fairness among the various sectors.
- For decisions involving a major allocation of resources, ensure proper internal communication of the reasons, principles and arguments supporting the decisions, which were arrived at through a process of dialogue.

<sup>10</sup> See policy 028-2016-DRHCAJ: *Politique en matière de promotion de la civilité et de prévention du harcèlement et de la violence en milieu de travail.*

<sup>11</sup> See the *Politique sur la gestion des conflits d'intérêts et de rôles.*

# INFORMATION AND RESOURCES

## For complaints and cases of dissatisfaction:

### Office of the Service Quality and Complaints Commissioner

The CISSS de Laval places great importance on the quality of services, the respect of user rights and their participation in their care and services. Users who are dissatisfied are encouraged to first speak with the staff involved. In many cases, a simple discussion can solve the problem. If this approach fails, users can, at any time, file a complaint, verbally or in writing, by mail or in person by appointment.

Office of the Service Quality and Complaints  
Commissioner

800 Chomedey Blvd., Tower A, Suite 301  
Laval, Québec H7V 3Y4

Phone: 450 668-1010, ext. 23628

Email: [plaintes.csssl@ssss.gouv.qc.ca](mailto:plaintes.csssl@ssss.gouv.qc.ca)

## For questions on:

- Ethics
- Medical aid in dying
- Reporting a problematic situation or wrongful act
- A request for support on religious grounds

### Centre d'éthique

The Centre d'éthique is involved in all five areas of ethical practice. It is accessible to the entire community and provides a neutral, benevolent venue for the discussion of all ethical concerns and complex situations. Its mandate is to raise awareness, provide information and support decision making.

Since the coming into force of the Act Respecting End-of-Life Care,<sup>12</sup> the Centre d'éthique is also the access point for all requests for medical aid in dying through the Groupe interdisciplinaire de soutien (GIS). It provides clinical and administrative support in moving forward through every stage of the process.

Finally, in terms of Bill 87,<sup>13</sup> the Centre d'éthique is responsible for receiving and following up on disclosures of wrongdoings, ethical breaches and conflicts of interest involving employees in a fair, confidential and impartial manner.

Phone: 450 668-1010, ext. 24228

Email: [centre.ethique.cissslav@ssss.gouv.qc.ca](mailto:centre.ethique.cissslav@ssss.gouv.qc.ca)

<sup>12</sup> Bill 2: Act Respecting End-of-Life Care, chapter S-32-0001.

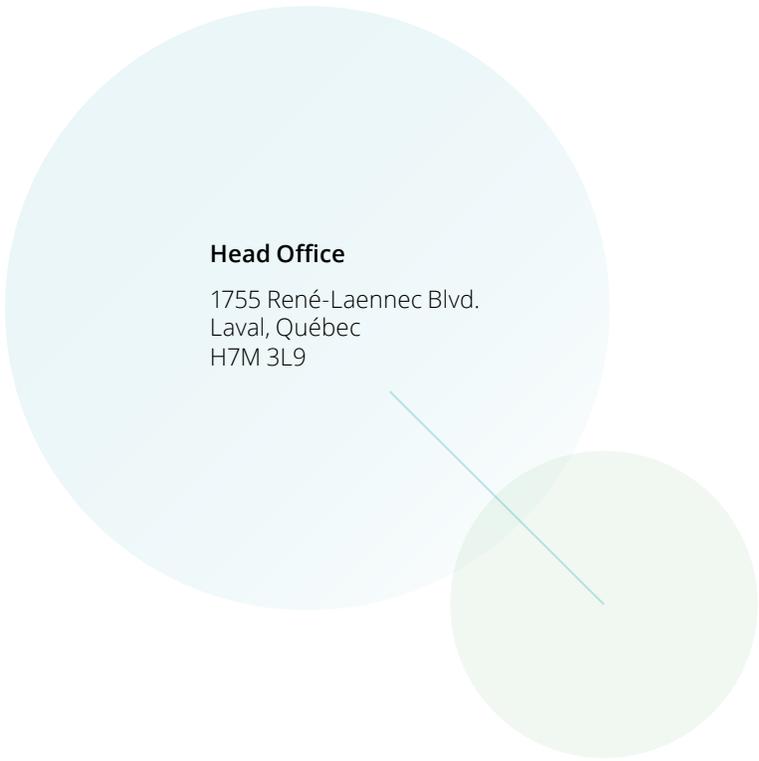
<sup>13</sup> Act to Facilitate the Disclosure of Wrongdoings Relating to Public Bodies (LQ 2016, chapter 34).



## To promote the rights of users and residents:

The Users' and Residents' committees are tasked with promoting the rights of users and residents. They are also there to help users and residents make and file a complaint. They ensure the improvement of the quality of living conditions of users and assess their level of satisfaction with the care and services offered.

- **Centre intégré de santé et de services sociaux de Laval**  
– Users' Committee  
Phone: 450 972-2099, ext. 2079
- **Centre de santé et de services sociaux de Laval**  
– Users' Committee  
Phone: 450 978-8609
- **Centre de protection de l'enfance et de la jeunesse de Laval et Centres de réadaptation pour jeunes en difficulté d'adaptation Cartier et de Laval**  
– Users' and Residents' Committee  
Phone: 450 975-3848
- **Jewish Rehabilitation Hospital**  
– Users' Committee  
Phone: 450 688-9550, ext. 3789
- **Centre de réadaptation en déficience intellectuelle et troubles envahissants du développement de Laval et Résidence Louise-Vachon**  
– Users' Committee and Residents' Committee  
Phone: 450 687-2970, ext. 268
- **Centre d'hébergement Sainte-Dorothée**  
– Users' Committee  
Phone: 450 689-0933, ext. 28301
- **Centre d'hébergement Idola-Saint-Jean**  
– Users' Committee  
Phone: 450 668-1804, ext. 43100
- **Centre d'hébergement Rose-de-Lima**  
– Users' Committee  
Phone: 450 622-6996, ext. 64706
- **Centre d'hébergement Fernand-Larocque**  
– Users' Committee  
Phone: 450 661-5440, ext. 25182
- **Centre d'hébergement La Pinière**  
– Users' Committee  
Phone: 450 661-3305, ext. 51122



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