

Centre de santé et de services sociaux  
Champlain

# GUIDE FOR ETHICAL CONDUCT

The user of CSSS  
Champlain services  
is the fundamental reason  
for the existence of health  
and social services

Adopted by  
the Board of Directors  
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WE WOULD LIKE TO THANK EVERYONE WHO PARTICIPATED  
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**“with an aim to reduce the text, the masculine gender used in this document designates both women as well as men”**

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# Act respecting health services and social services

**Article 233** 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. R.S.Q., Chapter S-4.2.

## The mission of the Centre de santé et de services sociaux Champlain is:

- ▶ To improve the health and well-being of the population;
- ▶ To coordinate the required services;
- ▶ To define a clinical and organizational project;
- ▶ To contribute to the development of teaching and research.

## The values of the Centre de santé et de services sociaux Champlain:

- ▶ Coherence;
- ▶ Client orientation;
- ▶ Respect;
- ▶ Unity;
- ▶ Transparency.

# Why do we have a guide for ethical conduct?

A guide for ethical conduct is more open to reflection and dialogue than a code which tends to announce rules and duties (for example a code of professional conduct). Ethics refers to values and the ability to exercise judgement; it means seeking the best way to do something depending on the situation and the circumstances. Ethics is a continual interrogation, calling on each and everyone and can be summarized by the question: “What is the right thing to do?”

The CSSS Champlain adheres to this Guide and wishes to orient daily practices with a view to constantly promoting a humanist approach, which touches the individual's psychological, physical, spiritual and social dimensions.

# For whom has this guide for ethical conduct been prepared?

This guide has been prepared for the population served by the CSSS Champlain, the personnel, partners and users of CSSS Champlain services.

**“Being the subject of my actions means considering myself as responsible for my actions and accepting that another person, recognizing me as such, can ask me to account for them.”**

(Paul Ricoeur – translation)

# GLOSSARY

## Definition of terms used in this document:

To ensure that we have a common understanding, we need to clarify the terms we use.

- ▶ **CSSS Champlain:** a health and social service centre serving the municipalities of Brossard, Greenfield Park, Saint-Lambert, Ville Lemoyne and Saint-Hubert. A multi-vocational institution composed of the CLSC Saint-Hubert, CLSC Samuel-de-Champlain, Centre Champlain, Centre Saint-Lambert, Centre Henriette-Céré and the Travelers' Health Clinic (Clinique santé-voyage).
- ▶ **User of CSSS Champlain services:** a person who receives services from the CSSS Champlain. The term user includes beneficiaries, patients, clients, residents and, when applicable, their legal representatives.
- ▶ **Personnel:** all persons who, directly or indirectly, provide services to the population of the CSSS Champlain including the members of the Board of Directors, managers, physicians, practitioners, support staff, trainees, volunteers and everyone linked to the CSSS Champlain with or without a contract (partners).
- ▶ **Clinical project:** The clinical project is an approach which responds to the health and well-being needs of the population served by the CSSS Champlain by offering a wide range of coordinated and adapted services. The following fields are covered: intervention activities for the promotion-prevention of health and well-being, diagnoses, interventions or treatments, follow-ups, adaptation and support for social integration, rehabilitation and end-of-life support.

# Ethical principles

The ethical principles used as references in the health and well-being sector are:

- ▶ Seeking the person's well-being (beneficence);
- ▶ Respecting the person's dignity;
- ▶ Not doing harm to others;
- ▶ Respecting the person's independence and private life;
- ▶ Justice and equity;
- ▶ Openness in human relations;
- ▶ Preserving and improving the quality of relations with others (kindness);
- ▶ Respecting the other person's values.

**These ethical principles give rise to the following rights and responsibilities.**



# Rights

## 1. The right to care and services that are appropriate, safe, accessible and of high quality

Taking into account the institution's mission and **restrictions related to available resources,**

**the user of CSSS Champlain services is entitled to receive:**

- ▶ With continuity and in a personalized and safe manner, health services and social services, which are humanly, socially and physically appropriate;
- ▶ Services from the professional of his choice;
- ▶ The accommodation services required by his state of health;
- ▶ Services in the English language, in accordance with the government access program.



**As a user of  
CSSS Champlain  
services**

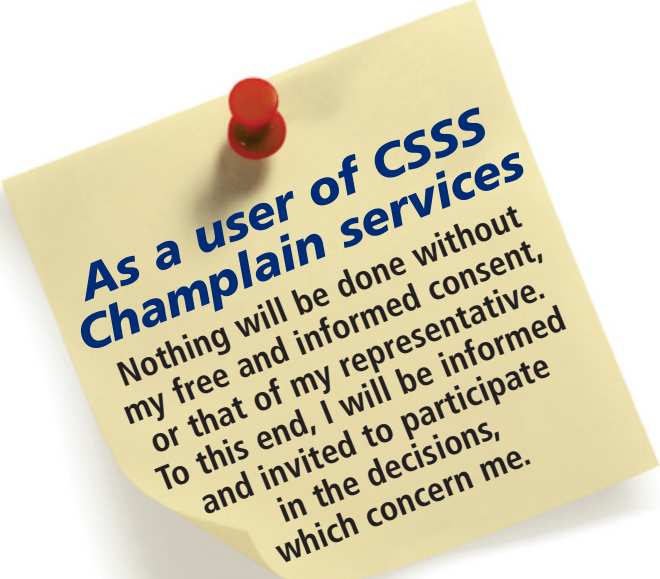
I am entitled  
to have access  
to quality services  
that meet my needs.

# Rights

## 2. The right to be informed and to participate in decisions

### The user of CSSS Champlain services is entitled to:

- ▶ Be informed of the existence of the health and social services and resources available in his community and of the conditions governing access to such services and resources;
- ▶ Be informed of his state of health and well-being in order to understand as much as possible the various options open to him;
- ▶ Be informed of the risks and consequences generally associated with each option before consenting to or refusing the care and services concerning him;
- ▶ Participate in the development of his intervention plan or individualized service plan when such a plan is required.



**As a user of CSSS  
Champlain services**

Nothing will be done without my free and informed consent, or that of my representative. To this end, I will be informed and invited to participate in the decisions, which concern me.

# Rights

## 3. The right to accompaniment, assistance and representation

The user of CSSS Champlain 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 his state of health and well-being;
- ▶ Be represented by a person of his choice who will act and speak on his behalf according to the terms and conditions provided by law.



**As a user of  
CSSS Champlain  
services**

I can be assisted  
or represented  
when I need  
services.



# Rights

## 4. The right to confidentiality and the right to access to the user's records

**A user of CSSS Champlain services is entitled to:**

- ▶ Have access to the information contained in his records, unless this information would be seriously prejudicial to his health or the health of others;
- ▶ Be assisted by a qualified professional to help him understand the information in his records;
- ▶ Be asked to have the information contained in his records sent to another institution or professional and to correct such information if it proves to be inaccurate or incomplete;
- ▶ Be ensured of the confidentiality of services received by a user of CSSS Champlain services who is 14 years of age or over.



**As a user of  
CSSS Champlain  
services**

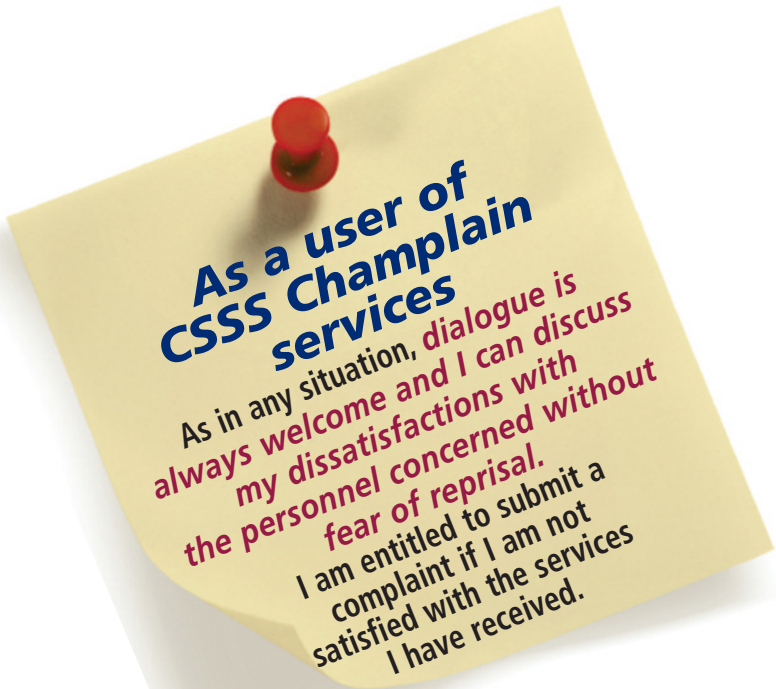
My records are confidential  
and I can consult them  
if I wish. The personnel  
of the institution  
will explain  
how to do so.

# Rights

## 5. The right to communicate dissatisfaction at any time or to make a complaint concerning the services

A user of CSSS Champlain services is entitled to:

- ▶ Submit his comments, recommendations or observations with the assurance that they will be examined with respect and confidentiality;
- ▶ Submit a complaint according to the policy and procedure in force in the institution;
- ▶ Be accompanied, assisted and represented at all times.



# Responsibilities

## The personnel assume the following responsibilities:

- ▶ **They participate in the services provided.**  
The personnel provide care and services in complete confidentiality according to recognized standards and practices. They inform, answer questions and provide the necessary explanations concerning their field of expertise.
- ▶ **They comply with the institution's standards and policies.**  
The personnel ensure that their practice is professional and conscientious and that it respects the policies and procedures of the institution and the work environment. They participate actively in improving the quality of the services. The personnel avoid any situation which could create a conflict of interest.
- ▶ **They utilize the services judiciously.**  
The personnel ensure that the resources are used in an appropriate and equitable manner.
- ▶ **They show respect for personal dignity.**  
The personnel maintain courteous and respectful relations with everyone.



# Responsibilities

The users of CSSS Champlain services also have responsibilities to assume within the scope of their capacities:


- ▶ **They participate in the services provided.**  
The user of CSSS Champlain cooperates in the treatment or intervention plan agreed upon.
- ▶ **They respect the institution's standards and policies.**  
The user of CSSS Champlain respects the rules established for the proper operation of the services, for his safety and the safety of others.
- ▶ **They utilize the services judiciously.**  
The user of CSSS Champlain uses the services with discretion.
- ▶ **They have a courteous and respectful attitude.**  
The user of CSSS Champlain maintains courteous and respectful relations with everyone.



# Responsibilities

## Responsibility for the application and promotion of the Guide for Ethical Conduct


The Local Service Quality and Complaints Commissioner is responsible for applying and promoting the Guide among the users of CSSS Champlain services and the personnel.



To conclude,  
we all have rights  
and responsibilities  
and the challenge lies in  
our mutual ability to work  
together to attain  
our common objectives  
in a harmonious  
manner.



Centre de santé et de services sociaux  
Champlain



The CSSS Champlain is committed to offering quality services in a cooperative and understanding environment, while taking into account the human, material and financial resources at its disposal.

As such, the cooperation of all is essential in order to attain the best possible results.

This Guide in no manner whatsoever replaces or prevails over the charters of rights and freedoms, laws, regulations and agreements in force in Quebec.

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