

# CODE OF ETHICS



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Published by the Douglas Hospital Office of the Director General in association with the Ombudsman and Beneficiaries' Committee

Approved by the Douglas Hospital Board of Directors

Note to reader: The first document concerning clients' rights and responsibilities was adopted in 1977. It was subject to revisions in 1991, 1996, 1998 and 2005 and is currently titled "Code of Ethics".

The masculine form is employed throughout this text in order to facilitate reading; however, for the purpose of this document, it refers both to men and women.

## TO OBTAIN A COPY:

For clients, families and friends:  
**Beneficiaries' Committee**  
Newman Pavilion, Rm. H-2124,  
(514) 761-6131, ext. 2286

For personnel:  
**Human Resources Directorate**  
Dobell Pavilion, Rm. B-1103,  
(514) 761-6131, ext. 2724

For more information about the Douglas Hospital, contact the Department of Communications and Public Affairs:  
6875 LaSalle Blvd.  
Borough of Verdun  
Montréal, Quebec H4H 1R3  
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**"The simplest of rules is also the best: do as you wish to be done by."**

- Dr. Thomas Burgess - 1893

*Charles H. Cahn, MD, 100 Years of History and Progress, Douglas Hospital, Verdun, 1981, p. 28*

The Douglas Hospital exists for the sole purpose of serving clients, who are at the heart of its mission. It is dedicated to respecting their dignity, providing them with protection and ensuring their well-being. Therefore, the first section of this document pertains to the rights and responsibilities of clients.

The organisation's commitment is expressed in a collection of behaviours and practices expected from all personnel, which is the subject of the second part of this document.

This Code of Ethics serves as a guide for directing each individual's actions in response to various circumstances and is intended to ensure that the institution offers quality services.<sup>1</sup> It reflects various existing laws in Quebec, such as the Charter of Human Rights and Freedoms and the Act Respecting Health Services and Social Services, as well as certain administrative regulations of the Douglas Hospital.

If you are a client with any concerns related to your treatment, please do not hesitate to contact your treating physician, members of the healthcare team or their superiors, who are obligated to ensure quality care and services. You may also choose to contact the Users' Committee (hereinafter referred to as Beneficiaries' Committee) at (514) 761-6131, ext. 2286 or the Local Complaints and Service Quality Commissioner (hereinafter referred to as Ombudsman) at (514) 762-3010 or at (514) 761-6131, ext. 3287. All of these people are available to assist you.

If you are an employee wishing to have information related to the content of this document, please contact your immediate supervisor or the Human Resources Directorate at ext. 2777.

<sup>1</sup> Taking into account the Hospital's rules and regulations, as well as available resources, care provided by the Hospital must limit the excessive and intrusive use of restraints as much as possible, in keeping with the nature of the problem at hand.

## DEFINITIONS

### INSTITUTION

The Douglas Hospital and its facilities, including the residential resources it administers, and the Douglas Hospital Research Centre and Foundation.

### CLIENT

Any individual using Douglas Hospital health and social services, whether or not the person is in residence; the term also refers to research study participants.

### PERSONNEL

Members of the Board of Directors, staff members, members of the Council of Physicians, Dentists and Pharmacists, medical residents, trainees, volunteers and any other person whose occupation is performed within a facility operated by the Douglas Hospital, its Research Centre or Foundation, including residential resources managers and employees. All of these parties will hereinafter be referred to by the term “personnel”.

### ACT

The Act Respecting Health Services and Social Services

## SECTION 1 CLIENT RIGHTS AND RESPONSIBILITIES



### 1.1 CLIENT RIGHTS

The Douglas Hospital is firmly committed to protecting and respecting the rights of clients and their legal representatives.

As such, you are entitled to the following rights:

#### 1.1.1 The right to be informed about your state of health and access to services

- The right to be informed about your state of health and to obtain all information pertaining to your treatment and medication (its nature, purpose, consequences, risks and alternatives), as well as the choice of treatment options available to you.<sup>2</sup>
- The right to be informed, as quickly as possible, of any accident which has occurred during the delivery of services and which may result in, or has already resulted in, consequences to your state of health or well-being, as well as the measures employed to counter said consequences or avoid a recurrence of such an incident.

<sup>2</sup> From all Douglas Hospital professionals, including your treating physician.

- The right to access your medical record (if you are 14 years of age or older). You must submit your request for access in writing, either to obtain copies of documents or to examine the record's contents. If you so desire, the assistance of a qualified professional can be provided for you in order to facilitate understanding of your clinical and social information. However, this right can be temporarily suspended if, based on the opinion of your treating physician, the acquisition of this information could possibly cause serious harm.
- The right to be informed about the existence and means of accessing services and resources offered by the Douglas Hospital with regard to health and social services.

### 1.1.2 The right to services

- The right to receive adequate health and social services on a scientific, human and social level, in a continuous, personalised and secure fashion.
- The right to receive the care required by your condition if your life or integrity is in danger. Once a request is submitted, it is incumbent on all institutions to ensure all necessary care is provided.

### 1.1.3 The right to the professional and institution of your choice

- The right to choose the professional<sup>3</sup> and/or institution<sup>4</sup> from whom, or in which, you prefer to receive health and social services, taking into account Hospital regulations and available human, material and financial resources.

### 1.1.4 The right to be involved in your treatment and to give or refuse consent

- The right to participate in every decision concerning your state of health or well-being; especially, the right to participate in your Individualised Intervention Plan (IIP), as well as any modification to this plan.<sup>5</sup>

<sup>3</sup> The professional has the freedom to accept or refuse to treat an individual. However, all requests for service will be taken into consideration by the Hospital.

<sup>4</sup> Taking into account the degree of care required.

<sup>5</sup> This also applies to the Individualised Service Plan (ISP), in instances where you are also receiving services from other institutions.

- The right to accept or refuse examinations, tests (blood, urine etc.) or any other form of intervention. This right prevails at all times, except in cases of emergency where your consent is unable to be obtained or unless a court order states otherwise.<sup>6</sup>
- The right to agree or refuse to participate in a research project.
- The right to categorically refuse care, even if this decision is contrary to that of your legal representative. This right cannot be exercised in instances involving emergency situations, hygienic care or if there is a court order regarding the matter.

### 1.1.5 The right to respect and dignity

- The right to be treated with respect, courtesy and dignity, and with respect for your privacy.
- The right, while hospitalised, to personal safety, decent living conditions, a healthy diet and regular care of your clothing.

### 1.1.6 The right to confidentiality

- The right to the confidentiality of your medical records, as well as to professional secrecy, with the exception of cases authorized by the Act.

### 1.1.7 The right to be represented, accompanied or aided

- The right, in the event of incapacity, to have your rights exercised by your legal representative, who will speak and act on your behalf.
- The right to be accompanied and aided by a person of your choice, when seeking to obtain information or initiating a process pertaining to services.
- The right to a complete and full defence, i.e. you have the right to consult an attorney whenever you wish.

### 1.1.8 The right to receive services in English or French

- The right to receive health and social services in English or French, whichever language you prefer.

<sup>6</sup> Your consent must be free and well-informed. Even if you are under confinement, the Hospital must obtain your consent in order to treat you, but not to hospitalise you.

### 1.1.9 The right to file a complaint and pursue a recourse

- The right to pursue any or all recourse, without fear of reprisals, against the institution, its administrators or employees, due to an error or negligence that has caused you harm.
- The right to file a complaint with the Hospital Ombudsman if you believe your rights have not been respected, without fear of reprisals.

### 1.1.10 The right to protect your property

- The right to deposit small personal effects (watches, jewellery, credit cards etc.), in complete security, providing there is sufficient space available. A list of your stored belongings will be entered into your medical record, which must be revised whenever necessary and at the time of any unit transfers. By choosing to keep your property in your possession, you automatically agree to assume total responsibility for it.<sup>7</sup>

### 1.1.11 The right to be aware of your financial situation

- The right to be regularly informed of withdrawals and deposits made from and to your Douglas Hospital Patients' Cashier account and, upon request, to obtain a statement of your finances during regular opening hours. This applies equally to clients who voluntarily participate in the Douglas Hospital Trust.

### 1.1.12 The right to freedom of expression

- The right to communicate with whomever you choose by letter, in person or by telephone, without any censorship. However, your physician has the right to suspend this freedom, on occasion, should he judge it preferable to your health.<sup>8</sup>

If you detect a discrepancy between the rights stipulated in the Douglas Hospital Code of Ethics and your own experiences with the practices and conduct of personnel, we invite you, first, to contact the head of the unit or department concerned. If you are not satisfied with the response, we encourage you to communicate with the Hospital Ombudsman, either in person or in writing. Handling complaints is a major factor in respecting rights, improving services and satisfying clients.

<sup>7</sup> Note: we strongly recommend you only keep essential items in your possession.

<sup>8</sup> Even if you are under confinement, your letters will be forwarded immediately, without interference, if they are addressed to the following parties: an attorney, the Curateur public du Québec or the Tribunal administratif du Québec.

## 1.2 CLIENT RESPONSIBILITIES

Douglas Hospital clients also have responsibilities prescribed within various relevant legislation, such as the Charter of Human Rights and Freedoms, the Act and the Douglas Hospital's administrative rules.

As such, you have the following responsibilities:

### 1.2.1 To cooperate in your treatment

- By cooperating with Hospital personnel as regards your care and services.
- By participating in the development of your Individualised Intervention Plan (IIP).<sup>5</sup>

### 1.2.2 To use services in a judicious manner

- By using the services the institution offers in a reasonable fashion and not abusing them.
- By leaving the Hospital when you have been officially discharged by your physician, which indicates that your condition is favourable to integration back into your home, or that a place has been secured for you in another institution or residential resource.

### 1.2.3 To contribute financially to certain services

- By paying certain fees and making the required financial contribution towards your accommodation and selected services (e.g., glasses, dentures, special needs, dry cleaning etc.).

### 1.2.4 To cooperate in the processing of a complaint

- By providing information the Hospital requires to examine your complaint and, unless there is a valid reason, to attend all meetings arranged as part of this inquiry.

### 1.2.5 To respect the rules

- By conforming to the Hospital regulations and regulations of the department serving you.

### 1.2.6 To assume responsibility for your actions

- By accepting the consequences of your actions.

### 1.2.7 To take care of your person

- By taking care of your person, in as much as your condition allows, which is to say: eating, washing yourself, grooming yourself and dressing yourself properly, in order to maintain as much autonomy as possible.

### 1.2.8 To look after your property

- By looking after your property in a reasonable manner and by immediately reporting any item that is lost to the head of the unit or department in which you are admitted.

### 1.2.9 To respect the rights and property of others

- By respecting the rights and property of other clients and personnel, as well as Douglas Hospital property.

### 1.2.10 To respect restricted areas

- By respecting areas where access is prohibited to clients, unless appointments are scheduled there with health practitioners to conduct rehabilitation activities, or with researchers, or for any other valid reason.<sup>9</sup>

### 1.2.11 To respect the Douglas Hospital's personnel and visitors

- By respecting all Douglas Hospital personnel, as well as numerous visitors, throughout the institution.

## 1.3 CLIENT STATUS

If you are hospitalised, you may ask your treating physician to inform you of your Hospital status:

### 1.3.1 Voluntary admission

- If you have been hospitalised with your consent, you may leave the Hospital of your own accord; however, it is advisable to discuss the matter with your physician before making such a decision. In instances where your condition presents a serious and immediate danger to you or to others, a physician may assess your need for protection and keep you in Hospital against your wishes under one of the following terms: preventive confinement, temporary confinement or authorised confinement.

<sup>9</sup> These areas include: the various programs' administrative departments, the staff cafeteria and main kitchen (Perry Pavilion), the Maintenance and Housekeeping Department (Perry Pavilion), the Hospital's laundry service and Department of Engineering (Caton Pavilion), nurses' stations, medical records, the areas occupied by the Hospital's Research Centre and Funville Early Childhood Centre.

### 1.3.2 Involuntary admission

In instances of involuntary admission, you are not permitted to leave the Hospital grounds under any circumstances. Please note that you do, however, have the right to consult an attorney to inform yourself of any recourse related to this situation.

- **Preventive confinement** (on physician's orders): Any physician (psychiatrist, general practitioner, a medical resident with authorisation from a psychiatrist) is allowed to decide to keep you in Hospital without your consent, once your mental state presents a serious and immediate danger to you or to others. As such, based on the physician's order written in your medical record, indicating the time and date your confinement begins, you can be kept under preventive confinement for a maximum period of 72 hours.<sup>10</sup> Once this entire period has elapsed, you are automatically free to leave if the institution has not obtained a court order stipulating otherwise.
- **Temporary confinement** (by court order): Following a request submitted by a physician or person with a special interest in your welfare, a judge may order you to undergo a psychiatric evaluation in order to determine whether your mental state presents a danger to you or to others. You will be taken into care that same day and confined for a maximum period of 144 hours.<sup>10</sup>

If, within the first 24 hours, the psychiatric examination does not conclude that confinement is necessary, you may then decide either to stay for observation, without temporary confinement, or to leave the Hospital.

If the psychiatric examination concludes that confinement is necessary, a second examination must be conducted within 96 hours of your arrival. If this second examination is unable to determine whether or not confinement is necessary, you may then decide either to stay for observation, without temporary confinement, or to leave the Hospital. If the examination concludes that authorised confinement is required, a court order must be obtained before the 144-hour period expires.

- **Authorised confinement** (by court order): A judge may order you to be confined if you refuse to stay in Hospital. A request to this end must be submitted by the Hospital or a person with a special interest in your welfare after two psychiatric evaluations have concluded that confinement is necessary.<sup>11</sup>

<sup>10</sup> If this period of confinement expires on a Saturday, Sunday or statutory holiday, the confinement will be extended to the next juridical day.

<sup>11</sup> The request for confinement must have been served to the client two days before the request is presented to the court.

The maximum period of confinement will be determined by the court. You will be notified of its duration. However, an end to the confinement must be ordered as soon as your mental state no longer presents a danger to you or to others. It is therefore possible for your treating physician to lift the confinement before the end of its designated period. Should periodic examinations deem it necessary, it is also possible for the confinement to be extended on the 21st day and every three months after that. Please note, however, that in cases of authorised confinement, you have the right to request that the Tribunal administratif du Québec investigate your situation.

- **Commission d'examen des troubles mentaux (CETM):** The CETM is an administrative tribunal established under the Criminal Code. Its purpose is to render decisions concerning individuals who have received a verdict of:
  - unfit to stand trial
  - not criminally responsible on account of mental disorder

Consequently, the CETM must assess the level of risk which an individual presents to the public's safety and, if this risk is significant, decide what measures should be taken to ensure the public's safety. For more information regarding the CETM and its functions, contact the psychiatric-legal coordinator at (514) 761-6131, ext. 2249.

## 1.4 OTHER USEFUL INFORMATION FOR CLIENTS

### 1.4.1 Protective supervision

If you feel you need help to protect your person or manage your property and wish for assistance or representation in exercising your civil rights, you can request the institution of protective supervision. The institution of this type of protection can also be requested by your spouse, family members, friends or by any person who shows a special interest in your welfare, including the public curator. For more information, contact the office of the Professional and Hospital Services Directorate at (514) 761-6131, ext. 2755 or the Curateur public du Québec at (514) 873-3002.

### 1.4.2 Research

It is possible that you will be asked to participate in a clinical research project. If this is the case, the researcher must obtain your free and well-informed consent, after having clearly explained all of the details pertaining to the research protocol. You have the right to withdraw your participation at any time, even verbally, without any reprisals. If you refuse to participate, your refusal in no way affects your treatment or other care provided to you as a Douglas Hospital client.

Written consent is required from your legal representative, authorising your participation in any research if you are a minor or under protective supervision. If you are capable of understanding the nature and consequences of the experiment and refuse participation, your decision must be respected.

For more information regarding clinical studies currently in progress, visit the Research Centre section on the Hospital's web site at [www.douglas.qc.ca](http://www.douglas.qc.ca).

### 1.4.3 Teaching

The Douglas Hospital is a training centre for future healthcare professionals. Over the course of your treatment, it is likely you will come into contact with medical residents, interns and students from every field in the health sector. These people must inform you that they are in training. If you have any questions about them, ask their clinical supervisors.

### 1.4.4 Beneficiaries' Committee (Users' Committee)

The mandate of the Beneficiaries' Committee is to promote and defend the rights and interests of clients or, upon request, to accompany or assist a client in filing a complaint with the Ombudsman, the Regional Complaints and Service Quality Commissioner or the Protecteur du citoyen (the Health and Social Services Ombudsman). Moreover, this committee must foster improvement in the quality of clients' living conditions and assess their degree of satisfaction with Hospital services.

If you have any concerns regarding the collective interests of clients or would like more information pertaining to your rights and responsibilities or about this committee, contact the Beneficiaries' Committee at (514) 761-6131, ext. 2286 (Newman Pavilion, Room H-2124).

### 1.4.5 Ombudsman (Local Complaints and Service Quality Commissioner)

The Ombudsman ensures the promotion and protection of clients' individual rights. Therefore, any Douglas Hospital client, whether hospitalised or not, is entitled to the Ombudsman's help. His role is to improve the quality of services; increase overall satisfaction; listen to problems and concerns; advise people of their rights, responsibilities and recourse; receive and handle all requests (information, assistance or intervention), and investigate complaints; and promote the Douglas Hospital's Code of Ethics.

If you feel your rights have been infringed upon, you must first discuss the matter with your health practitioner and the head of the department in question. If this proves to be difficult, you can contact the Ombudsman, who will assist you or direct you to the appropriate people or recourse, at (514) 761-6131, ext. 3287 (Dobell Pavilion, Room B-1135).

### 1.4.6 Other sources of recourse

#### Action autonomie

1260 St. Catherine St. E.  
Suite 208  
Montréal, Quebec H2L 2H2  
(514) 525-5060

#### Curateur public du Québec

Montréal Area  
454 Place Jacques-Cartier  
Suite 200  
Montréal, Quebec H2Y 3B3  
(514) 873-3002

#### CAAP- Island of Montréal

420 De la Gauchetière St. W.  
Montréal, Quebec H2Z 1E1  
(514) 861-5998 / 1 (877) 767-2227

#### The Health and Social Services Ombudsman

500 René-Lévesque Blvd. W.  
Suite 6.400  
Montréal, Quebec H2Z 1W7  
(514) 873-3205

*Valid until March 31, 2006*

#### Regional Complaints and Service Quality Commissioner

Agency developing local health and social services networks in Montréal  
Public Service  
3725 St. Denis St.  
Montréal, Quebec H2X 3L9  
(514) 286-5615

#### The Protecteur du citoyen

1 Notre-Dame St. E.  
Montréal, Quebec H2Y 2B6  
(514) 873-2032

*As of April 1, 2006*

#### Commission d'accès à l'information du Québec

480 St. Laurent Blvd., Suite 501  
Montréal, Quebec H2Y 3Y7  
(514) 873-4196

#### Tribunal administratif du Québec

500 René-Lévesque Blvd. W.  
21<sup>st</sup> Floor  
Montréal, Quebec H2Z 1W7  
(514) 873-7154

#### Commission des droits de la personne et des droits de la jeunesse

360 St. Jacques St. W., 2<sup>nd</sup> Floor  
Montréal, Quebec H2Y 1P5  
(514) 873-5146

## SECTION 2 PERSONNEL CONDUCT AND PRACTICES



### 2.1 PERSONNEL'S RESPONSIBILITIES TOWARDS THE CLIENT

The Douglas Hospital expects its personnel to pay particular attention to the protection of clients' rights, to ensure that their respect and dignity is maintained and to offer quality service according to best practices.

At all times and under all circumstances, personnel must:

#### Respect and protect clients in every way

The client has rights with regards to the provision of health and social services. He must be treated with respect in relation to his individuality, to confidentiality and to the protection of his property and personal effects.

#### 2.1.1 Respect client individuality

- By encouraging the client's development, while ensuring his individuality and privacy are respected.
- By maintaining professional, courteous and respectful relationships.

- By respecting the client's modesty and dignity during treatment, examination or personal hygiene care, and his choice to receive intimate care by someone of the same sex (depending on available resources).
- By avoiding any familiarity and addressing them by their last or first names, whichever they prefer. If an informal tone is employed, make certain it is done with discernment and out of kindness, not in an overly authoritative manner. Disrespectful nicknames are prohibited.

### 2.1.2 Protect clients

- By refraining from any physical and verbal rudeness or any indecent behaviour in his presence.
- By abstaining from participating in any and all sexual activities or relations with the client whatsoever.
- By protecting him against all forms of abuse, exploitation or harassment and against all degrading or discriminatory treatment.
- By promptly intervening on his behalf in the event an employee is witness to a violation of any kind or is informed of any such infraction. The employee must then notify his superior; if he fails to do so, the Douglas Hospital will consider him an accomplice to the incident.
- By reporting all unacceptable behaviour endured by the client, including those in temporary or permanent residences governed by the Douglas Hospital's residential resources.<sup>12</sup>

### 2.1.3 Respect client's freedom to act

- By encouraging his participation in social and recreational activities, while respecting his decision concerning whether or not to participate.
- By encouraging him to participate in Beneficiaries' Committee activities, while respecting his decision whether or not to participate.
- By helping him exercise his right to communicate with the outside world, taking into account clinical indications and available resources.
- By helping him exercise his right to vote and perform his duties as a citizen, while respecting his political opinions.

- By respecting his spiritual values and facilitating, if possible and if so desired, his access to a member of the clergy of his choice.

### 2.1.4 Respect client confidentiality

- By ensuring confidentiality of medical records and information obtained within the context of work or an internship. None of the content above may be disclosed, verbally or otherwise, unless it has been authorised by the client or the Act.
- By discussing information pertaining to the client in an area suitable for that purpose and in which other clients are not present.
- By refraining from commenting, in common areas or outside the institution, on a client's behaviour, state of health or course of treatment.

### 2.1.5 Respect client property

- By protecting and respecting client property and personal effects, when personnel have assumed responsibility for them.
- By not searching through client personal effects, except for clinical, hygienic or safety purposes.
- By immediately informing a superior upon witnessing theft of client property. If an employee fails to do so, the Douglas Hospital will consider him an accomplice to the infraction.
- By promptly delivering mail to the client, without it having been opened, unless prior authorisation was obtained from the client or his legal representatives.
- By refusing to accept gifts, unless they are of modest or symbolic value, or a bequest by a Hospital client, unless you are a spouse or loved one.

### Provide quality care and service

The quality of care provided to the client, as well as his safety and well-being, are of utmost priority to the Douglas Hospital.

### 2.1.6 Respect the client's right to access care and services

- By providing him with access to care and services without any form of discrimination.
- By providing the best quality care and services, taking into account available resources.

<sup>12</sup> Such reports will be looked upon favourably by the Office of the Director General, which ensures that employees will not face any reprisals.

- By cooperating with the client and his legal representatives by responding to, or referring any request for, information (including risks and possible side effects) concerning his Individualised Intervention Plan (IIP).
- By ensuring the client and his legal representatives participate in the development and modification of the Individualised Intervention Plan (IIP).
- By complying with the client's Individualised Intervention Plan (IIP).<sup>13</sup>
- By immediately informing a superior when the client's Individualised Intervention Plan (IIP) is not being observed.
- By not resorting to isolation or confinement except under extenuating circumstances – and then only sparingly and for short periods – after alternative measures have proven ineffective and after having obtained the necessary consent (except in cases of emergency), in compliance with Hospital regulations and policies.

### 2.1.7 Ensure client safety and well-being

- By protecting him in emergency situations.
- By constantly tending to the order and cleanliness of the areas he occupies, providing him with a pleasant living space.
- By complying with the Hospital's administrative regulations and procedures.
- By exercising the necessary vigilance to minimise the risks of incidents and accidents.
- By reporting any accident/incident involving a client, by completing form AH-223 Incident/Accident Report, as quickly as possible, and submitting it to an immediate supervisor.
- By disclosing to the client, or his family, any accident to which he was victim while receiving services, in accordance with the Hospital's disclosure policy.

## 2.2 PERSONNEL'S RESPONSIBILITIES TOWARDS THEIR EMPLOYER, COLLEAGUES, HOSPITAL VISITORS AND CLIENTS' FAMILIES AND FRIENDS

At all times and under all circumstances, personnel must:

### 2.2.1 Respect their employer and the employer's mission

- By knowing and sharing the Hospital's tripartite mission of: care, teaching and research.
- By carrying out meticulous, honest and appropriate work as part of their duties.
- By using work hours in a judicious manner.
- By working safely. In the event of an incident or accident affecting one's person, employees are obligated to declare the event by completing forms AH-223 and #517, the Report on Health and Safety at Work, as soon as possible.
- By using the Hospital's material resources for the purposes intended, in a prudent and appropriate manner, guaranteeing the quality of the work environment.
- By protecting the Hospital's interests and reputation.
- By avoiding situations which may generate a conflict of interest or the appearance of a conflict of interest by declaring the nature of the conflict between the employee's interests with those of the parties involved and those of the Hospital. Should these circumstances arise, personnel must fill out the Declaration of Interests form and submit it to the Director General.

### 2.2.2 Respect colleagues

- By recognising the basic rights of colleagues and refraining from any form of harassment, intimidation or threat.
- By respecting their ethnic origins, values and beliefs.
- By considering them to be important human resources, worthy of respect and promoting harmonious working relationships.
- By showing consideration for their dignity and refraining from making remarks that could damage their reputations or credibility.

### 2.2.3 Assist and respect the clients' families, friends and visitors

- By treating them with respect, encouraging them to observe the institution's rules and policies and to ensure a safe environment.

<sup>13</sup> This responsibility applies equally to the Individualised Service Plan (ISP), in instances when clients are also receiving services from other institutions.

## INFRINGEMENT

Any violation of this Code will not be tolerated and may incur administrative, disciplinary or academic measures. It must instantly be brought to the attention of an immediate supervisor or his supervisor (if your immediate supervisor is unable to resolve the matter or refuses to take action if the matter occurred during the offering of services).

## CONCLUSION

This Code of Ethics is intended to serve as a tool for promoting, raising awareness, and rallying everyone involved with the organisation, whether they are clients, families, friends or personnel. Its purpose is to foster a climate that favors cooperation and facilitates the recovery of individuals suffering from mental illness.

The Code of Ethics promotes clients' rights by appealing to their sense of responsibility. It also defines what is expected of health practitioners in order to ensure quality service. This Code is not limited to the contents herein and must be used judiciously, in accordance with various situations.

For more information about the Code of Ethics:

**If you are a client, contact:**

the Beneficiaries' Committee at (514) 761-6131, ext. 2286 or the Ombudsman at (514) 762-3010 or (514) 761-6131, ext. 3287

**If you are an employee, contact:**

your immediate supervisor or the Human Resources Directorate at (514) 761-6131, ext. 2777