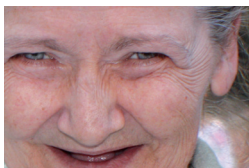




Together, committed to health  
and solidarity in our  
neighbourhood



# Code of ethics

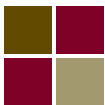


Clinique communautaire  
de Pointe-Saint-Charles

[www.ccpssc.qc.ca](http://www.ccpssc.qc.ca)



Ethics is the link between  
you, us and the  
community



# The Clinic in context

The Clinic played a major role in developing the health-care system and, more particularly, in founding the local community service centres (CLSCs).

In the 1970s, difficult living conditions in this working class neighbourhood and the political context at the time led local citizens to wage social and political battles. The goal was to improve the overall health of the neighbourhood while also providing individual health services that would be close by, accessible and adapted to residents' needs.

The Clinic is a non-profit organization (NPO) with the mandate of a CLSC Pointe-Saint-Charles neighbourhood. It is the only autonomous and independent organization to have this mandate in Quebec.

The Clinic is a democratic organization. The general assembly determines its guidelines and action priorities, and elects its board of directors, among neighbourhood residents. From its start, the Clinic has been closely associated with community development in Pointe-Saint-Charles.

Several multidisciplinary teams work at the Clinic to carry out its mission and provide services. You can receive healthcare or social services, or get involved in collective action to improve the living and health standards of the people of Pointe-Saint-Charles.







## Our first concern: the population's wellbeing!

At the Clinic every effort is made so that each individual's values, dignity and autonomy are respected. Striving for mutual respect, the Clinic's users and staff work together to improve the health and wellbeing of Pointe-Saint-Charles' population. This code of ethics is also aimed at encouraging citizens to take charge of their health.



## Commitment to the community

The Clinic works with neighbourhood organizations to bring people together, defend their rights and jointly find solutions to individual and collective problems.



## Citizen participation

All neighbourhood citizens are invited to become members of the Clinic, vote at general assemblies, elect the board of directors, sit on committees, and run for office.

# Introduction

With this document, the Clinic is proud to express its wish to establish clear and, respectful relations with the population of Pointe-Saint-Charles while affirming everyone's rights and responsibilities.

To accomplish these values and mission to support the population, each and every person must comply with these rules, which represent an ideal to be achieved.

## A reference tool

This code of ethics is our common tool; it is designed to be used by all users of the Clinic, their loved ones, the coordinators, members of the board of directors, staff, health professionals, trainees, contract workers and volunteers. It reflects our priorities and provides conduct guidelines aligned with the values advocated by the Clinic.

It entails a commitment by the staff to provide care and services while striving for continuous improvement, guided by the values of solidarity, commitment and respect.

It also entails a commitment by the users to respect the staff, to cooperate and participate, to recognize the efforts made to accompany and support them in maintaining and improving their living and health conditions.



# Service quality

## 1 Your right to:

- Quality services.
- Accessible services.
- Continuity of services.



## 2 Our commitment is to:

- Give you access to available care and services that are tailored to your needs, reliable and appropriate, and provided as soon as possible.
- Explain to you in clear language the type of care and services provided.
- Provide you with services in French, English or, when possible, with an interpreter.
- Ensure continuity of care by linking Clinic services with those of local community groups and the healthcare network.
- Teach you and your loved ones what you need to know to take active part in your care and the services you receive, and in implementing your intervention plan\*.

## 3 Your responsibility is to:

- Provide all necessary information about your situation or your health.
- Tell us about your expectations and needs, and let the staff know if any instructions are not clear.
- Cooperate with the Clinic's staff when you receive home care by providing a clean, safe environment.



**6** \*An intervention plan is a treatment and/or service plan that details the kind of care you will receive or interventions suggested to you.

# Respect

## **1** Your right to respect means to:

- Be treated with dignity.
- Have your privacy and private life respected.
- Have your human, religious and spiritual values respected.
- Be considered equally and fairly.
- Have your integrity respected.

## **2** Our commitment is to:

- Use respectful language and preferably address you formally.
- Maintain harmonious, polite professional relations with you and other staff members.
- Respect your privacy, dignity and private life.
- Respect your human, religious and spiritual values.
- Be reserved and tactful where care and treatment are concerned.
- Inasmuch as possible, respect your right to choose an institution or professional.
- Allow you to express dissatisfaction.

## **3** Your responsibility is to:

- Respect staff and other users of the Clinic.
- Respect the fact that all verbal, physical or psychological violence and all forms of discrimination are unacceptable on our premises or in homes and could result in the cancellation of services.
- Respect the privacy, wellbeing and individual rights of other users and of staff members.
- Be on time for appointments. If you cannot keep an appointment, cancel it ahead of time.

# Confidentiality and personal information

## 1 Your right is to:

- Be assured of the confidentiality of your file and any information about you.
- Decide on the kind and extent of the information in your file that can be given to other individuals or institutions.
- Be informed of the possible use of your name, address and telephone number for a survey on the quality of services received or for the purpose of fundraising by the Clinic's foundations, unless you refuse.

## 2 Our commitment is to:

- Always respect the confidentiality of your personal information.
- Ensure the relevance and reliability of the notes and documents put in your file.
- Make sure that only authorized individuals have access to your file.
- Never give out any confidential information without your consent, unless it is authorized by law. In the latter case, only provide the relevant and necessary information, and comply with the legislation.
- Inform you and make sure you consent if your name and address are to be used in surveys on service quality, for fundraising for the Clinic's foundation or for other activities such as research.

## 3 Your responsibility is to:

- Respect the private and personal lives of other users and of staff members.
- Inform a person in charge if any violation of confidentiality occurs where you are concerned.
- Inform us if you refuse to have some of your personal information used for the purpose of asking for  
**8** donations, surveys or research.



# Autonomy and participation

## **1** Your right to autonomy is to:

- Be recognized as a person capable of developing your abilities and your power to act.
- Become a member of the Clinic; participate in activities organized by the Clinic, the Members and Users Committee or other committees.
- Participate in care and services provided to you and be involved in decision making.
- Take part in drawing up your intervention plan with your loved ones, if you wish to.

## **2** Our commitment is to:

- Foster your autonomy in carrying out activities of daily living and in other things you have to do, and give you help when needed.
- Encourage you to maintain and develop your abilities, while respecting your limits.
- Adjust our interventions to your pace.
- Create an environment appropriate for you to express your needs and expectations.
- Involve you in drawing up your intervention plan.

## **3** Your responsibility is:

According to your abilities, to:

- Participate in care, services and decisions concerning you.
- Be involved in your intervention plan.
- Attend meetings concerning you and cooperate with the staff.
- Cooperate with Clinic staff when pursuing your autonomy.
- Put to use your personal, social and family resources in your pursuit of autonomy.

# Information and communication

## **1** Your right is to:

- Be told in a clear manner about your health situation so that informed decisions can be made.
- Have access to your file in accordance with the provisions of the law.
- Be informed of any accident that has or could have consequences for your health or wellbeing.
- Be informed of the ways in which you can express your dissatisfaction.

## **2** Our commitment is to:

- Inform you of the services and resources available.
- Inform you of the ways to access them.
- Help you understand more fully your health condition and wellbeing by answering your questions clearly.
- Give you access to your file as soon as possible, unless the assigned professional disagrees.
- Inform you as soon as possible of any accident that occurred while you are receiving services.
- Give you a copy of the complaints examination procedure.

## **3** Your responsibility is to:

- Be honest.
- Ask for information about your rights and responsibilities.
- When making requests, take into account our ability to provide care and services tailored to your needs.
- Tell us if we are not communicating clearly.
- Ask for as many explanations as you need to understand your health condition.
- Express your expectations, needs and agreement or refusal regarding our services.
- Depending on your health condition, tell us the level of care you wish to have: palliative care, last wishes, organ donation, etc.
- Tell a person in charge about any breach of confidentiality

# Protection and security of the person

## **1** Your right is to:

- Receive safe care and services.
- Feel secure physically, psychologically and socially.
- Receive emergency care if your life or physical integrity is threatened.
- Be protected against all forms of abuse; exploitation; verbal, physical or psychological violence; and discrimination.

## **2** Our commitment is to:

- Obtain your free and informed consent for any care or service.
- Avoid any conflict of interest by refusing gifts, advantages or monetary benefits.
- Be vigilant and protect you from any form of abuse, harassment, violence or exploitation.
- Respect the Clinic's security and hygiene measures.
- Be vigilant and protect you if you exhibit behaviour that is dangerous to you or people around you.
- Create a climate of trust and security.

## **3** Your responsibility is to:

- Cooperate with Clinic staff members who provide home care by fostering a clean, safe environment.
- Make sure you keep your possessions safe.
- Report any form of pressure; verbal, physical or psychological violence; or discrimination that you may experience when exercising your rights.
- Tell people in charge about any situation that might endanger your safety or that of the people around you or Clinic staff members.
- Take care of the property the Clinic puts at your disposal.

# Accompaniment and assistance

## **1** Your right to be accompanied and assisted in the exercise of your rights is to:

- Be assisted by a person of your choice for any steps you take concerning your needs or dissatisfaction.
- Receive help from a qualified person to understand medical or psychosocial information concerning you.
- Receive necessary information to exercise your rights.

## **2** Our commitment is to:

- At your request, provide you with help from a professional when looking at your file.
- Provide you with support and assistance if you wish to talk about a situation that concerns you or to obtain a service.
- Allow you to express your dissatisfaction.
- Direct you to the local service quality and complaints commissioner if you need help in making a complaint.
- Provide you with the necessary tools to file a complaint and help you through the procedure if necessary (*pages 13, 14 and 15*).

## **3** Votre responsabilité :

- Inform Clinic workers of the kind of assistance you need.
- Cooperate in the processing of your complaint to the Clinic by providing all relevant information.
- Report any form of pressure that you may experience when exercising your rights.



# You may express your dissatisfaction

If you are not satisfied with the services you have received at the Clinic, we urge you to speak up. That way you will help improve our services.

First, we encourage you to speak to the staff involved or to the person in charge of the service; often they will provide a satisfactory response to your complaint.

If you are not satisfied after taking this first step, you may contact the Clinic's local service quality and complaints commissioner:

**Clinique communautaire de Pointe-Saint-Charles**

**Commissaire locale aux plaintes  
et à la qualité des services**

**500, avenue Ash  
Montréal (QC) H3K 2R4**

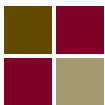
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**514 937-9251 (extension 7203)**

*If the commissioner does not answer,  
please leave a message that includes  
your contact information.*







# Who is the commissioner?

The commissioner is someone who works at the Clinic with an independent status. She acts in the best interest of users and follows up on complaints and monitors the improvement of services.

If you wish, you may be assisted by:

- A person of your choice whom you trust a parent or close relative, for example.
- The Clinic Members and Users Committee by calling **514 937-9251 (extension 7233)**.
- The Centre d'assistance et d'accompagnement aux plaintes de Montréal by calling **514 861-5998**.



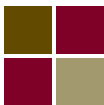
# How is the complaint processed?

When your complaint is received, the local service quality and complaints commissioner begins a completely confidential process to solve the problem:

- She hears your version of the facts.
- She carries out an investigation, if necessary.
- With you, she looks for acceptable solutions.
- If necessary, she makes appropriate recommendations so that the situation does not occur again.
- She informs you of her conclusions.

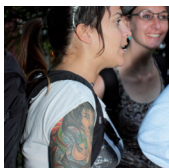
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# Processing of complaints





**ASH service point:**

500, avenue Ash  
Montréal (QC) H3K 2R4  
*Corner Favard*



**CENTRE service point:**

1955, rue du Centre  
Montréal (QC) H3K 1J1  
*Between Jardin and Soulanges*



**514 937-9251**



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