



**Jeffery Hale
Saint Brigid's**

Une communauté de soins
A Community of Care

Code of Ethics

Your rights, our commitments

March 2018

Code of ethics

Your rights, our commitments

Comité sur l'élaboration du Code d'éthique du Centre intégré universitaire de santé et de services sociaux de la Capitale-Nationale

Direction de la qualité, de l'évaluation, de la performance et de l'éthique

Centre intégré universitaire de santé et de services sociaux de la Capitale-Nationale

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INTRODUCTION

MESSAGE FROM THE CHAIR OF THE BOARD AND CEO OF THE CIUSSS DE LA CAPITALE-NATIONALE

MESSAGE FROM THE ASSISTANT DIRECTOR GENERAL OF THE CIUSSS DE LA CAPITALE-NATIONALE AND DIRECTOR OF JEFFERY HALE – SAINT BRIGID’S

The Code of ethics of the CIUSSS de la Capitale-Nationale recognizes the historical, cultural and linguistic characteristics specific to Jeffery Hale – Saint Brigid’s (JHSB), grouped with the CIUSSS since 2015. JHSB’s uniqueness is marked by the English-speaking community’s ongoing engagement in this institution, an institution that it built and that has been serving the entire population of the Capitale-Nationale region for over 150 years. You will find these specific characteristics highlighted inside frames throughout this document. The English version also reflects JHSB’s fundamental values, such as respect, collaboration and compassion.

A clear consensus arises from the mission of JHSB: Building on its heritage of caring for the community, Jeffery Hale – Saint Brigid’s is a dynamic and bilingual institution that distinguishes itself by assuring quality, safety and compassion in both client care and services, and also as a place of work.

Guy Thibodeau, Director of Jeffery Hale – Saint Brigid’s
and Assistant President-Director General of the CIUSSS de la Capitale-Nationale

MESSAGE FROM THE CHAIR OF THE INTEGRATED CENTRE USERS’ COMMITTEE (ICUC)

The primary role of users’ and residents’ committees is to promote and defend the rights of users. They also aim to maintain and improve the living conditions and quality of life of users and residents of the *CIUSSS de la Capitale-Nationale*.

A code of ethics is essential for any institution because it sets out the way in which the rights of users and residents will be respected. It also lays out the manner in which it commits to respect these rights on a daily basis. In addition, a code of ethics is a tool that reminds users and residents of the responsibilities that come with these rights.

The following code of ethics was developed jointly with users’ and residents’ committees to ensure that the rights of all clients are respected, but with an understanding that these rights are associated with certain responsibilities. It was also drafted in a spirit of cooperation because we firmly believe that all employees, users and residents are full of good will and dedicated to finding solutions even when faced with challenging situations.

Véronique Vézina
Chair
Comité des usagers du CIUSSS de la Capitale-Nationale

CODE OF ETHICS: STATEMENT OF USER RIGHTS

The Act respecting health services and social services states the following: *“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.”*

DEFINITION

For the *CIUSSS de la Capitale-Nationale*, a code of ethics is: *“A shared commitment to practices that respect user rights and recognize our mutual responsibilities.”*

Its purpose is to establish the conduct expected of the personnel and partners who work for our institution. It also lists some of the common responsibilities of users.

Our code of ethics will serve as a guide to support our commitment to users in the performance of our duties.

WHO IS IT FOR?

The code of ethics is intended for:

- Users, residents and their families
- All personnel working for the *CIUSSS de la Capitale-Nationale*
- Partners* of the *CIUSSS de la Capitale-Nationale*

*People involved with the institution on a contractual basis for the delivery of residential services or other beneficial activities.

COMMITMENTS TO USERS AND THEIR FAMILIES

As required by law and in accordance with our mission and values, the *CIUSSS de la Capitale-Nationale*, its personnel and partners commit to:

- Working with the community on anticipating and meeting needs
- Offering equitable services in a timely manner
- Promoting the participation of users and their families in their care and services
- Doing everything in their power to achieve the best results
- Coordinating the care and services to users across the continuum of care and services

MISSION OF THE CIUSSS DE LA CAPITALE-NATIONALE

The CIUSSS de la Capitale-Nationale actively contributes to improving the overall health of the population living in its territory. It provides users and their families with local, integrated and accessible health care and social services. With a focus on quality, safety and performance, it delivers care and services in keeping with best practices and innovation and promotes the participation of users, their families and the personnel of the CIUSSS de la Capitale-Nationale.

INTRODUCTION

Jeffery Hale - Saint Brigid's is a public institution that provides a wide range of primary health care services in French and English to the population of the Greater Quebec City region. More recently, Jeffery Hale - Saint Brigid's has developed an expertise in providing services to cultural communities.

In April 2015, our institution began a new chapter in its 150-year history by being grouped with the Centre intégré universitaire en santé et services sociaux de la Capitale-Nationale (CIUSSS).

MISSION OF JEFFERY HALE – SAINT BRIGID'S

With deep roots in Quebec City's English-speaking community and a long tradition of caring, Jeffery Hale – Saint Brigid's is a public, bilingual institution dedicated to providing safe, compassionate and high quality care. Together with its partners in the health and social services network and the community, it makes a positive contribution to the health and well-being of the population it serves by delivering services for all age groups which are linguistically and culturally adapted.

Jeffery Hale – Saint Brigid's plays a pivotal role in the English-speaking community and fosters its vitality. It spearheads concerted actions that promote the development of this community and the health and well-being of its members.

The CIUSSS de la Capitale-Nationale mobilizes and coordinates local networks to meet the needs of the population it serves.

Affiliated with Université Laval and in cooperation with other educational institutions, it delivers quality instruction, shares knowledge and develops leading-edge practices. It also promotes the exchange and dissemination of scientific and clinical knowledge in order to help enhance the quality of the care and services offered.

In accordance with the programs and services under its responsibility, the CIUSSS de la Capitale-Nationale organizes its activities with the support of many stakeholders working in various types of facilities.

Its programs and services cover the following areas:

- Intellectual disability and autism spectrum disorder
- Physical disability
- Addiction
- At-risk youth

- Autonomy support for seniors
- Mental health
- Physical health
- Public health
- General services

VISION

The vision of the *CIUSSS de la Capitale-Nationale* is to “*Be a leader recognized for the excellence and accessibility of its care and services, an institution in which the public and our partners trust and a university centre that inspires its personnel, doctors and researchers.*”

VISION OF JEFFERY HALE – SAINT BRIGID’S

Building on a strong community tradition of caring, Jeffery Hale – Saint Brigid’s is a dynamic, bilingual health and social services institution committed to ensuring quality, safety and compassion for clients and staff.

VALUES

To fulfil its mission, the *CIUSSS de la Capitale-Nationale* has adopted values that serve to guide the actions of our personnel and partners. Here are these values:

- **Compassion**
Compassion involves demonstrating care and empathy in all our interactions with others.
- **Respect**
Respect involves recognizing the capacity of all individuals, acknowledging their intrinsic value and treating them with dignity.
- **Collaboration**
Collaboration is demonstrated by our personnel’s commitment to work in teams and to integrate users and their families, along with our partners from the community, as full members of those teams, all working towards a common goal.
- **Accountability**
Accountability involves rigorous management and responsibility in fulfilling our institutional mission while maintaining a constant focus on the experience and needs of users and their families.
- **Innovation**
Innovation entails a proactive attitude toward change and an ability to seize opportunities, while demonstrating creativity, audacity and courage.

RIGHTS OF USERS

As a user of the *CIUSSS de la Capitale-Nationale*, here are your rights:

The right to be informed

Our commitment:

- We recognize that the right to information is essential and that you have the right to be informed about the care, services and resources available and the right to be informed, as rapidly as possible, of any accident or incident that may occur during the delivery of care and services.
- We recognize that you have the right to receive all such information in the language of your choice (French or English).

As a staff member or partner of the institution, I pledge to:

- Share information in a simple manner by making sure you understand what is being said and by answering your questions so that you can make informed decisions about your care and services.
- Adopt an attitude of openness and honesty that allows you to ask questions about your care.
- Behave in a manner that fosters positive communication.
- Adapt my communication style to your needs.
- Report incidents and accidents that occur during the delivery of care and services, disclose them in a timely manner and inform you of the support measures offered by the institution.
- Speak to users in their preferred language (French or English), or find someone who can.

The right to receive services

Our commitment:

- We recognize that you have the right to receive services that are humane, scientifically and socially-sound and provided in a safe and personalized manner.

As a staff member or partner of the institution, I pledge to:

- Always perform my job based on best practices and in keeping with your experience of the care and services and your knowledge.
- Proceed with vigilance and prudence when providing care and services in order to minimize the risk of accidents.
- When necessary, refer you to the appropriate resources and provide you with the assistance you need.
- Contribute to the continuity of your care and services by ensuring effective coordination and liaison through the timely sharing of information.

The right to receive services from the professional, facility or institution of your choice

Our commitment:

- We recognize your right to choose the professional or institution for the care and services you need, taking into account available resources.

As a staff member or partner of the institution, I pledge to:

- Propose a care and service plan that supports your right to choose.
- Take into account your wish to receive care and services from the professional of your choice.
- Create a climate of openness and respect regarding your freedom to choose the professional or institution you wish.

The right to the privacy of your health file

Our commitment:

- Privacy means ensuring that personal information is not disclosed to unauthorized people. Your health file is confidential and no one can access it without your consent or the consent of a representative legally authorized to act on your behalf. Accessing your health file without your consent is possible in certain special circumstances prescribed by law.

As a staff member or partner of the institution, I pledge to:

- Provide you with care and services in a way that respects your privacy.
- Share with others only medically relevant information needed for your care.
- Disclose only to other authorized individuals the personal information contained in your health file.
- When using your file, always make sure that only authorized individuals can access its content.

The right to respect and dignity

Our commitment:

- We recognize your right to be treated with courtesy, fairness and understanding in a manner that respects your dignity, autonomy, needs and safety.

As a staff member or partner of the institution, I pledge to:

- Be polite and respectful at all times when working with you (in keeping with the policy to promote civility and prevent workplace harassment).
- Treat you fairly without discrimination.
- Adopt an attitude of discretion that protects and respects your privacy and your right to confidentiality.

The right to consent to care and services*

Our commitment:

- We recognize your right, or the right of your legal representative, to give or withdraw your free and informed consent to care and services offered to you.

As a staff member or partner of the institution, I pledge to:

- Ensure that you, or your legal representative, clearly understand the various options for care and services offered to you and their related benefits, risks and consequences.
- Explain your right to consent to care and services and respect your right to refuse such care and services.
- Clearly validate your consent or refusal to a treatment or service.
- Obtain free and informed consent from you or your legal representative before obtaining or forwarding information about you.
- Take into account your definite refusal to a treatment.
- Properly apply the treatments prescribed to you.

**In certain situations (prescribed by law), this right may be temporarily suspended.*

The right to access your file

Our commitment:

- We recognize your right to access your file and are committed to informing you about the ways to do so.

As a staff member or partner of the institution, I pledge to:

- Inform you about the procedure required to consult your file and on the possibility of obtaining assistance from a qualified professional.

The right to participate in decisions affecting you

Our commitment:

- We recognize your right to participate in decisions affecting you.

As a staff member or partner of the institution, I pledge to:

- Support you in your choices.
- Promote shared decision making and, with your approval, have your family or representative participate in the decision making.
- Encourage your participation, as much as you are able, when developing or reviewing your care or intervention plan.
- Clearly explain the nature, goals and effects of a recommended treatment, as well as other available options.
- Recognize your potential and encourage you to develop and maintain your autonomy.

The right to be accompanied, assisted or represented*

Our commitment:

- We recognize your right to be accompanied and assisted by a person of your choice when you wish to obtain information or take steps in relation to a service offered by the institution, on its behalf or by any professional.

As a staff member or partner of the institution, I pledge to:

- Consider the people accompanying, assisting or representing you during our interactions.
- In a case of incapacity, recognize your right to be represented and facilitate this representation.
- Promote the participation of your legal representative and share with him or her all relevant information needed to fulfil this role.

**A user being accompanied or assisted by someone else should never make us lose sight of the fact that the user is the person being addressed.*

The right to file complaints and the right of recourse

Our commitment:

- We recognize your right to be informed about the complaint review process and your right to be accompanied or assisted throughout this process, without risk of reprisals.

As a staff member or partner of the institution, I pledge to:

- Listen to your dissatisfactions and, with together with you, attempt to find a solution.
- Provide you with information about the procedure to express your dissatisfaction or complaints, as needed, and facilitate your access to the local service quality and complaints commissioner if you wish to do so.
- Inform you that the members of the user committee or user complaints assistance and support centre can assist you in the process.

The right to receive end-of-life care

Our commitment:

We recognize your right to receive end-of-life care adapted to your needs when your condition requires it.

As a staff member or partner of the institution, I pledge to:

- Support you in your decision making and refer you to another professional, as the case may be (in the event of a refusal).
- Show you empathy, care and compassion.
- Respect your right to accept or refuse end-of-life care.
- Ensure that your rights and your dignity are respected to the end.
- Accompany you in your last moments.

The right to receive services in English

Our commitment:

- If you are an English speaker, we ensure that you receive the health and social services you need in English or through an interpreter, taking into account the organization and availability of our institution's resources.
- If you do not speak English or French, we ensure that you receive the health and social services you need through an interpreter, taking into account the organization and availability of our institution's resources.

As a staff member or partner of the institution, I pledge to:

- Offer services in English to English-speaking users.
- Seek to obtain services in English for the user if my knowledge of English is insufficient.
- Seek to obtain services through an interpreter for the user if he does not speak English or French.

RESPONSIBILITIES OF USERS AND THEIR FAMILIES

Respect for others

- Be respectful, courteous and polite with staff, other users, their families and our partners.
- Respect the rights of other users, staff of the institution and its partners.
- Respect the property of users and of the institution and comply with existing policies, procedures and regulations.

Appropriate behaviour

- Maintain respectful relationships with other users, staff of the *CIUSSS de la Capitale-Nationale* and its partners, that are free of all forms of harassment and violence.

Appropriate use of care and services

- Communicate your needs and all information relevant to your situation to the best of our ability.
- Respect your commitments to receiving services offered.
- Participate in your care or intervention plan as agreed.
- Make staff aware of the wishes in your advance medical directives, your refusal of care or any other document that could have an impact on your care and services.

Safety for everyone in the institution

A safe environment is essential to the delivery of quality care and services. For this reason, it is important to:

- Apply recommended measures in cases of infection.

- Quickly notify a staff member in a situation when someone's safety is at risk (e.g.: a fall, an aggressive conversation between two people).
- Make proper use of the material and equipment needed for your condition.

GENERAL INFORMATION

Service Quality and Complaints Commissioner

Contact information for the Service Quality and Complaints Commissioner:

2915 Ave Bourg Royal, Québec, Québec
 G1C 3S2
 Phone number: 418-691-0762
 Toll-free number: 1-844-691-0762
 Fax: 418-643-1611
 Email: commissaire.plainte.ciusssc@ssss.gouv.qc.ca

Dissemination of the Code of Ethics

Our code of ethics is the reference for users, their families, and our institution's personnel and partners when it comes to promoting conduct that is based on respect and cooperation. The Service Quality and Complaints Commissioner disseminates information about the rights and obligations of users and on the code of ethics as stipulated in section 233 to raise awareness and promote its principles.

Users' committees

Role of the users' committees

Provide users with information about their rights and responsibilities.

Promote quality of life improvements for users, and evaluate user satisfaction with the services received from the institution.

Advocate for the individual and collective rights and interests of users in their dealings with the institution or any other competent authority.

Upon request, guide and assist users in their actions, including lodging a complaint, should the need arise.

Phone numbers of the various users' committees:

Comité des usagers du CIUSSS de la Capitale-Nationale:
 Telephone: 418 529-9141, ext. 6682

Jeffery Hale - Saint Brigid's Users' Committee:
 Telephone: 418 684-2252, ext.1454

Comité des usagers de l'Institut universitaire en santé mentale de Québec
 Telephone: 418 663-5321, ext. 6788

Comité des usagers du Centre jeunesse – Institut universitaire de Québec
Telephone: 418 661-6951, ext. 1188

Comité des usagers de Charlevoix
Telephone: 418 435-5150, ext. 2328

Comité des usagers de Portneuf
Telephone: 418 285-3025, ext. 4259

Comité des usagers de Québec-Nord
Telephone: 418 628-5630, ext. 2476

Comité des usagers de la Vieille-Capitale
Telephone: 418 529-6571, ext. 27046

Comité des usagers du Centre de réadaptation en déficience intellectuelle de Québec
Telephone: 418 931-2734

Comité des usagers du Centre de réadaptation en déficience physique de Québec
Telephone: 418 529-9141, ext 6002
Teletypewriter (TTY): 418 649-3733

Comité des usagers du Centre de réadaptation en dépendance de Québec
Telephone: 418 663-5008, ext. 4919

**You can obtain the contact information for residents' committees by contacting the related users' committee.*

Bureau du partenariat avec l'utilisateur et de l'éthique (BPUE)

The BPUE is a partnership-building and ethics office whose goal is to coordinate the various commitments made to users of the *CIUSSS de la Capitale-Nationale*. More specifically, its mission is to propose ways to implement best practices to improve the experience of users, enhance cooperation with users/partners and support users' committees in the most effective manner possible. It is also responsible for overseeing ethical clinical and teaching standards.

Here is the contact information of the BPUE:

Bureau du partenariat avec l'utilisateur et de l'éthique
CIUSSS de la Capitale-Nationale
Direction de la qualité, de l'évaluation, de la performance et de l'éthique
Phone number: 418-663-5000, ext. 6505
Email: bpue.ciusscn@ssss.gouv.qc.ca

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Charter of human rights and freedoms
Mission-Vision-Valeurs du CIUSSS de la Capitale-Nationale
Accreditation Canada Standards