



LE CISSS DES LAURENTIDES
complice de votre santé

Code of Ethics

of the Centre intégré de santé et de
services sociaux des Laurentides
(Laurentians Integrated Health and Social
Services Centre)



Québec 

“ The person requiring services
is the reason for the very existence
of those services ”



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A word from the President and Executive Director



The Centre intégré de santé et de services sociaux (CISSS) des Laurentides relies on the commitment of close to 15,500 employees and 1,000 physicians at more than 80 facilities throughout the Laurentian region serving a population of approximately 620 000 people.

The CISSS des Laurentides upholds the right of every person to receive the best care and services at its facilities. Our code of ethics forms the basis for our actions and conduct when dispensing care and services. It goes without saying that it represents an important milestone in the implementation of our policy of continuous improvement.

The code of ethics is based on the following five organizational values:

- Respect;
- Collaboration;
- Commitment;
- Integrity;
- Caring.

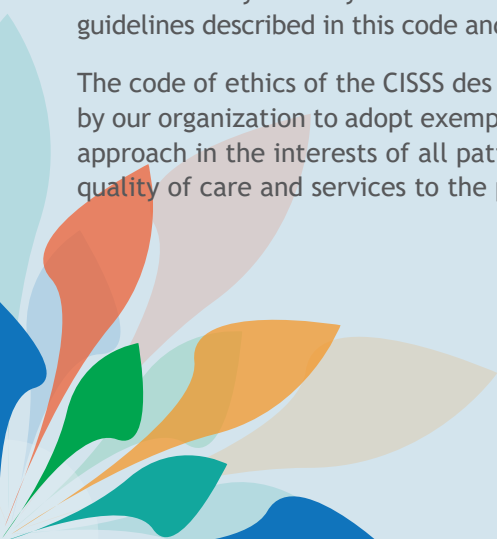
These values must guide the actions and conduct expected of all CISSS des Laurentides personnel, and of all patients and their family members. I urge each and every one of you to familiarize yourselves with the principles and guidelines described in this code and to embrace its values on a daily basis.

The code of ethics of the CISSS des Laurentides constitutes a commitment by our organization to adopt exemplary conduct and to promote a humane approach in the interests of all patients, as well as to provide the highest quality of care and services to the public in the Laurentians.

Happy reading!

Rosemonde Landry

Rosemonde Landry



OUR VALUES

Respect

Respect is the consideration shown to a person because we recognize their human value which leads us to treat them politely, tactfully and diplomatically. Respect implies discreet behaviour in an environment that is attentive to the person's privacy. Respect also underlies an ability to tap into the richness of a person's differences, strengths and resources. Respect also implies that each staff member in the organization acts in accordance with the organization's mission, vision and values.

Collaboration

Collaboration is built upon a relationship of trust and openness where each person's commitment and contribution is based on the achievement of a common goal. Collaboration is essential to teamwork, partnerships and the improvement of wellbeing. It involves sharing information, knowledge and experiences as well concerted action. It is manifested in mutual aid, support and reliance among staff members, users, and the resources of the organization.

Commitment

Commitment is manifested through the actions and behaviour of the organization's staff who, through their teamwork, spontaneously contribute to improving the quality of the services offered to users by the institution, thereby achieving the goals set out in its mission and orientations. The commitment of the organization's staff, as well as members of the public and partners, contributes directly to improving the health and wellbeing of individuals and of the whole community.

Integrity

Integrity underpins the honesty, authenticity and truthfulness which must pervade all relations at every level of the organization and with the users. It also refers to a person's ability to respect their commitments and principles, while also complying with the rules and codes in force. Integrity fosters communication and a climate of trust, engenders credibility and develops responsibility among the various stakeholders.

Caring

Caring is a concern for others, which is expressed in relationships marked by compassion and consideration. Caring aims to preserve and improve the wellbeing of others. It invites each individual to act with empathy and concern and guides actions and decisions throughout the organization.



OUR COMMITMENT TO RESPECT YOUR RIGHTS

**INSPIRED
BY OUR VALUES**



Respect of individuals and their dignity

- To be courteous, civil and polite.
- To use appropriate language and a respectful tone of voice when addressing you and those connected to you.
- To introduce ourselves, to wear at all times an identification badge and to specify the object of the visit or the reason for the intervention.
- To consider you without prejudice regardless of your place of origin, your religion, your social status or any other distinctive feature.
- To use all means available to adapt communications to your needs.
- To be kind and gentle in the acts required for the delivery of care and services and to be mindful of your privacy.
- To respect your immediate environment by refraining from engaging in personal conversations or inappropriate comments.
- To wear clothing that is clean, safe and appropriate, in conformity with the policies and procedures of the establishment.
- To uphold the policies of the establishment regarding the use of social media, smart phones and taking photos or videos.

**RESPECT
CARING**



Accessibility and continuity of services

- To guide you or direct you toward resources that will suit your needs.
- To share with you the information necessary so you can assess your needs and the services required by your condition.
- To make sure that at least one person is able to respond to you in English.
- To share with you the information relative to the resources relevant to your needs.



**RESPECT
COMMITMENT**



Safety and quality of care and services

- To promote trust and to exercise due care and attention in order to provide a clean and safe environment so as to minimize the risks of incidents and accidents.
- To report to the immediate supervisor any display of abuse, mistreatment, neglect or violence, whether it be verbal, psychological or physical.
- To be vigilant about any potential conflict of interest and, when it be the case, to alert the proper authorities within the establishment.
- To participate actively in the process for the continuous improvement of quality.
- To adhere strictly to basic practices established for the prevention of infections.
- To strive for excellence in the application of best clinical and organizational practices.

**RESPECT
INTEGRITY
CARING**



RESPECT INTEGRITY

Information and confidentiality

- To adhere to the rules and policies of the establishment concerning confidentiality.
- To clarify for you any information pertaining to your full understanding of your health condition.
- When necessary, to direct you to the medical records department so that you can be informed about the modalities governing your access to your file.
- To adhere to the rules governing the sharing of information pertaining to incidents and/or accidents having occurred in the delivery of care and services.
- To agree with you on the nature and the scope of the information likely to be shared with your loved ones or third parties.

Assistance, representation and need for accompaniment

- To guide, assist and support you or your representative in your efforts to receive the care and services you need from the establishment.
- To inform you about your right to consult any person of your choice before giving your consent to the measures proposed to you.
- To respect your decision to be assisted by a person of your choice.
- To recognize the responsibilities of your representative.
- To encourage the involvement of your representative and to share relevant information accordingly.

Consent

- To make sure that you understand the various care and services alternatives available to you as well as the risks and consequences associated to each option.
- To obtain your free and informed consent or that of your legal representative before submitting you to any examination, collection of a sample, treatment or other procedure of a medical, psychological or social nature, including participation in a research or evaluation project, unless it is mandated by a situation of emergency.
- To obtain your consent expressed in writing and signed, or that of your legal representative, in the event of your registration or your admission to the establishment, if you are to undergo anesthesia, surgery, endoscopic or invasive examinations or the alienation of a part of your body (including organ donation), in the event of your participation in a research project, before taking photos or videos and before administering any care not medically required.
- To respect, within the boundaries of the Law, your right of refusal provided you are of legal age and deemed able to give consent.

RESPECT
CARING

Participation in decisions

- To recognize your competence and seek your input and that of your loved ones in the decisions pertaining to intervention plans and to the delivery of care and services.
- To count on all actors concerned to work as partners in the decision-making.
- To provide you and your close entourage with sufficient information and knowledge to enable you to contribute actively to your care and services.
- To communicate with you in an efficient manner by sharing relevant information, using language that is clear and precise and ensuring that you understand the information delivered.
- To take into account your needs and your capacities as well as those of your loved ones involved in decisions which concern you.
- To find solutions to your problems, together with you and your loved ones.

COMMITMENT COLLABORATION







Appreciation or dissatisfaction

- To listen to your opinions and/or your dissatisfactions, and acknowledge them in a spirit of open mindedness and dialogue.
- To take into account your comments and suggestions from a perspective of improving our processes, in line with our concern for continuous improvement of the quality of health care and services we provide.
- To research solutions with the relevant resources and, if needed, to seek out the support of authorities having the appropriate competences.
- To enable you to voice out any dissatisfaction to the authority in charge for this sector.
- To inform you adequately on how to exercise your right to lodge a complaint with the service quality and complaints commissioner.
- To share with you, if you so desire, the contact information of the users' committee and those of the residents' committee.

RESPECT COLLABORATION

End-of-life care and advanced directives

Any person whose medical condition requires it has the right to receive end-of-life care. In the eyes of the law, end-of-life care is defined as including palliative care offered to persons at the end of life and medical assistance in dying.

When it comes to advanced directives, our commitment is that we will honour them provided they have been recorded in the provincial registry or in your medical file, or if they were given to us at the time of your health episode in our establishment.



**RESPECT
CARING**

**This is our commitment,
subject to the requirements of the Act:**

- To treat you with understanding, with compassion and with respect for your dignity and your wishes.
- To assess diligently your request for end-of-life care.
- To keep you informed about your prognosis, about end-of-life care available on the territory and about your rights and recourses.
- To give you the care required by your condition, according to your wishes and subject to specific legal requirements of the Act.
- To honour your advanced directives.
- To support the presence of significant friends and family members you have identified as such.

YOUR COMMITMENT

The CISSS des Laurentides makes it a priority to foster harmonious relationships within its facilities. You are a contributing factor to these in your interactions with care providers, other users or with any person associated to the services you are receiving. This also applies to your loved ones as well as to visitors. Mutual respect promotes harmonious relationships and contributes to the safe delivery of quality health care and services.

You commit:

- To collaborate with your care and services as an active partner in the team dispensing your care and services.
- To share any information relevant to your health.
- To participate in the elaboration of your intervention plan and to state clearly your needs and expectations.
- To encourage your loved ones to participate in your care and services.
- To ask for any explanation necessary to your full understanding in order to make free and informed decisions.
- To make appropriate use of the services offered by the establishment, to keep your appointments and to give notice as far in advance as possible if you are unable to come.
- To take responsibility for your personal belongings, your valuables and your money, unless they have been placed under the care of the establishment.

Toward other users

- To be courteous, discrete, considerate and respectful with others.
- To abstain from any form of violence or from inappropriate attitudes or gestures.
- To respect the rights of others and their property.

Toward all personnel associated with the CISSS des Laurentides

- To maintain respectful relationships and appropriate behaviours with the personnel of the organization.
- To abstain from any form of aggression or violence, whether verbal, psychological or physical.
- To share any information relevant to your needs.
- To ask questions that will enable you to make educated decisions concerning your health.

Toward the CISSS des Laurentides

- To share the contact information of the person you have designated to assist or represent you.
- To preserve the assets of the CISSS des Laurentides which are made available to you.
- To uphold the policies and regulations of the CISSS des Laurentides, including:
 1. This Code of Ethics
 2. The directives about safety and the prevention of infections
 3. The regulations about tobacco use, visitation hours and the number of visitors
 4. The policies promoting civic behaviours and prohibiting any form of violence, discrimination or harassment
- To conform to the procedures of admission, registration and release of the establishment.
- To use the existing information channels if you want to voice an opinion to the relevant people and, if the case may be, to the service quality and complaints commissioner.
- To respect the deadlines for the schedule of payment for housing, if applicable.

YOUR PERSONAL AND CONFIDENTIAL INFORMATION

The Act stipulates that a health care establishment has the right to use personal information contained in your file (your name, first name, address and phone number). Therefore, the CISSS des Laurentides may use your contact information to conduct a satisfaction survey or to solicit donations to support the charitable foundations of our establishment.

This information will only be used by duly authorized personnel, for specific purposes and in conformity with the standards of confidentiality. At any time, you have the right to ask us to stop using this information, such as during your admission or your registration process.



APPLICATION OF THE CODE OF ETHICS

The President and Executive Director is the person overseeing the application of the Code of Ethics across the organization.

This Code serves as a reference guide for all members of the organization, for the users and their family and friends, in order to promote relationships based on mutual respect. To ensure that this Code is strictly adhered to, the CISSS des Laurentides has implemented a system for promoting and following-up on this Code, whereby all managers of the CISSS des Laurentides have made the commitment that this Code will be distributed to, made available and applied by their employees.

Consequently, any deviation from the Code of Ethics of the CISSS des Laurentides may be the subject of a complaint presented to the service quality and complaints commissioner, who guarantees its application and its promotion among users and care providers.





COMMENTS OR QUESTIONS?

Service quality and complaints commissioner of the CISSS des Laurentides Marie-Josée Boulianne

Tél.: 450 432-8708
Toll free: 1 866 822-0549
info-plaintes@ssss.gouv.qc.ca



Access to information

All information channels can be found on the website
of the CISSS des Laurentides.

Users' Committee of the CISSS des Laurentides

Saint-Jérôme sector

Tel.: 450-432-2777, extension 25105
comite.des.usagers.ciesslerau@ssss.gouv.qc.ca

Argenteuil sector

Tel.: 450-562-3761, extension 72107

Lac-des-Deux-Montagnes sector

Tel.: 450-472-0013, extension 46351
comite.usagers.lddm@ssss.gouv.qc.ca

Thérèse-De Blainville sector

Tel.: 450-433-2777, extension 65144
comite.usagers.tdb@ssss.gouv.qc.ca

Pays-d'en-Haut sector

Tel.: 450-229-8516, extension 77289
comite.usagers.pdh.ciesslerau@ssss.gouv.qc.ca

Des Sommets sector

Tel.: 819-324-4000, extension 34334
comite.usagers.sommets@ssss.gouv.qc.ca

Antoine-Labelle sector

Tel.: 819-275-2118, extension 53728

Centre de protection de l'enfance et de la jeunesse

(Youth centre of the Laurentians)
Tel.: 450-436-7607, extension 78276
comiteusagers-cj.ciesslerau@ssss.gouv.qc.ca

Centre de réadaptation en dépendance des Laurentides (Addiction rehabilitation centre)

Tel.: 450-432-3789
comiteusagercab@bellnet.ca

DITSA-DP Program (Intellectual and Physical Disability and Autism Spectrum Disorder Program)

Tel.: 450-569-2974, extension 74028
cu.ditsadp.ciesslerau@ssss.gouv.qc.ca

Lachute Résidence

Tel.: 450-562-3761, extension 73553
comite.usagers.rla.ciesslerau@ssss.gouv.qc.ca

Centre intégré
de santé
et de services sociaux
des Laurentides

Québec 