

Centre intégré  
de santé  
et de services sociaux  
de la Côte-Nord

Québec



# CODE OF ETHICS,

*Our daily inspiration*

communauté

femmes

hommes  
services

humain

région

santé

société

sociaux

gens

vie

côte-nord

milieu

enfants

aines

ADOPTED BY THE BOARD OF DIRECTORS ON

réseau

famille

The masculine form used in this document designates both women and men. It is used for the sole purpose of readability and understanding.

The Code of Ethics enters into force on the day it is adopted by the Board of Directors.

The document will be reviewed every 3 years by the Direction des services multidisciplinaires, qualité, évaluation, performance et éthique following its adoption.

A French version is available.

An online version of this document is also available at:  
<http://www.cisss-cotenord.gouv.qc.ca/>

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# Foreword

## A tool to ensure respect for your rights

The Code of Ethics falls under the Act respecting health services and social services, which states that:

*“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.”<sup>1</sup>*

The Code of Ethics informs you of your rights and responsibilities as user and of the behaviour expected from those working for the organization. Thus, the Code of Ethics of the Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord reflects the willingness of administrators, directors, clinical and non-clinical staff members, physicians, residents, interns, volunteers and people working in the different resources to adopt the values selected and to incorporate them into their daily practices in order to fully ensure respect for the rights and freedoms of users and to provide the population with quality, safe and accessible services with respect for your rights.

This Code of Ethics also invites users to assume their responsibilities toward their care and services provided by the CISSS de la Côte-Nord while taking into consideration their conditions and their incapacities.

## About the CISSS de la Côte-Nord

The CISSS de la Côte-Nord is responsible for ensuring the integration of care and services offered to the North Shore population. The establishment serves up to 95 000 inhabitants and employs up to 3500 employees, with 200 physicians, dentist and pharmacists, and several volunteers.

Furthermore, the CISSS de la Côte-Nord works in partnership with about a hundred community organizations.

<sup>1</sup> (CQLR, c S-4.2 s. 233) Act respecting health services and social services

# A few definitions

## Staff

All clinical and non-clinical staff members exercising a function or a profession within the CISSS de la Côte-Nord or within a resource tied to the establishment related to the delivery of care, health services and social services: employees (including contract workers), physicians, residents, pharmacists, dentists, midwives, volunteers, and all interns and associate teachers.

## User

Any individual, and/or the representative of his choice, receiving care and services from the establishment on an inpatient or outpatient basis. The user also includes the resident receiving care or services in a residential centre, a rehabilitation centre, an intermediate resource or a family-type resource.

The definition of user also applies to the underage clientele with the required adjustments and subject to applicable laws.

Every user 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 any service provided by an institution or on its behalf or by any professional practising in a centre operated by the institution. (1991, c. 42, s. 11)

The rights of any person which are recognized under this document may be exercised by a representative. The following persons are presumed to be representatives, according to the circumstances and subject to the priorities provided for in the Civil Code:

- ★ The holder of parental authority of a user who is a minor or the user's tutor;
- ★ The curator, tutor, spouse or close relative of a user of full age under legal incapacity;
- ★ The person authorized by a protection mandate given by the incapable user of full age before his incapacity;
- ★ A person proving that he has a special interest in the user of full age under legal incapacity.

## Code of ethics

Text outlining the values and the moral or civic principles of an organization used by an individual or a group to judge the accuracy of their behaviours.

## Our desire

### Being trustworthy

The Code of Ethics is a tool to promote the rights of users and the practices and behaviours of the staff. Our desire is to encourage attitudes and behaviours based on mutual respect.

It also promotes the empowerment of users receiving care or services.

This Code of Ethics must be used with discernment according to the different situations. It does not replace or substitute for the laws, regulations, codes of conduct, or collective agreements in effect in Québec. It is a complementary tool in continuity with the establishment's guidance documents.



*North of all  
what we can become*

# Our mission

Meeting your health and well-being needs

The CISSS de la Côte-Nord is a public care and general and specialized services establishment. Its mission is to promote the maintenance and the improvement of the health and well-being of the population in the region and to ensure the governance of the territorial health and social services network in compliance with the ministerial orientations and policies.

MISSION  
VISION  
valeurs



# Our vision

North of all what we can become

The North Shore, an environment of choice to reach your full potential; thinking outside the box to favour diversity.

# Our values

Our values, for our actions, our relationships and our decisions

In order to carry out its mission, the Centre intégré de santé et de services sociaux de la Côte-Nord adopted values guiding all members of the organization.

Five values inspire us:

## Transparency

Transparency is our reference point and our guide in the art of sharing our realities (positive or not) with humility, and of ensuring a common understanding of the situations uniting us and of the information required to follow its evolution. We focus on transparency to create reassuring ties.

## Respect

Respect is the core foundation of our interactions. It contributes to self-esteem and to the recognition of the other's unicity, entirety and complexity which cannot be summarized as a health condition, a title or a function.

## Appreciation

Appreciation is privileged in order to support the expression of consideration between people. It is a shared responsibility to create a more coherent and fluid circulation of simple gestures favouring a climate of gratitude.

## Collaboration

Collaboration is privileged to allow us to develop a respectful climate towards everyone's contribution to a common goal: supporting people's well-being in a harmonious climate.

## Cohesion

Cohesion is privileged to allow us to act according to a common vision formulated coherently throughout the CISSS de la Côte-Nord.

**These values and principles guide and direct our decisions, our actions and our relationships to ensure that the rights and the autonomy of users and their loved ones are respected.**

## Our guiding principle

At the CISSS de la Côte-Nord, humanism means contributing to the individual and collective well-being on a daily basis by prioritizing...

- ★ The respect of everyone's dignity
- ★ Mutual support
- ★ The consideration of others' reality
- ★ The recognition of strengths, abilities and expertise
- ★ The pursuit of opportunities

# The recognition of user rights

Our commitment:

## RESPECTING YOUR RIGHTS

User rights refer to all the rules and regulations guiding human relationships. They mainly come from the laws governing the health and social services network, from the Civil Code of Québec and from the Charter of human rights and freedoms.

The respect of these rights is based on the values that all members of the organization<sup>2</sup> commit to apply in their actions and in their daily relationships with users.

In every intervention with a user, it is important to ensure his and his loved ones' respect, dignity, integrity, intimacy and privacy.

## The right to respect and dignity

KEY VALUES:

### RESPECT AND TRANSPARENCY

#### WE ARE COMMITTED TO:

- ★ Acting with courtesy, civility and politeness.
- ★ Wearing our employee card and identifying ourselves with our name and function.
- ★ Using appropriate language and a respectful tone when talking to you.
- ★ Indicating the purpose and the nature of the actions we take.
- ★ Adapting the communication strategies to your needs.
- ★ Taking means to respect your modesty and dignity.
- ★ Accompanying you in your decisions and respecting your choices.
- ★ Respecting your emotional and spiritual life, as well as your need for intimacy and solitude within the limits provided for by law and to the extent that it does not affect your safety and your integrity, or violate other people's rights.
- ★ Showing discretion and restraint; avoiding any conversation on personal matters between members of staff in your presence.
- ★ Maintaining a professional distance, notably regarding the sharing of personal contact information or the presence on social media with regards to your personal life or that of your loved ones.

<sup>2</sup> Any person exercising a function within the establishment or within a resource tied to the establishment for the delivery of health services or social services: employees (including contract workers), physicians (including residents), dentists, midwives, interns and volunteers.



## The right to protection

KEY VALUES:

**RESPECT, COHESION AND  
TRANSPARENCY**

The CISSS de la Côte-Nord considers that providing the user with the protection, the safety and the attention he requires is essential.

### WE ARE COMMITTED TO:

- ★ Providing you with safe care and services.
- ★ Ensuring constant vigilance to protect you against any form of abuse, harassment, exploitation or negligence and to minimize the risk of incident or accident.
- ★ Providing you with all the assistance you need in case of difficulty, risk or dangerous behaviour which may affect your safety.
- ★ Providing you with a safe environment taking into consideration all the rules set out in the emergency measures.
- ★ Providing you with an environment in compliance with health and safety standards.
- ★ Reporting any incident or accident without delay and intervening quickly to minimize the consequence and to implement the appropriate measures.
- ★ Using safe and functional equipment and ensuring its proper maintenance.

## The right to accessible quality services

(LSSSS, sections 5, 6, 7, 13, 14, 100)

KEY VALUES:

**RECOGNITION, COHESION AND  
COLLABORATION**

The user has access to adequate, continuous, safe, personalized and complementary quality services that are adapted to his health and well-being.

### WE ARE COMMITTED TO:

- ★ Showing empathy and listening to your needs.
- ★ Providing you with the care and services required by your health condition.
- ★ Considering your choices for the professional, the facility or the establishment which will provide the services, depending on the available resources, as soon as possible and while providing you with the support you need.
- ★ Using the best practices.
- ★ Assuring the continuity of services with efficient coordination and connection, and transmitting the required information in a timely manner.
- ★ Treating all users with the same fairness, without any discrimination.
- ★ Lodging the user in the establishment until his health condition allows him to return home or until he has a place in another establishment.

## The right to information and confidentiality

(LSSSS, sections 4, 15 and 17 to 28)

KEY VALUES:

**RESPECT, RECOGNITION AND TRANSPARENCY**

The user must have access to all the information required to make free and informed decisions regarding his health and well-being. The information, personal information and the content of his file are treated with discretion and confidentiality.

### WE ARE COMMITTED TO:

- ★ Helping you understand your situation and informing you about the means to be taken to ensure your health and well-being.
- ★ Informing you on the services offered by the establishment and on how to access them.
- ★ Ensuring the transmission of information and answering your questions in order for you to make informed choices on the care and services you must receive.
- ★ Agreeing with you on the nature and the extent of the information to be shared with your relatives.
- ★ Disclosing to you the accidents and incidents concerning you that occurred as part of the delivery of care and services which may have consequences.
- ★ Communicating with the English-speaking or Innu user in his mother tongue when he receives services.
- ★ Allowing you to access your file, subject to certain limitations.
- ★ Keep the information gathered on you confidential, except in situations provided by law.

## The right to autonomy, participation and consent

(LSSSS, sections 8, 9, 10 and 12)

KEY VALUES:

**RECOGNITION, COHESION AND COLLABORATION**

The CISSS de la Côte-Nord advocates the participation of the user in all the decisions concerning him, to the extent of his capabilities and according to his preferences.

### WE ARE COMMITTED TO:

- ★ Creating an environment favouring the expression of your needs and expectations.
- ★ Encouraging you to participate as partner of the care and services you receive and favouring your contribution to the development or the revision of your intervention or service plan.
- ★ Getting your free and informed consent before any examination, sampling, treatment or other intervention.
- ★ Respecting limitations ensuing from your condition or situation (disabilities, personal resources or others).
- ★ Promoting your autonomy in activities of daily living and assisting you as required.
- ★ Promoting your participation in the delivery of your care and services.

## The right to accompaniment, assistance and representation

(LSSSS, sections 11 and 12)

KEY VALUES:

**RECOGNITION, RESPECT AND COLLABORATION**

The CISSS de la Côte-Nord considers that offering accompaniment and assistance to a user in order for him to understand the information, to express himself or to get a service, as well as giving him access to representation to exercise his rights and consent to care and services in case of loss of decision-making autonomy, is essential.

### WE ARE COMMITTED TO:

- ★ Providing you with the assistance of a qualified professional when consulting your file.
- ★ Allowing you, as much as possible, to be accompanied by someone you trust when you meet with our staff or when you receive care or services.
- ★ Recognizing your right to be represented in case of incapacity and facilitating this representation.
- ★ Getting the consent of the person legally authorized to express himself on your behalf.
- ★ Favouring the involvement of your representative and communicating the relevant information with him in order to allow him to fully take on his role.

## The right to appeal and to file a complaint

(LSSSS, sections 34, 44, 53, 60 and 73)

KEY VALUES:

**RECOGNITION, TRANSPARENCY AND COHESION**

At all times, the user is allowed to express dissatisfaction and, if necessary, to file a complaint.

### WE ARE COMMITTED TO:

- ★ Searching for solutions with you in case of dissatisfaction.
- ★ Informing you about your rights, the complaint examination process, the procedures for appeals, as well as the contact information of the person serving as Service Quality of Complaints Commissioner.
- ★ Informing you about the Users' Committee, the Residents' Committee and the Centre d'assistance et d'accompagnement aux plaintes (CAAP).
- ★ Giving you the contact information of their representatives.

# Your personal and confidential information

## Strict usage regulations

The record of a user is confidential and no person may have access to it except with the consent of the user or the person qualified to give consent on his behalf. Information contained in a user's record may, however, be communicated without the user's consent (e.g. on the order of a court, coroner, service quality and complaints commissioner, etc.) (s. 19 LSSSS).

Thus, the CISSS de la Côte-Nord can use your name, address and telephone number for a survey on user satisfaction (s. 107) or to solicit donations to the foundations of the CISSS de la Côte-Nord (s. 27.3 LSSSS), unless you refuse.

This information is only used by duly authorized people, for the prescribed purposes only, and in accordance with confidentiality standards. You can ask us to stop using it at all times.



# Your responsibilities

## Your involvement is necessary

As user of the CISSS de la Côte-Nord, you have rights, but also responsibilities toward yourself, the staff and other users. The establishment aims to maintain good relationships between intervenors, users and visitors. Mutual respect favours harmonious relationships between individuals and contributes to the delivery of safe quality care and services.

### FOR YOURSELF

You have a responsibility in the evolution of your physical, psychological or social health condition; that is why we ask you, to the best of your abilities, to:

- ★ Take part in the improvement of your situation by expressing your needs and expectations and by taking part in the treatment plan, the intervention plan or the individualized service plan, as well as in the care and services you receive.
- ★ Make judicious use of the offered and available services.
- ★ Attend the scheduled appointments and be punctual. If you are unable to attend the appointment, let us know as soon as possible in order for another user to benefit from your spot in the schedule.
- ★ Indicate the existence of a mandate in case of incapacity to the establishment and provide the contact information of the designated person.
- ★ Be responsible of your personal belongings and you are invited not to keep them with you.

### TOWARD OTHER USERS

You have a responsibility in the evolution of the quality of relationships between people around you; that is why we ask you to:

- ★ Show courtesy, discretion, delicacy and respect for intimacy and privacy.
- ★ Avoid having dangerous objects or harmful substances in your possession.

### TOWARD EMPLOYEES, PHYSICIANS, VOLUNTEERS AND OTHER RESOURCES

You have a responsibility in the evolution of the quality of your relationships with the intervenors; that is why we ask you to:

- ★ Have harmonious and respectful relationships with everyone.
- ★ Give all the required information for the evaluation of your needs and ask explanations on the proposed care and services.
- ★ Prevent, where possible, any situation representing a risk to your and other users' health and well-being.
- ★ Promote relationships based on civility, kindness and good conduct, and free of all forms of violence.

The CISSS promotes good behaviours.

### TOWARD THE ESTABLISHMENT

You have a responsibility in the preservation of your property and that of the establishment made available to you, as well as of the various regulations and policies. That is why we ask you to:

- ★ Take every precaution to protect your property and that of the establishment.
- ★ Comply with the establishment's safety, hygiene and infection prevention instructions.
- ★ Comply with the establishment's admission, registration and discharge procedures.
- ★ Meet the deadlines regarding the payment of lodging contributions.
- ★ Comply with the laws and policies inherent to tobacco or cannabis.

# We listen to the needs of users and we are concerned about your well-being

## Here are some possible avenues

For any situation you deem inadequate, to be corrected or to improve, we first invite you to refer to the staff or the manager in charge of the delivery of your care and services. These people are prepared and open to discussing all problematic situations with you.

However, the user who thinks that his rights are not respected can contact:

Service Quality and Complaints Commissioner

The Service Quality and Complaints Commissioner is accountable to the Board of Directors for the respect of user rights and the diligent processing of their complaints.

Commissariat aux plaintes et à la qualité des services

CISSS de la Côte-Nord

45, rue du Père-Divet

Sept-Îles (Québec) G4R 3N7

Telephone: 418 962-9761, ext. 452408 or 1 877 962-9761, ext. 452408

Email: [plaintes.09cisss@ssss.gouv.qc.ca](mailto:plaintes.09cisss@ssss.gouv.qc.ca)

Users' committees

Users' committees defend the common rights and issues of health and social services users on the North Shore in order to improve the quality of care and services.

According to the Act respecting health services and social services, their mandate is to defend the rights of users and to promote their interests. They assist users and their representatives and ensure they are treated with respect and dignity. They are the spokespersons of users with the establishment (reference framework 2.2.1).

Ensuring user rights are respected and monitoring the quality of services and the satisfaction of users are the foundations guiding their actions.

Telephone: 1 866 545-2038, ext. 342763

Email: [comite\\_des\\_usagers.09cisss@ssss.gouv.qc.ca](mailto:comite_des_usagers.09cisss@ssss.gouv.qc.ca)

Centre d'assistance et d'accompagnement aux plaintes

The Centre d'assistance et d'accompagnement aux plaintes Côte-Nord, also known as CAAP Côte-Nord, is a community organization that assists individuals who are dissatisfied with health and social services or are experiencing difficulties with these services, free of charge.

Telephone: 1 877 767-2227

Email: [info@caap-cn.org](mailto:info@caap-cn.org)

# North of all what we can become



Benchmarks to build a climate  
which resembles us

AND YOU...

HOW DO YOU SEE YOUR ROLE REGARDING THESE VALUES?

Division  
du travail  
et des entreprises  
du Québec

Québec

Image: iStockphoto.com/Chris Jones

***Centre intégré de santé et  
de services sociaux de la Côte-Nord***

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