

THE PURPOSE OF HAVING A CODE OF ETHICS

In compliance with the Act respecting health services and social services, the Code of Ethics testifies to the commitment of the CISSS de la Côte-Nord towards users and their families. It serves as a guide to all the people who work at the CISSS de la Côte-Nord (staff members, physicians, interns and volunteers) as well as to the persons in charge of residential resources.

Our Code of Ethics is based on the values and the guiding principles of our management approach which centers on the care and services to people. It is aimed at encouraging the establishment and maintenance of harmonious relationships between users, families, staff members and residential resource partners.

We encourage all users to become familiar with our Code of Ethics which sets out their rights and responsibilities, enabling them to fully participate in the care and services they receive. In addition, it is important for everyone working at the CISSS de la Côte-Nord, and more specifically for the residential resource partners, to keep this tool close at hand as it is intended to inspire them in their day-to-day communications with users and their families, and with their colleagues and partners.

choices
safe personalized care
rights
satisfaction
recognition



If you believe that your rights have not been respected, you can contact:

Service Quality and Complaints Commissioner

Telephone: 1 877 962-9761, ext. 452408

Email: plaintes.09cisss@ssss.gouv.qc.ca

Users' committee

Telephone: 1 866 545-2038, ext. 342763

Email: comite_des_usagers.09cisss@ssss.gouv.qc.ca

Centre d'assistance et d'accompagnement aux plaintes

Telephone: 1 877 767-2227

Email: info@caap-cn.org

CISSS de la Côte-Nord

835, boulevard Jolliet

Baie-Comeau (Québec) G5C 1P5

418 589-9845



Follow us!

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

www.cisss-cotenord.gouv.qc.ca

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et de services sociaux
de la Côte-Nord

Québec 

CODE OF ETHICS

Our daily inspiration...

07-2019 - G1-241-001

Québec 

The values that drive us

At the CISSS de la Côte-Nord, our humanistic approach is aimed at the individual and collective well-being of users and at prioritizing:

- ◆ Transparency
- ◆ Respect
- ◆ Appreciation
- ◆ Collaboration
- ◆ Cohesion

Relying on these values helps us guide our decisions, our actions and our relations to ensure that the rights and the autonomy of users and their loved ones are respected.

Our commitment towards people and their loved ones

- ◆ We respect your rights
- ◆ We show concern for your whole person
- ◆ We adopt respectful attitudes, gestures and behaviours towards you
- ◆ We value your intelligence, your talents and your judgement
- ◆ We encourage your commitment
- ◆ We recognize your contribution
- ◆ We are transparent
- ◆ We make our mutual roles and expectations clear

User rights

At the CISSS de la Côte-Nord, users (or their representatives) have the right to:

- ◆ Be informed about the available services and how to get them
- ◆ Receive adequate services from a human, scientific and social standpoint on a continuous basis and in a personalized and safe manner
- ◆ Be a resident until their condition makes it possible to return to their environment
- ◆ Choose the professional or the institution from which they receive services (considering the available resources)
- ◆ Be informed about their condition (possible solutions, treatment risks and consequences)
- ◆ Have access to their file, which is confidential
- ◆ Be informed, as soon as possible, of any incident or accident that occurs during the provision of services
- ◆ Be treated with courtesy, fairness and understanding in the respect and recognition of their dignity, their autonomy and their needs
- ◆ Accept or refuse care and services in a free and informed manner
- ◆ Receive emergency care if needed
- ◆ Participate in decisions, intervention plans and services that concern them
- ◆ Be accompanied or assisted by the person of their choice when receiving a service or information
- ◆ File a complaint, without risk of reprisal, be informed of the complaint examination procedure and be accompanied or assisted if necessary
- ◆ Request that their name, address and telephone number be removed for solicitation related to fundraising activities or information regarding their expectations or satisfaction towards the services received
- ◆ Be represented regarding all the rights recognized in the event of temporary or permanent incapacity for the purpose of giving consent

User responsibilities

In order to improve their level of service, users (or their representatives) can assist the staff in many ways. They can:

- ◆ Express their needs and expectations
- ◆ Actively participate in the decisions that concern them and in reaching the objectives that are targeted during care and services
- ◆ Make judicious use of the services that are proposed to them
- ◆ Have courteous and respectful relationships with the staff and other users
- ◆ Inform the staff of their satisfaction with respect to the services received or use the prescribed measures to express their dissatisfaction or their disagreement
- ◆ Respect the scheduled appointments and notify the staff of any change as soon as possible
- ◆ Respect the facilities and the equipment provided during the course of the services received
- ◆ Take into consideration the deadlines, limitations and constraints that the resources of the CISSS de la Côte-Nord deal with on a daily basis

decisions

needs

respect

cooperation

