

TO: All employees and physicians

FROM: Myriam Gagné, Acting Assistant to the President and executive director and media relations officer

DATE: June 11th, 2020

SUBJECT: **Respect of confidentiality and measures**

Under the Civil Code of Québec and the Act respecting health services and social services, the employees of a health or social services establishment must respect the confidentiality of the information they access during their work. Several professional codes also require their members to respect professional secret, such as the Code of ethics of nurses or the Code of ethics of physicians.

The pandemic context is particularly difficult, but the respect of privacy and the protection of personal information remain priorities. Seeing as some concerning situations were brought to the attention of the direction, we want to remind you of a few important points:

- Under no circumstance should you share with a colleague information that allows them to identify a user, if that information is not relevant to their work;
- Before sharing information about a user, make sure that you are in a location that allows for a confidential conversation;
- Your employment contract requires you to respect confidentiality.

Regardless of your job title at the CISSS, revealing information that allows for the identification of a user, in a non-professional context, whether to your family, on social media, or elsewhere, is strictly forbidden.

Respect is one of the values that are important to our organization. Some tools are available to help you make informed decisions to respect confidentiality: our [Charter of Values](#) and our [Code of Ethics \(full version\)](#). To [report an incident or accident](#) regarding a breach of confidentiality, for example, fill the [appropriate form](#).

Respecting measures

Respecting the measures issued by the Direction de santé publique, inside as well as outside of our facilities, is essential: respect the two-metre physical distancing as much as possible, and wear the personal protective equipment (PPE) appropriate for the situation or zone. Washing your hands frequently and when required (when removing PPE, before and after a consultation, etc.) is essential to prevent the transmission of the virus.

Following the implementation of the *On vous écoute* phone line, the MSSS told the CISSS that employees noticed weaknesses regarding the respect of the measures, particularly the two-metre physical distancing. Be alert and vigilant, and do not hesitate to ask your colleagues to stay two metres away from you.

BRAVO! Campaign

If you wish to engage in **positive** denunciation, you can do so by sending a short text to Anna Dionne at the following email address: anna.dionne.09ciss@ssss.gouv.qc.ca. Good moves regarding the respect of measures and the use of PPE will then be shared through the BRAVO! Campaign.

