

Centre de santé et de services sociaux
de Laval

CODE OF ETHICS

of the Centre de santé et de
services sociaux de Laval



July 2009

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June, 18, 2009

Publication produced by the Communications department
of the CSSS de Laval

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DEFINITION OF TERMS

For this document, some of the terms used are :

User: person who uses a CSSS de Laval service. This includes residents in residential centres as well as the legal representative of an incapable user.

CSSS de Laval: Centre de santé et de services sociaux de Laval, which includes the following facilities:

Hôpital de la Cité-de-la-Santé
Centre ambulatoire
CLSC du Marigot
CLSC des Mille-Îles
CLSC de Sainte-Rose
CLSC du Ruisseau-Papineau
Centre d'hébergement Idola-Saint-Jean
Centre d'hébergement de La Pinière
Centre d'hébergement de Sainte-Dorothée
Centre d'hébergement Rose-de-Lima
Centre d'hébergement Fernand-Larocque

The CSSS de Laval also has several locations for provision of services where this code of ethics applies:

- Home care and maintaining a person in his/her home;
- Schools;
- Various enterprises;
- And any other location where people employed by the CSSS de Laval work.

People working within the CSSS de Laval: includes employees, trainees, and people who are not employees but carry out their profession or provide services to the users of the CSSS de Laval, such as physicians, volunteers, and contract workers. The term also includes the administration and executives.

INTRODUCTION

This code of ethics is intended for users, as well as employees, trainees, volunteers and people who carry out their profession at the Centre de santé et de services sociaux de Laval (CSSS de Laval).

Our code of ethics has been developed in accordance with the requirements of the Act respecting health services and social services (AHSSS)¹. It is mainly based on the values adopted by the Board of Directors of the CSSS de Laval in November 2008, following extensive consultation with its users and all of its personnel.

This code of ethics presents the users' rights and summarizes the behaviours expected from anyone working within the CSSS de Laval.

Note, however, that this code of ethics must be applied while taking into account the limitations of the establishment's resources.

1. Sections 233, 27.3 and 107 of the AHSSS.

USERS' RIGHTS

1. Your right to the confidentiality and protection of your personal information²

Any information about you or entered in your user's record remains strictly confidential at all times, unless you authorize the transmission of information to third parties.

Two situations are excluded from this confidentiality rule:

- The CSSS de Laval can use your family name, first name and mailing address to invite you to give a donation to the establishment or to one of its foundations, unless you object;
- The CSSS de Laval can use your family name, first name, address and telephone number to conduct a survey whose purpose is to learn your expectations or your satisfaction regarding the services that it offers, and here again, unless you object.

At any time, you may ask the CSSS de Laval that it no longer use your personal information for the above-mentioned purposes. To do this, inform us by fax at 450 975-5545; by regular mail at 1755, boul. René-Laennec, bureau 1.42, Laval (Québec), H7M 3L9; or by e-mail at dq_csss13@sss.gouv.qc.ca.

People who work within the CSSS de Laval:

- Ensure at all times that the confidentiality of the information contained in the user's record is respected.
- Never mention a user's name in a location where unauthorized people could hear it (elevators, cafeteria, corridors or elsewhere), and show discretion when the care environment does not lend itself to confidentiality but cannot be immediately changed.
- Never transmit to anyone the users' names and contact information, except to authorized people and for the exceptions provided for in the relevant laws and regulations.

2. Sections 27.3, 28 and 107 of the AHSSS.

- In the event of the presence of television media or press photographers, do not authorize anyone to film or photograph a user without his/her written consent.
- Consult a user's record and the related documents (results of analyses, examinations or other) or enter notes only when they are actively involved in his/her care or services. Among other things, a password constitutes a personal signature.

2. Your right to be treated with respect and kindness

As a user, you have the right to be treated with respect and kindness by everyone working within the CSSS de Laval.

Furthermore, aggressive, violent, threatening, hostile or arrogant behaviours do not support a climate promoting respect and kindness. These behaviours therefore cannot be tolerated either from the users and their visitors or from staff.

People working within the CSSS de Laval:

- Always wear their identity card so it is visible by users.
- Introduce themselves by giving their first name, family name and job title.
- Address the user formally, unless he/she prefers a more familiar approach.
- Listen to the user and do what is possible (within the limitations of the human, material and physical resources) to accommodate him/her and respond to his/her needs.
- Think first of the user's welfare and safety before taking any decision or action.
- Treat every user with gentleness and kindness at all times; respect the user's pace.
- Arrive at work wearing professional, clean and safe clothing.

- Address the user with courtesy, warmth and empathy.
- Give the user, if so authorized, clear and complete information about his/her state of health or on the care or examinations that they are preparing to carry out, or refer the user to an authorized person.
- Allow the user to participate actively in the decisions that concern him/her; present the choices that are open to him/her, as well as the related risks or consequences so that he/she can make an informed decision.
- Obtain informed consent from the user for any intervention that involves him/her, unless there is an emergency or the user's life is at risk.
- Encourage the involvement of the family or natural caregivers in the consultation or decision process if the user allows it.
- Welcome the user's comments as an opportunity for improving the quality of care and services; recognize that the user is in the best position for deciding what suits him/her.

Special points for people working in lodging services:

Since the residential centre is a living environment (permanent residence) for the resident:

- Provide care and services that respect lifestyle.
- Knock before entering the room.
- Never use a resident's personal possessions or items for their own use.
- Respect the confidentiality of the resident's mail.
- Respect the resident's lifestyle choices and pace.
- Adopt an approach that facilitates communication with the resident; use the appropriate specialized equipment in order to ensure effective communication.

- Avoid conversations between employees in front of the resident so that he/she does not feel rejected or excluded.

3. Your right to receive care and services equitably

As a user, you have the right to be treated fairly, equally, and reasonably.

People who work within the CSSS de Laval:

- Consider any user in an unbiased way, independent of his/her place of origin, religion, social level or any other characteristic.
- Consider the level of risk associated with a user's state or situation as the main aspect to be considered if action must be prioritized. When the risk is equal, the user who arrives first is given priority. Another aspect can be considered, namely when the user is a CSSS de Laval employee. In this case, he/she can be given priority if his/her absence could compromise the accessibility to care and services in a context of shortages of qualified manpower.
- Provide the user, whoever he/she is, with the best treatment available in the establishment, or refer him/her to an ultraspecialized establishment if his/her condition requires it.
- Listen attentively to any user who requests specific accommodation, and analyze his/her request in relation to the reference framework of the CSSS de Laval on personalization of care and by taking into account the limitations of the establishment's resources.
- Ensure that at least one person can answer, in English, those users who request it, for services indicated as being bilingual³.

3. Resolution of the board of directors of the CSSS de Laval, February 22, 2007.

4. Your right to receive safe and quality care and services

4.1. The right to participate

According to the Act respecting health services and social services (AHSSS), not only do you have the right to participate in the safety and the quality of your care and services, but it is a duty⁴. You can do so:

- By informing the staff when you are admitted, about the medication that you take at home.
- By informing the staff about any unexplained change in the shape or colour of the medications that are given to you.
- By informing the staff immediately about any change in your condition, signs or symptoms.
- By washing your hands after any contact with a person with a cold, flu or other infection problems.
- By reminding the staff, if needed, to wash their hands before any examination, care or treatment that they are preparing to give you.
- By informing your family and friends to refrain from visiting you if they have a respiratory or other infection.
- By wearing anti-skid shoes (or slippers), to avoid falling.
- By asking for help to get up or move if there is a risk of falling.
- By making sure with the staff that the information (for example, the surgical site) noted in your record is correct.
- By asking questions about your condition, treatment and care and by expressing your needs, expectations or concerns.

4. Section 3, subsection 4 of the AHSSS.

- By participating in the user satisfaction surveys of the CSSS de Laval, if need be.

People who work within the CSSS de Laval:

- Welcome the questions and comments of the users and their families as an opportunity for the continuous improvement of quality and accident prevention.
- Report immediately any hazardous situation observed, so that it can be corrected.
- Report immediately and completely, accurately and transparently any incident or accident observed in the care, treatment or services to users in order to stop the consequences for the user, and to allow preventive analysis by the department involved and the Risk Management Department, if need be.
- Wash their hands before care, treatment or contact with the users.
- Comply with the infection prevention and accident prevention rules in effect in the establishment.
- Give priority to the users' safety at all times, and act with foresight.
- Consider a user's family members as allies in the user's welfare and safety.

4.2. The right to be informed in the event of an accident

You have the right to be informed as soon as possible about any accident that occurred during your care, treatment or services, to be protected from the possible consequences of this accident, and to receive the necessary follow-up and support, if need be.

People who work within the CSSS de Laval:

- Communicate any information or the facts observed relating to an accident to the person in charge of studying this accident.
- Ensure that only the person mandated for this purpose informs the user of the study report of an accident and its conclusions so that the user receives in a complete and accurate way all the information to which he/she is entitled, if need be. Users can, if they so wish, be accompanied by their family or other people of their choice when this information is divulged.

5. The right to express your dissatisfaction or to show your appreciation for the care or services received

5.1. Express your dissatisfaction

You have the right to express your dissatisfaction and to expect that we will try to find a solution to your problem (within the limitations of our resources), without fearing an irritated or hostile reaction from the staff, and even less, reprisals.

If as a user, you want to express dissatisfaction, ask to see the person in charge of the department that you are dissatisfied with.

If you have not been attentively listened to, have not found a satisfactory solution to your dissatisfaction, or if you do not feel comfortable talking to the person in charge, contact the local service quality and complaints commissioner at 450 668-1010, ext. 23628. You may also contact the Users' Committee of the CSSS de Laval at 450 622-4478 ext. 4945, or even the Complaint assistance and support centre of Laval (CAAP – Laval) at 450 662-6022.

People working within the CSSS de Laval:

- Contact immediately the person in charge of the department if a user requests it.
- Try to understand why the user or a member of his/her family is dissatisfied and help him/her as much as possible.
- If unable to make the user and family more satisfied, they refer them to the local service quality and complaints commissioner.
- Remain polite and courteous at all times with every user. In the presence of a discourteous user, inform him/her politely that they are trying to be courteous and that he/she must do the same, in order to make it easier to find solutions to his/her problem. If the user's behaviour remains unacceptable, they move away from this person and inform the department head. They contact Security, if they feel it necessary.

5.2. Express your satisfaction

If you want to express your satisfaction about the people who have provided you with care or services, you can send them a note, send a letter to the administration, or answer a satisfaction survey. The executive director will be happy to pass on your appreciation to the people involved. Your appreciation remains, at all times, a great source of motivation for all the people who work at the CSSS de Laval. However, please note that it is forbidden for members of staff to accept money or a gift of value due to our policy on conflict of interest.

People working within the CSSS de Laval:

- Inform the user of our policy (NPG no. 10, (management standards and practices) available on the intranet portal) on conflict of interest
- Invite users who insist on showing their gratitude to make a donation to one of the foundations of the CSSS de Laval or to an organization of their choice, by mentioning the names of the people whom they want to thank.

CONCLUSION

The purpose of this document is to inform you about your rights and the commitment of the people who work within the CSSS de Laval in this regard.

The CSSS de Laval and its team are proud to offer quality care and services to the population of Laval and the surrounding area, and we consider users and their families as allies in improving everyone's health and welfare.

The distribution of this document was made possible through the financial contribution of the Users' Committee of the CSSS de Laval.



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