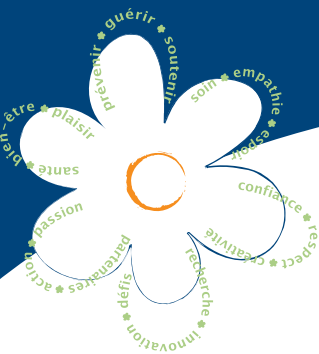


Code of Ethics

CSSS
du SUD de LANAUDIÈRE
Rooted in the community





res
collaborate
listen support
understand help
encourage respect
support participate
accompany
list



listen
support help



pect

The Code of Ethics of the Centre de santé et de services sociaux (CSSS) du Sud de Lanaudière has been developed as a reference to the commitment of our professionals who provide care and services, and the methods and approaches they employ. It sets forth the rights and responsibilities of users and encourages their participation and collaboration, both in the evaluation of their needs and in the provision of care and services.

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In accordance with our management philosophy, the Code of Ethics expresses the organization's desire to promote mutual respect, continuous quality improvement and safety of care and services. It also aims at promoting the wellbeing and satisfaction of users while supporting a healthy, harmonious work environment for our caregivers.

OUR FUNDAMENTAL PRINCIPLES

RESPECT FOR THE INDIVIDUAL COLLABORATION

Committing ourselves daily
to the improvement of quality and safety
of care and services

TARGETING BEST PRACTICES

ENHANCING PEOPLE SKILLS

FOR THE WELLBEING AND THE SATISFACTION OF THE INDIVIDUAL

The term caregiver refers to every employee, doctor, trainee, volunteer and contract worker working at the Centre de santé et de services sociaux du Sud de Lanaudière.

The term user refers to every person requiring care and services from the CSSS du Sud de Lanaudière.

USERS RIGHT*

All users have the right:

- to respect and dignity, in all circumstances;
- to safe, quality care and services;
- to choose a professional and/or an institution from which to receive services, depending on the resources of the community;
- to accept or to refuse any intervention, examination or treatment;
- to be involved in any decision relating to them and in the development of their intervention plan;
- to be accompanied or assisted by a person of their choice in undertaking a procedure or obtaining a service;
- to be informed of the services available at the CSSS du Sud de Lanaudière and of how to access them;
- to be informed of their state of health and of any accident that may have occurred during the administration of care and services;
- to access their file;
- to express their dissatisfaction and, if need be, to lodge a complaint.

* Quebec, *An Act respecting health services and social services*, R.S.Q. c. S-4.2

THE RIGHT TO RESPECT AND DIGNITY

The caregiver

UNDERTAKES:

- to show consideration, courtesy and respect;
- to identify him/herself by name and function and specify the nature of the procedure he/she is about to perform;
- to wear an identity card;
- to always knock before entering;
- to adopt a respectful form of address and to use appropriate language;
- to take reasonable measures to respect the decency and the dignity of the user;
- to act equitably towards everyone without discrimination.

The user

HAS THE RESPONSIBILITY:

- to show courtesy and discretion towards others;
- to receive visitors without disturbing the peace of other users;
- to maintain respectful relations with caregivers and other users;
- to refrain from intimidating behavior and discriminatory remarks.

THE RIGHT TO SAFE, QUALITY SERVICES

The caregiver

UNDERTAKES:

- to provide available care and services continuously and in a timely manner;
- to offer the user the choice of receiving services in another language, depending on the resources available;
- to dispense care and services that are adapted to the user's situation;
- to use his/her knowledge, skill and competencies to provide the user with safe, quality services;
- to strive always to apply best practices;
- to respect the rules, policies and procedures in force in the institution.

The user

HAS THE RESPONSIBILITY:

- to follow the personal intervention plan decided upon with caregivers;
- to respect appointment times and dates;
- to alert caregivers, whenever possible, to any situation that might pose a risk to the state of his/her health or that of other users;
- to respect safety guidelines and the rules, policies and procedures in force in the institution;
- to take appropriate steps to protect him/herself from, and to prevent, infection.

THE RIGHT TO CONSENT

The caregiver

UNDERTAKES:

- to obtain the enlightened assent of the user before any examination, treatment or other intervention;
- to use clear, simple terms and explain the purpose of the care or the services offered, their potential impact on the health of the user and any possible alternatives;
- to respect the user's choices and decisions as well his/her right to change his/her mind;
- to seek the assent of the user's representative when it is concluded that the user is incapable of consenting to care.

The user

HAS THE RESPONSIBILITY:

- to ask, before agreeing or refusing a treatment, for more explanations concerning the associated risks and possible alternatives;
- to follow the instructions he/she is given when he/she accepts or refuses a treatment;
- to give the institution the contact information of a person who agrees, if necessary, to give assent on his/her behalf.

THE RIGHT TO ASSISTANCE AND REPRESENTATION

The caregiver

UNDERTAKES:

- to recognize that the user's representative speaks and acts on the user's behalf;
- to respect the user's choice to be assisted;
- to support the involvement of the representative and communicate all relevant information to ensure that the latter is able to fulfill his/her role;
- to help and assist the user's representative in explaining a situation that is of concern to him/her.

The user

HAS THE RESPONSIBILITY:

- to request, if he/she so wishes, to be accompanied by a person of his/her choice during a treatment or examination;
- to provide the institution with information on how to contact the person he/she has chosen to represent or assist him/her.

THE RIGHT OF ACCESS TO THE FILE AND THE RIGHT OF RECOURSE

The caregiver

UNDERTAKES:

- to explain how the user can access his/her file; if the user so wishes;
- to permit the user to express his dissatisfaction with the social services or health services that he/she is receiving, has received or should have received;
- to refer the user to a person who can help him/her;
- to give the user the contact information of the Complaints and Quality of Services Commissioner for all matters related to complaints or expressions of thanks.

The user

HAS THE RESPONSIBILITY:

- to contact the medical records department for any request concerning access to the information contained in his/her file;
- to make sure he/she is informed about his/her right of recourse when he/she is dissatisfied with a situation or when his/her rights have not been respected.

RULES

FOR THE USE OF CERTAIN PERSONAL INFORMATION



The CSSS may, with the user's consent, use his NAME, FIRST NAME, ADDRESS and TELEPHONE NUMBER for the purposes of requesting a donation to the CSSS du Sud de Lanaudière Foundation or a client satisfaction survey. The CSSS must give the user the opportunity to refuse the use of his/her personal information at the time of registration or admission. The user may at any time thereafter indicate that he/she does not wish his/her personal information to be used for these purposes.

FOR ADDITIONAL INFORMATION

**On users' rights and the complaints
examination procedure:**

Commissioner of Complaints and Quality of Services

Head Office

911, montée des Pionniers

Terrebonne (Québec) J6V 2H2

Telephone: 450 654-7525 ext. 23666

Email: commissaire@cssssl.ca

Users' Committee

135, boul. Claude-David

Repentigny (Québec) J6A 1N6

Telephone : 450 654-7229 ext. 61010

Email : usagers@cdulanaudieresud.ca

www.cdulanaudieresud.ca

Residents' Committees

Centre d'hébergement de L'Assomption

Telephone: 450 589-2101 ext. 183

Centre d'hébergement des Deux-Rives

Telephone: 450 585-4884 ext. 2009

listen
collaborate
support listen
help understand
encourage
respect support
participate
accompany



help
understand
respect encourage
intervene
respect help listen
understand
help intervene
support



www.csss.sudlanaudiere.ca