

LE CISSS DES LAURENTIDES  
complice de votre santé

# Code of Ethics

of the Centre intégré de santé et  
de services sociaux des Laurentides



“Providing you with services is at the heart of what we do.”



This document is under the responsibility of the Service d'éthique clinique et organisationnelle of the DQEPE. It was adopted by the Board of Directors of the CISSS des Laurentides on April 12, 2017 and was updated in January 2024.

Legal deposit - Bibliothèque et Archives nationales du Québec, 2017. (French version)  
ISBN : 978-2-550-78278-0 (printed format)  
ISBN : 978-2-550-78271-1 (digital format)

This document is available in digital format on the website of the CISSS des Laurentides..



A word from the President and Executive Director

## A Humane Approach at the Heart of our Code of Ethics

At the CISSS des Laurentides, users are at the heart of our priorities and we recognize their right to receive quality care and services within each of our facilities. This code of ethics constitutes the foundation on which the knowledge and skills used to provide care and services are based.

It goes without saying that the implementation of our code of ethics is a major milestone in our innovation and continuous improvement process and serves as a guide in our constant quest to provide good treatment.

Our code of ethics is based on our five organizational values:

- **Respect**
- **Collaboration**
- **Commitment**
- **Integrity**
- **Caring**

At all times, these values must guide the practices and conduct expected of all CISSS des Laurentides staff as well as that of all users and their loved ones. Please take the time to familiarize yourself with the principles and guidelines set out in this code and embrace them on a daily basis.

The code of ethics of the CISSS des Laurentides constitutes a commitment by our organization to adopt exemplary conduct and to promote a humane approach in the interest of all users, as well as to provide the highest quality of care and services to the population of the Laurentians.

**Happy reading!**

**Julie Delaney**  
President and Executive Director

# OUR VALUES

## Respect

Respect is the consideration that must be shown to a person because we recognize their human value and that leads us to treat them politely, tactfully and diplomatically. Respect implies discreet behaviour in an environment that is attentive to the person's privacy. Respect also underlies an ability to tap into the richness of a person's differences, strengths and resources. Respect implies that each member in the organization acts in accordance with the organization's mission, vision and values.

## Collaboration

Collaboration is built upon a relationship of trust and openness where each person's commitment and contribution are based on the achievement of a common goal. Collaboration is essential to teamwork, partnership and wellbeing. It involves sharing information, knowledge and experiences as well as concerted action. It takes the form of mutual aid and interdependence among the actors, users and resources of the organization.

## Commitment

Commitment is manifested through the actions and behaviour of the organization's staff who, through their teamwork, spontaneously contribute to improving the quality of the services offered to users by the institution, thereby achieving the goals set out in its mission and orientations. The commitment of the organization's actors, as well as members of the public and partners, contributes directly to improving the health and wellbeing of individuals and the community.

# Integrity

Integrity underpins the honesty, authenticity and truthfulness that must inform relationships at every level of the organization and with users. It also refers to a person's ability to respect their commitments and principles, while also complying with the rules and codes in force. Integrity promotes communication and a climate of trust, engenders credibility and develops accountability among the various stakeholders.

# Caring

Caring is a concern for others, and translates into relationships marked by compassion and consideration. It seeks to preserve and improve the wellbeing of others. It invites each individual to act with empathy and concern and guides actions and decisions throughout the organization.



# OUR COMMITMENT TO RESPECT YOUR RIGHTS

INSPIRED BY OUR VALUES



# Respect for individuals and their dignity

- To be courteous, civil and polite.
- To use appropriate language and a respectful tone when addressing you and your loved ones.
- To introduce ourselves, to wear an identification badge at all times and to specify the reason for the visit or the intervention.
- To consider you without prejudice regardless of your place of origin, your religion, your social status or any other distinctive feature.
- To use all means available to adapt communications to your needs.
- To be kind and gentle in the acts required for the delivery of care and services and to be mindful of your privacy.
- To respect your immediate environment by refraining from engaging in personal conversations or inappropriate comments.
- To wear clothing that is clean, safe and appropriate, in conformity with the policies and procedures of the institution.
- To uphold the policies of the institution regarding the use of social media, smart phones and the taking of photos or videos.

# Accessibility and continuity of services

- To guide you or direct you toward resources that correspond to your needs.
- To share the information needed to evaluate your needs and the services required by your condition.
- To make sure that at least one person is able to respond to you in English.
- To provide you with information on the resources relevant to your needs.



**RESPECT  
CARING  
COMMITMENT**





## Safety and quality of care and services

- To foster a climate trust and to exercise due care and attention in order to provide a clean and safe environment and minimize the risks of incidents and accidents.
- To report to the immediate supervisor any display of abuse, mistreatment, neglect or violence, be it verbal, psychological or physical.
- To be vigilant about any potential conflict of interest and, if necessary, alert the proper authorities within the institution.
- To participate actively in the process to continuously improve quality.
- To adhere strictly to basic infection prevention practices.
- To strive for excellence in the application of best clinical and organizational practices.



**RESPECT  
INTEGRITY  
CARING**

## Information and confidentiality

- To adhere to the privacy rules and policies in effect at the institution.
- To clarify any information necessary for you to fully understand your health condition.
- When necessary, to direct you to the medical records department so that you can be informed of the terms for accessing your file.
- To apply the rules governing the disclosure of incidents and accidents should they occur in the delivery of care and services.
- To agree with you on the nature and the scope of the information likely to be shared with your loved ones or third parties.





## Assistance, representation and support

- To guide, assist and support you or your representative in obtaining care and services at the institution.
- To inform you about your right to consult the person of your choice before giving your consent to the measures proposed to you.
- To respect your decision to be assisted by a person of your choice.
- To recognize the responsibilities of your representative.
- To encourage the involvement of your representative and to share relevant information accordingly.



# RESPECT CARING

## Consent

- To make sure that you understand the various care and service options available to you as well as associated consequences and risks.
- To obtain your free and informed consent or that of your legal representative before you undergo any examination, test, sample collection, treatment or other procedure of a medical, psychological or social nature, or a research or evaluation project, unless in the event of an emergency.
- To obtain your written and signed consent, or that of your legal representative, when registering or being admitted to the institution, or when undergoing anesthesia, surgery, endoscopic or invasive examinations or the alienation of a part of your body (including organ donation), or when participating in a research project, having photos or videos taken or before administering any non-medically required care.
- To respect, within the boundaries of the law, your right of refusal provided you are of legal age and deemed able to give consent.

# COMMITMENT COLLABORATION

## Participation in decisions

- To recognize your competence and seek your input and that of your loved ones in the decisions pertaining to intervention plans and in the delivery of care and services.
- To count on all actors concerned to work as partners in decision-making.
- To provide you and your loved ones with the knowledge you need to contribute actively to your care and services.
- To communicate with you in an efficient manner by sharing relevant information, using language that is clear and precise and ensuring that you understand the information delivered.
- To take into account your needs and your capacities as well as those of your loved ones involved in decisions that concern you.
- To find solutions to your problems, with you and your loved ones.



## Appreciation or dissatisfaction

- To listen to your opinions and your dissatisfactions, and acknowledge them in a spirit of open-mindedness and dialogue.
- To take into account your comments and suggestions so that we can change the way we do things with the goal of continuously improving the quality of care and services we provide.
- To find solutions with resource persons and, if needed, with the appropriate authorities.
- To enable you to voice your dissatisfaction with services with the person responsible for the sector.
- To inform you adequately on how to exercise your right to lodge a complaint with the Service Quality and Complaints Commissioner.
- To provide you with the contact information for the users' committee or the in-patients' (residents') committee, if you would like.

**RESPECT  
COLLABORATION**

# End-of-life care and advanced directives

Any person whose medical condition requires it has the right to receive end-of-life care. The law defines end-of-life care as palliative care offered to persons at end of life and medical assistance in dying.

When it comes to advanced directives, our commitment is to honour them provided they have been recorded in the provincial registry, in your medical file or were given to us at the time of your care episode in our institution.



**RESPECT  
CARING**

We commit, subject to the requirements of the law:

- To treat you with understanding and compassion, and to respect your dignity and wishes.
- To diligently assess your request for end-of-life care.
- To inform you of your prognosis, end-of-life care available on the territory and your rights and recourses.
- To give you the care required by your condition, according to your wishes and subject to the requirements of the law.
- To honour your advanced directives.
- To support the presence of the people you have identified as significant to you.

# YOUR COMMITMENT

The CISSS des Laurentides makes it a priority to foster harmonious relationships within its facilities. You are a contributing factor to these in your interactions with care providers, other users and any other person associated with the services you are receiving. This also applies to your loved ones and your visitors. Mutual respect promotes harmonious relationships and contributes to the safe delivery of quality health care and services.

## You commit:

- To collaborate with your care and services as an active partner of the care and services team.
- To share any information relevant to your health.
- To participate in the elaboration of your intervention plan and to clearly state your needs and expectations.
- To encourage your loved ones to participate in your care and services.
- To ask for any explanation necessary to your full understanding so that you can make free and informed decisions.
- To make appropriate use of the services offered by the institution, to keep your appointments and to give notice as far in advance as possible if you are unable to come.
- To take responsibility for your personal belongings, your valuables and your money, unless they have been placed under the care of the institution.



## Toward other users

- To be courteous, discreet, considerate and respectful with others.
- To abstain from any form of violence and from inappropriate attitudes or gestures.
- To respect the rights and property of others.

## Toward all CISSS des Laurentides staff

- To maintain respectful relationships and appropriate behaviour with the organization's staff.
- To abstain from any form of aggression or violence, whether verbal, psychological or physical.
- To share any information relevant to your needs..
- To ask questions that will enable you to make the best decisions concerning your health.

## Toward the CISSS des Laurentides

- To share the contact information of the person you have designated to assist or represent you.
- To preserve the property of the CISSS des Laurentides that is made available to you.
- To uphold the policies and regulations of the CISSS des Laurentides, including:
  1. This code of ethics
  2. The directives about safety and infection prevention
  3. The rules regarding tobacco use, visiting hours and number of visitors
  4. The policy promoting civic behaviour and prohibiting any form of violence, discrimination or harassment
- To comply with the institution's procedures of admission, registration and discharge.
- To use the existing information channels if you wish to voice an opinion to the relevant people and, if necessary, to the Service Quality and Complaints Commissioner.
- To respect the deadlines paying for accommodation, if applicable.

# YOUR PERSONAL AND CONFIDENTIAL INFORMATION

The law stipulates that a health care institution may use personal information contained in your file (your last name, first name, address and phone number). The CISSS des Laurentides may use your contact information to conduct a client satisfaction survey or to solicit donations to support the charitable foundations of our institution.

This information is used by duly authorized staff only, for the purposes prescribed and in conformity with privacy standards. At any time, you can ask us to stop using this information, such as during admission or registration.

## APPLICATION OF THE CODE OF ETHICS

The President and Executive Director is the person responsible for the application of the code of ethics in the institution.

This code serves as a reference guide for all members of the organization, the users and their loved ones, in order to promote relationships based on mutual respect. To ensure strict adherence, the CISSS des Laurentides has implemented a promotion and follow-up system in which all managers of the CISSS des Laurentides have committed to ensuring that the code will be distributed, made available and applied by their employees.

In the event of a deviation from the code of ethics of the CISSS des Laurentides, a complaint can be made to the Service Quality and Complaints Commissioner, who guarantees its application and promotion among users and care providers.





# COMMENTS OR QUESTIONS?



## Service Quality and Complaints Commissioner of the CISSS des Laurentides Marie-Josée Boulianne

Tel.: 450-432-8708  
Toll-free: 1-866-822-0549  
info-plaintes@ssss.gouv.qc.ca



## Access to information service

All contact information can be found on the CISSS des Laurentides website.

## Users' committees of the CISSS des Laurentides

### Saint-Jérôme sector

Tel.: 450-432-2777, ext. 25105  
comite.des.usagers.ciesslerau@ssss.gouv.qc.ca

### Argenteuil sector

Tel.: 450-562-3761, ext. 72199  
comite.usagers.arg.ciesslerau@ssss.gouv.qc.ca

### Lac-des-Deux-Montagnes sector

Tel.: 450-472-0013, ext. 46351  
comite.usagers.lddm@ssss.gouv.qc.ca

### Thérèse-De Blainville sector

Tel.: 450-433-2777, ext. 65144  
comite.usagers.tdb@ssss.gouv.qc.ca

### Pays-d'en-Haut sector

Tel.: 450-229-8516, ext. 77289  
comite.usagers.pdh.ciesslerau@ssss.gouv.qc.ca

### Des Sommets sector

Tel.: 819-324-4000, ext. 34334  
comite.usagers.sommets@ssss.gouv.qc.ca

### Antoine-Labelle sector

Tel.: 819-275-2118, ext. 53728  
comite.usagers.al.ciesslerau@ssss.gouv.qc.ca

### Centre de protection de l'enfance et de la jeunesse (Youth protection centre)

Tel.: 450-436-7607, ext. 78276  
comiteusagers-cj.ciesslerau@ssss.gouv.qc.ca

### Centre de réadaptation en dépendance (Addiction rehabilitation centre)

Tel.: 450-432-3789  
comite.usagers.crd.ciesslerau@ssss.gouv.qc.ca

### Programme DI-TSA-DP (ID-ASD-PD pro- gram)

Tel.: 450-569-2974, ext. 74028  
cu.ditsadp.ciesslerau@ssss.gouv.qc.ca

### Lachute Residence

Tel.: 450-562-5203, ext. 73511  
comite.usagers.rla.ciesslerau@ssss.gouv.qc.ca