

## THIS CODE OF ETHICS

is designed to inform you of your rights. It lays down the practices and conduct expected of West Island Health and Social Services Centre (HSSC) personnel in dealing with the Centre's users.

The Code of Ethics also identifies your responsibilities and those of your representatives concerning your health and well-being.

This Code serves as a guide to support us in the daily performance of our duties and encourages us to make every effort towards the ongoing improvement of our services.

Suzanne Turmel  
Executive Director

## OUR MISSION

Promote and improve your health and well-being by offering you a range of general health and social services, including prevention, assessment, diagnosis, treatment, rehabilitation, support and accommodation, as well as some specialized services.

Develop conditions conducive to access, continuity and complementarity of services with all our partners working together for your well-being.

## OUR COMMITMENT

Offer you the sort of care and services we ourselves would like to receive. Such services shall be provided within a reasonable length of time, equitably, efficiently and with continuity, in light of the human and material resources available. Such services shall also take into account your needs, your moral, cultural and religious values, and your notion of quality of life.

This commitment is made in accordance with the codes of ethics of our professional bodies, current legislation and your rights.

## AS A USER OF THE WEST ISLAND HSSC, YOU HAVE THE RIGHT TO ...



### RESPECT AND DIGNITY

We are committed to:

- ♦ treating you with courtesy, fairness and empathy, with respect for your needs, values, pace and abilities;
- ♦ ensuring your physical, psychological, social and environmental well-being;
- ♦ taking all measures and precautions necessary to respect your dignity, privacy and quality of life.

### INFORMATION

We are committed to informing you of:

- ♦ available services and resources, and how to access them;
- ♦ your state of health, the care and services available to you, the risks and consequences of the various procedures available and also of your refusal of such procedures;
- ♦ any accident or error occurring in the care provided, the probable consequences to your state of health or well-being, and any remedial measures to be taken;
- ♦ the existence of a users' committee and a residents' committee;
- ♦ the complaint review procedure;
- ♦ your right to refuse any request to take part in a survey or to contribute to a foundation.

### ACCOMPANIMENT, ASSISTANCE AND REPRESENTATION

- ♦ You may be assisted by someone of your choice, such as a member of your family or a close friend, when seeking information, making decisions or filing a complaint.
- ♦ You may be represented by someone of your choice for all your rights. An incapable person of full age may be represented by an agent, curator, tutor, spouse, close friend or any other person showing special concern for him or her.

West Island Health  
and Social Services Centre:  
CLSC de Pierrefonds  
13850 Gouin Blvd West,  
Pierrefonds QC H6Z 3H6  
CLSC du Lac-Saint-Louis  
180 Cartier Ave.  
Pointe-Claire QC H6S 4S1  
Lakshona General Hospital  
Administrative Centre  
160 St-Maur Ave.  
Pointe-Claire QC  
H9R 2Y2  
Centre d'hébergement  
Denis-Benjamin-Viger  
3202 Chamier Street  
L'Île-Bizard QC  
H5C 4S1



## ACCESS TO YOUR RECORD AND CONFIDENTIALITY

- ◆ You are entitled to respect for the privacy of your personal information. This applies to your written medical record and any information provided by you, your family or a third party. Personnel shall show respect for confidentiality in their behaviour.
- ◆ Your record is confidential and no person may have access to it except with your consent. The law, however, allows transmission of some confidential information to outside institutions and physicians, as required for continuity of care.
- ◆ You are entitled to access your record if you are 14 years of age or older. You are also entitled to have your record transferred, and your authorization is required.
- ◆ You may be accompanied by a professional to help you understand the contents of your record.

## QUALITY SERVICES

- ◆ You are entitled to health and social services that are scientifically, humanly, spiritually and socially appropriate. These services shall be provided within a reasonable length of time, with continuity, and in a safe and personalized manner, in light of the human and material resources available.
- ◆ Our relations with users are strictly professional so as to avoid any conflict of interest. Our personnel may therefore not accept any form of monetary or material compensation.
- ◆ You are entitled at all times to receive care and services in English or French.
- ◆ You are entitled to accommodation until your state of health allows you to return home or you are admitted to another institution.
- ◆ You shall receive appropriate care in case of an emergency.
- ◆ You are entitled by law to choose the professional and institution you wish. We shall, however, take into account the organization of the services and resources available at the institution in question.

## AUTONOMY

- ◆ You shall give your consent to care and services in a free and enlightened manner upon being properly informed. Consent is not required should your life be in danger or your integrity threatened.
- ◆ You may refuse treatment or medication and you shall be informed of the consequences of your decision.
- ◆ You are entitled to take part in any decisions concerning your state of health or well-being and to participate in the development or adjustment of your treatment plan.

## COMPLAINTS AND RECOURSE

- ◆ You are entitled to file a complaint, without fear of reprisal, with the Local Services Quality and Complaints Commissioner of the institution concerned about the services you have received or should have received.
- ◆ You are entitled to seek a remedy for any malpractice.



## A CODE OF ETHICS

### ... AND YOU HAVE RESPONSIBILITIES

We make these commitments to respect your rights, but we also need your participation and collaboration. We count on you to help us help you. As true partners, we will work together to maintain and improve your health and well-being. We therefore ask you to:

- ◆ make the efforts required to maintain and improve your state of health and well-being;
- ◆ participate in your treatment plan and the decisions that concern you;
- ◆ assume responsibility for your refusal to receive care and services;
- ◆ act as a conscientious consumer of health care;
- ◆ leave the institution when authorized to do so by the attending physician;
- ◆ respect the other users and personnel, and act at all times and in all circumstances in a respectful, courteous and polite manner.

## PARTNERS IN YOUR WELL-BEING!



Centre de santé et de services sociaux  
de l'Est-de-la-Québec  
West-Quebec  
Health and Social Services Centre