Giving the Best of Ourselves Every Day
Engaging others in respectful, humane, and highly professional interactions and interventions - that is what we all strive to achieve at the CSSS-IUGS. It is to this exceptional quality in our relationships, care and services that the CSSS-IUGS Ethics Handbook invites us to aspire.

This handbook is based upon the rights of individuals who receive care and services from the CSSS-IUGS as well as upon our institutional values of respect, excellence, cooperation, and transparency. It reflects our commitment to provide continuous, safe and high-quality care and services which meet the specific needs of individuals, while factoring in the resources at our disposal.

A university institute which provides health care and social services while ensuring that the general population has access to them, the CSSS-IUGS exercises its mission by making safety and continuous improvements its priorities, be they in its activities or in the competency and expertise of its staff.

This Ethics Handbook is intended for the general community of the CSSS-IUGS, which includes: staff members, physicians, researchers, students, volunteers, and users.

Everyone is invited to learn the values promoted in this handbook and to apply them daily both in problem-solving and in action.
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To receive a printed copy of the CSSS-IUGS Ethics Handbook, please call 819 780-2220, ext.: 47011  
The masculine is used for the sole purpose of readability and includes both genders.
The CSSS-IUGS seeks to improve the health and well-being of individuals by offering accessible, integrated, continuous, high-quality services. It also implements preventive and community-wide measures with its local partners. Research, education and knowledge-sharing are an integral part of its mission. In addition, the CSSS-IUGS contributes directly and responds to the needs of older persons by offering them general and specialized care.

At all times and in all of its actions, the CSSS-IUGS is driven by respect. It promotes excellence through its determination to improve and to innovate. Open to the world, the CSSS-IUGS relies upon collaborations to move forward, as well as upon transparency, as demonstrated through responsible, sincere and ongoing communication.
Definitions

User
Any person who has received, is receiving, should have received or who requires care or services, either internally or externally, from the CSSS-IUGS. This term includes, whenever applicable, any user as defined under section 12 of the Act Respecting Health Care and Social Services (R.S.Q., c. S-4.2). When required by the delivery process, the family or relatives are considered, including persons who are significant to the user.

Intervener
Any person who performs duties at the institution or for a resource attached to the institution, and who provides health care or social services: permanent and contractual staff, physicians, researchers, dentists, pharmacists, students, and volunteers.

Representative
Are presumed legal representatives according to the Civil Code: the tutor or the person having parental authority of a minor user; the curator, the tutor, or the mandatary of the user of full age unable to give consent; the person authorized by a mandate given by a user of full age before he or she became unable to give consent; the person who shows a special interest in the person of full age unable to give consent. If no representative is specified, the spouse or a close relative may have the role of authorized representative of the user.

Institution
The overall activities of the CSSS-IUGS, including residential, intermediate and family-type resources.
At the CSSS-IUGS, we...

- Remain polite in our interactions.
- Employ courteous and respectful language.
- Wear clean, decent, safe clothing.
- Respect everyone’s moral, spiritual and cultural values.
- Promote autonomy in our interventions while respecting the abilities and limits of each individual.
- Report any unacceptable treatment and any type of abuse, exploitation or discrimination (blackmail, threat, neglect, violence, physical or verbal harassment, etc.).
- Respect the private lives of individuals and their right to express their sexuality and to receive intimate care from the intervener of their choice.
- Respect individual needs while taking available resources into consideration.
- Offer services in English or the collaboration of an interpreter whenever needed.

Because people are our top concern, they are treated with respect and with dignity at all times and under all circumstances.
At the CSSS-IUGS, we…

- Offer safe and continuous care and services at the human, scientific, social and spiritual levels as soon as possible.
- Provide an agreeable care and services environment to the individual by creating meaningful contact with him in order to make his experience as positive as possible.
- Do our utmost to reach out to vulnerable persons in Sherbrooke and to offer them the care and services which they require.
- Offer equitable services given the resources available, without any appearance of conflict of interest, in accordance with the established rules and regulations.
- Provide continuous care and services as soon as possible.
- Promote ethical reflections before taking action in complex situations involving health care and social services.
- Obtain the free and enlightened consent of the individual as regards to the health care and services required, except in an emergency which might endanger his integrity and in which he is unable to give consent.
- Provide care and services in a safe environment where employee identification and the double identification of users are practiced.
- Provide care and services which respect, as much as possible, the lifestyles of the individual as well as his preferences, values, interests and abilities.
Information, Confidentiality and Representation

As it is committed to the well-being of individuals, the CSSS-IUGS informs and accompanies them so that they or their relatives can make enlightened decisions which concern their health condition and well-being.

At the CSSS-IUGS, we...

- Inform the individual adequately about his health condition.
- Give the individual, his relatives or his representative the information required to make an enlightened decision regarding the services and resources recommended.
- Explain each procedure to the individual thoroughly.
- Disclose to the individual any accident which occurred while he was receiving care or services.
- Ensure that the rights of any person can be exercised by his chosen representative and encourage the latter’s involvement by giving him all relevant information.
- Ensure that all of the information related to the health condition of the individual remains confidential.
- See to it that the information contained in the individual’s record and the information transmitted remains confidential unless the individual or a legal obligation requires it be released.
- Transmit only relevant and necessary information when exchanging personal information, and only after the individual has first given his authorization.
- Inform any individual aged 14 or older, who makes a request, of the rules and procedures governing access to his record.

Rules and Procedures Governing Personal Information

In accordance with the law, an institution may use:

- the user’s name, surname and address to request donations for its own benefit or for that of its foundation;
- the user’s name, surname, address and telephone number to conduct surveys on service expectations and satisfaction.

The user may refuse, upon registration, the opening of his record, or admission, to allow the CSSS-IUGS to use that information, without the risk of prejudice.
At the CSSS-IUGS, we…

- Invite the individual to participate in the drafting of his intervention plan.
- Respect the individual’s refusal to receive care and services once he has been given the relevant information.
- Invite the individual to collaborate in the education mandate of the CSSS-IUGS, expressed through research activities and the presence of students. Nonetheless, we respect the user’s right of refusal.
- Invite the population to give its opinion on the nature of services offered by the CSSS-IUGS.
- Inform the individual that there is a users’ committee and residents’ committees, and encourage his participation.

CSSS-IUGS Users’ Committee

St-Joseph Residential Centre
611 Queen-Victoria Boulevard, Sherbrooke, QC J1H 3R6
Telephone: 819 780-2220, ext. 40296
Email: comitedesusagers.csss-iugs@ssss.gouv.qc.ca
At the CSSS-IUGS, we...

- Inform the individual on the procedure to follow to express his dissatisfaction or to file a complaint related to care, services or his participation in research activities.
- Welcome respectfully any expression of dissatisfaction or complaint and send this information to the competent authorities.
- Provide, in the shortest time possible, appropriate explanations and remedial measures in the wake of an expression of dissatisfaction or a complaint.
- Evaluate the level of satisfaction of individuals and make the required adjustments.

Any person can file a complaint related to the care and services which he has received, should have received, or requires from the CSSS-IUGS.

Complaint Examination Procedure

Information regarding the complaint examination procedure can be obtained at the CSSS-IUGS from the office of the local service quality and complaints commissioner.

St-Joseph Residential Centre
611 Queen-Victoria Boulevard, Sherbrooke, QC  J1H 3R6
Telephone: 819 780-2220, ext. 40204
Email: clpqs.csss-iugs@ssss.gouv.qc.ca
Cooperation of Users and Their Relatives

We believe that respect among individuals fosters harmonious relationships and an environment conducive to quality care and services. The CSSS-IUGS invites beneficiaries to adopt a cooperative attitude with its interveners.

Therefore, the health care and services recipient at the CSSS-IUGS…

- Is responsible for his health condition and is thus encouraged to adopt a healthy lifestyle.
- Maintains respectful relations with the institution’s staff and interveners.
- Understands that in no event shall verbal, physical or sexual abuse, or any form of intimidation, harassment, sexual touching or soliciting be tolerated.
- Informs staff of any risky situation.
- Participates in the care and services which concern him.
- Keeps his appointments as agreed.
- Follows the intervention plan as agreed and provides all information that is relevant to the care and services which concern him.
- Respects the safety rules, regulations and policies of the CSSS-IUGS as well as the physical environment of the premises.
A university health care and social services centre, the CSSS-IUGS has 11 facilities in Sherbrooke:

**CLSC** 50 Camirand Street  
**CLSC** 95 Camirand Street  
**CLSC** 356 King Street West  
**CLSC** 1200 King Street East  
**CLSC** 8 Speid Street  
**Édifice** 500 Murray Street  

**Centre de maternité de l’Estrie (maternity centre)**  
65 de la Croix Street  

**Argyll Hospital and Residential Centre**  
375 Argyll Street  

**D’Youville Hospital and Residential Centre**  
1036 Belvédère Street South  

**St-Joseph Residential Centre**  
611 Queen-Victoria Boulevard  

**St-Vincent Residential Centre**  
300 King Street East
Our Commitment at the CSSS-IUGS to Our Users and Their Relatives

The CSSS-IUGS is committed to:

- Providing personalized care and services with respect and professionalism, and which are humanely, scientifically, socially, and spiritually appropriate as well as adapted to your condition as it evolves.
- Providing you with relevant information about your health condition.
- Listening to you and taking the time to understand you.
- Informing you about the resources, care and services which are available both at the CSSS-IUGS and in the community.
- Taking your values and personal convictions into consideration.
- Respecting your dignity, particularly when intimate care is administered.
- Respecting your right to refuse care or services once you have understood the consequences of your decision.
- Assisting and accompanying you while taking your needs and abilities into consideration.
- Establishing a meaningful contact with you to make your experience as positive as possible.
- Providing and maintaining pleasant, comfortable, sanitary, and safe facilities.
- Protecting you from any kind of exploitation, intimidation, or abuse - be it physical, verbal or psychological.
- Using any personal information which concerns you with judgement and the utmost discretion.
- Maintaining cordial relationships which exclude excessive familiarity and inappropriate behaviour.
- Avoiding any situation which might give the appearance of a conflict of interest.