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**CODE
OF ETHICS**
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Listening to your needs
Working together

CENTRE INTÉGRÉ UNIVERSITAIRE DE SANTÉ ET DE SERVICES SOCIAUX DE L'ESTRIE -
CENTRE HOSPITALIER UNIVERSITAIRE DE SHERBROOKE

TOGETHER for **LIFE**

This Code of Ethics was adopted on June 2, 2016, by the board of directors of the Centre intégré universitaire de santé et des services sociaux de l'Estrie – Centre hospitalier universitaire de Sherbrooke (CIUSSS de l'Estrie – CHUS) by virtue of section 233 of the Act Respecting Health Services and Social Services (CQLR, c. S-4.2).

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The Code of Ethics of the CIUSSS de l'Estrie – CHUS is available at: santeestrie.qc.ca/experience-usager/codes-ethique

In this code of ethics, the masculine gender designates women, men, transgender people, and individuals who identify as nonbinary. This was done to facilitate reading; no discrimination is intended.

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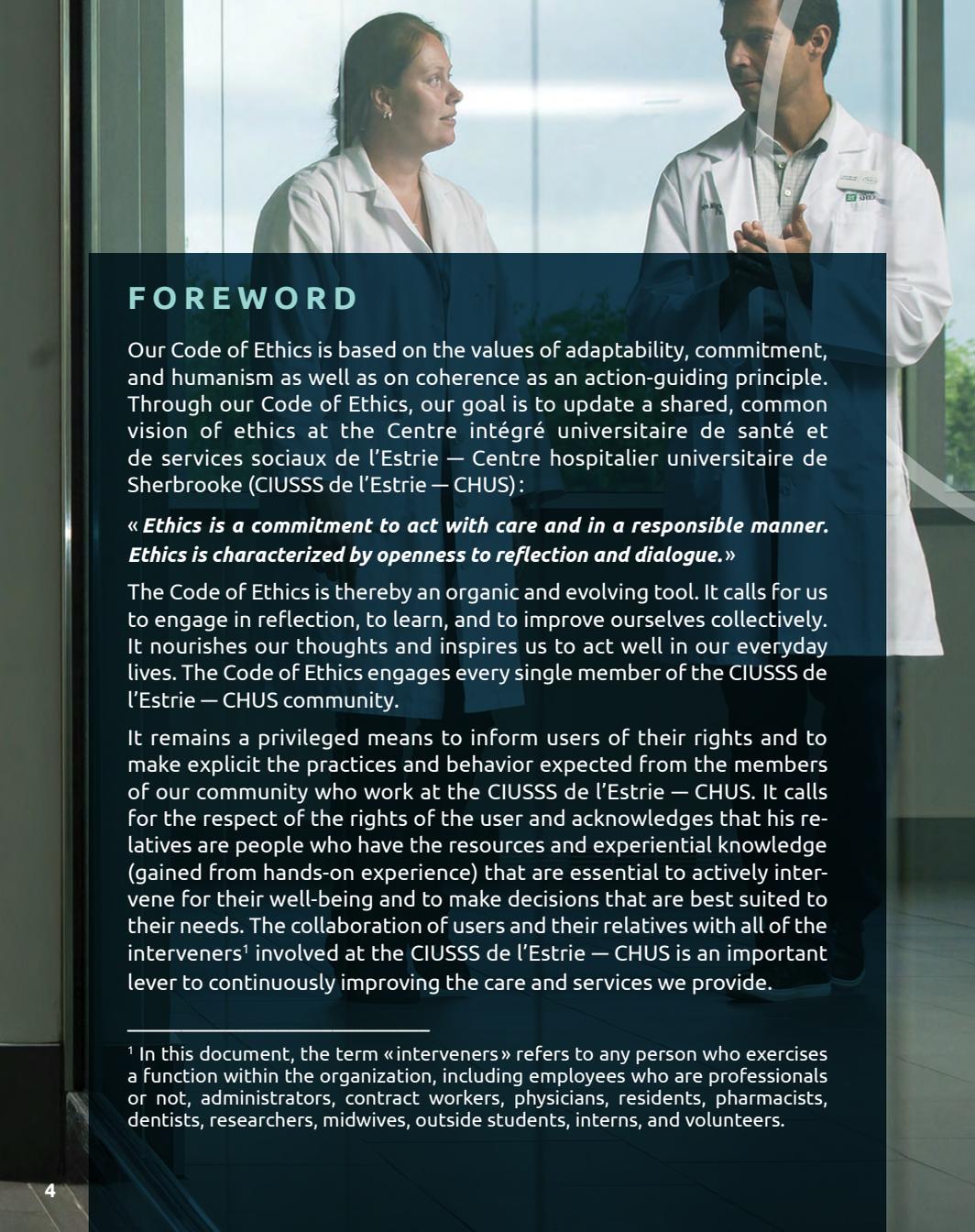
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TOGETHER for **LIFE**

TABLE OF CONTENTS

Foreword	4
Values and principle for action	5
1. The commitment of the CIUSSS de l'Estrie – CHUS to users and their loved ones	6
1.1 Respect and dignity of the individual	6
1.2 The integrity, autonomy and independence of the individual, his representation, and participation in decision-making	7
1.3 Quality, safety, accessibility and continuity of care and services	8
1.4 Information and confidentiality of personal information	9
1.5 End-of-life care	10
1.6 Complaints procedure	11
2. Collaboration of users and of their close relatives	13



FOREWORD

Our Code of Ethics is based on the values of adaptability, commitment, and humanism as well as on coherence as an action-guiding principle. Through our Code of Ethics, our goal is to update a shared, common vision of ethics at the Centre intégré universitaire de santé et de services sociaux de l'Estrie — Centre hospitalier universitaire de Sherbrooke (CIUSSS de l'Estrie — CHUS):

« Ethics is a commitment to act with care and in a responsible manner. Ethics is characterized by openness to reflection and dialogue. »

The Code of Ethics is thereby an organic and evolving tool. It calls for us to engage in reflection, to learn, and to improve ourselves collectively. It nourishes our thoughts and inspires us to act well in our everyday lives. The Code of Ethics engages every single member of the CIUSSS de l'Estrie — CHUS community.

It remains a privileged means to inform users of their rights and to make explicit the practices and behavior expected from the members of our community who work at the CIUSSS de l'Estrie — CHUS. It calls for the respect of the rights of the user and acknowledges that his relatives are people who have the resources and experiential knowledge (gained from hands-on experience) that are essential to actively intervene for their well-being and to make decisions that are best suited to their needs. The collaboration of users and their relatives with all of the interveners¹ involved at the CIUSSS de l'Estrie — CHUS is an important lever to continuously improving the care and services we provide.

¹ In this document, the term « interveners » refers to any person who exercises a function within the organization, including employees who are professionals or not, administrators, contract workers, physicians, residents, pharmacists, dentists, researchers, midwives, outside students, interns, and volunteers.

VALUES AND PRINCIPLE FOR ACTION

At the CIUSSS de l'Estrie – CHUS, coherence is the action-guiding principle for decisions and actions taken on behalf of persons who receive care and services, their close relatives, staff members, physicians, representative authorities, the population, and our partners. Coherence is understood as a general set of ideas or propositions which encompass an overall logic, without contradiction, thereby making it possible to find common ground in a decision or an action.

The CIUSSS de l'Estrie – CHUS is responsible for ensuring the delivery of care and services to the population within its territory. The values guiding the decisions to be made in achieving the responsibility of the organization are:

humanism
to support the accompaniment of every person within his respective reality throughout the continuum of care.

commitment
to support collaborative work.

adaptability
to support our innovation initiatives.

Whenever applicable, the term «user» also refers to the user's family or relatives.

OUR COMMITMENT TO USERS AND THEIR LOVED ONES

1.1 RESPECT AND DIGNITY OF THE INDIVIDUAL

The user who requires care or services is our primary concern. At all times and in all circumstances, he is to be treated with respect and dignity.

At the CIUSSS de l'Estrie – CHUS, we are committed to:

- Being available for the user and his close relatives;
- Welcoming the user and his close relatives with openness and empathy, taking care to identify ourselves;
- Maintaining courteous and cordial relations with the user and his loved ones;
- Using a language that is accessible, adapted, and respectful which privileges the use of the pronoun «vous» in French and which excludes any type of excessive or unbecoming familiarity;
- Be attentive and conscientious in dealing with the user while maintaining a healthy distance;
- Respecting the privacy, intimacy, and modesty of the user;
- Respecting the uniqueness of the user, including his values, culture, language, spirituality, and religious beliefs;
- Not tolerating in any form whatsoever violence, abuse, neglect, bullying, intimidation or discrimination towards the user;
- Avoiding getting into any situation which may constitute a conflict of interest.

1.2 THE INTEGRITY, AUTONOMY AND INDEPENDENCE OF THE INDIVIDUAL, HIS REPRESENTATION, AND PARTICIPATION IN DECISION-MAKING

The person's integrity, autonomy, and independence are provided for while taking into account his abilities, limitations, and difficulties. When the user is incapable of giving his consent or a minor cannot give independent consent, the exercise of his rights is ensured by his representative. The user or his representative is encouraged to express himself and is invited to participate in every discussion or decision which concerns the user.

In order to simplify the text, the term «user» refers to the user's representative when the user is unable or incapable of giving consent.

At the CIUSSS de l'Estrie — CHUS, we are committed to:

- Encouraging the development and use of the abilities of the user;
- Fostering the independence and autonomy of the user in a manner that is respectful of his limits and by assisting him whenever necessary;
- Seeking the consent of the user before providing care or services to him and ensuring that his consent is maintained on a continuous basis;
- Seeking the cooperation of the user in the elaboration of his care plan or his intervention plan;
- Encouraging and supporting the participation of the user in the discussions and decisions which concern him;
- Respecting the user's need to be accompanied by another person;
- Respecting the user's refusal for care or services when he has freely expressed himself after receiving all of the necessary information unless there is a court order otherwise provided by the law;
- Inviting the user or his loved ones to cooperate in the educational and research activities and, if applicable, respecting their right of refusal;
- Informing the user of the existence of and role of the users' and in-patients' committees.

To join the comités des usagers and the comités des résidents of the CIUSSS de l'Estrie — CHUS, consult the following web page

santeestrie.qc.ca/comites-usagers



1.3 QUALITY, SAFETY, ACCESSIBILITY AND CONTINUITY OF CARE AND SERVICES

The continuous improvement of the quality, safety, accessibility and continuity of care and services is a constant concern at the CIUSSS de l'Estrie – CHUS. Care and services are adequate at the scientific, human, and social levels, and are offered in continuity and in a manner that is safe and personalized.

At the CIUSSS de l'Estrie – CHUS, we are committed to :

- Being concerned with the overall situation of the user;
- Encouraging an ethical reflection when a decision must be taken in a complex situation;
- Providing quality care and services which meet the specific needs of the user and, whenever possible, which respect his preferences and habits;
- Providing safe care and services which integrate current scientific knowledge and which take into account the evolution of practices;
- Making an effort to reach out to vulnerable persons and providing them with the required care and services;
- Providing a safe, healthy, and comfortable environment when delivering care and services;
- Providing access to optimal care and services on a continuous basis;
- Guaranteeing equitable access to available care and services;
- When needed, offering services in English or, in cases involving other languages, obtaining the collaboration of an interpreter.





1.4 INFORMATION AND CONFIDENTIALITY OF PERSONAL INFORMATION

The user is fully informed of his situation, of his health status, and of available care and services. The personal information contained in the record of the user is treated with the utmost discretion and confidentiality.

At the CIUSSS de l'Estrie — CHUS, we are committed to:

- Informing the user of the progress of his situation and of his health status, and of the procedure for any intervention;
- Establishing and maintaining open and honest communication with the user;
- Providing any information required to enable the user to make enlightened decisions;
- Guaranteeing the confidentiality of any information which concerns the user;
- Holding and keeping the user's record in accordance with legal requirements;
- Informing the user of the procedures for accessing the contents of his record and the use of this information for teaching, assessment, research, or statistical purposes, while ensuring the protection of this personal information.

Rules and Procedures Governing *Personal Information*

The use of certain information allows the institution to improve the quality of its care and services. Unless the user refuses, the institution may use:

- his first and last names, street address, email address, and phone number **to conduct a survey** on expectations of and satisfaction with the services provided;
- his first and last names and street address **to solicit donations** for its own benefit or that of its foundations, after having so informed the user.

The organization agrees to use this information in a manner that is thoughtful, responsible, and reasonable as well as in compliance with applicable procedures.

At all times, a user may request that the institution cease using his personal information for these purposes. The institution shall provide him with the relevant information so that he can easily make this request.

1.5 END-OF-LIFE CARE

The end-of-life patient is treated with understanding, compassion, courtesy and fairness, and with respect for his dignity, autonomy, needs, and safety. The end-of-life patient receives quality care that is adapted to his needs, is respectful of his dignity and autonomy, and is in continuity and complementarity with any other care that is being or has been provided to him.

At the CIUSSS de l'Estrie — CHUS, we are committed to:

- Establishing and maintaining open and honest communication with the end-of-life patient;
- Having a discussion about care options with the user at an opportune moment;
- Giving primacy to the will expressed by the user in a free and enlightened manner, particularly as regards medical directives or guidelines;
- Informing the user of potential therapeutic options, including palliative care;
- Respecting the free and enlightened refusal to receive the life-sustaining care or to withdraw consent to such care;
- Providing end-of-life care to the user who requests it, even if he previously refused to receive or withdrew consent from certain care;
- Communicating information to the user, at his request, about medical aid in dying and answering his questions;
- Receiving and considering a request for medical aid in dying from the adult user who is capable of giving consent and ensuring its processing is handled correctly and appropriately;
- Ensuring the continuity of care and services to the user in end of life at all times;
- Ensuring that the death of the user occurs in dignity and that his rights are respected.

1.6 COMPLAINTS PROCEDURE

The user can file a complaint related to the care and services which he has received, ought to have received, is receiving, or requires from the institution. The same applies for participation in a research project. No person shall take reprisals or attempt to take reprisals in any manner whatsoever against any person who makes or intends to make a complaint.

At the CIUSSS de l’Estrie – CHUS, we are committed to:

- Informing the user of his right to express his dissatisfaction and to file a complaint;
- Receiving the complaint expressed by the user respectfully;
- Providing the user with the necessary information and, when required, informing the user of the remedial measures implemented following the processing of the complaint;
- Referring the user to the commissaire aux plaintes et à la qualité des services to obtain information concerning the complaints examination procedure or a copy of the examination procedure, or to file a complaint.



WE ARE
CONCERNED WITH
THE WELL-BEING OF
OUR USERS AND ARE
ATTENTIVE TO THEIR
NEEDS.

COMMISSAIRE AUX PLAINTES ET À LA QUALITÉ DES SERVICES

For any information concerning their rights, users are asked to address the commissaire aux plaintes et à la qualité des services du CIUSSS de l'Estrie — CHUS.

For the territories of Haute-Yamaska and La Pommeraie :

COMMISSAIRE AUX PLAINTES ET À LA QUALITÉ DES SERVICES

Hôpital et CHSLD de Granby |
CIUSSS de l'Estrie — CHUS
205 Boulevard Leclerc West
Granby, Quebec J2G 1T7

☎: 1 866 917-7903 (toll free)

Fax: 450 375-8010

plaintes.ciusse-chus@ssss.gouv.qc.ca

Website: santeestrie.qc.ca/complaint

The regulation concerning the complaints examination procedure is available at the office of the commissaire aux plaintes et à la qualité des services.

For all other territories in Estrie:

COMMISSAIRE AUX PLAINTES ET À LA QUALITÉ DES SERVICES

CLSC Murray |
CIUSSS de l'Estrie — CHUS
500 Murray Street, P.O. box 2
Sherbrooke, Quebec J1G 2K6

☎: 1 866 917-7903 (toll free)

Fax: 819 822-6716

plaintes.ciusse-chus@ssss.gouv.qc.ca

COMITÉ DES USAGERS DU CIUSSS DE L'ESTRIE — CHUS

The «comité des usagers» accompanies and assists a user, on request, in any action he undertakes, including the filing of a complaint. Respect for users' rights, service quality, and client satisfaction are the principles which guide the actions of the members of this committee.

COMITÉ DES USAGERS OF THE CIUSSS DE L'ESTRIE — CHUS

300 King East Street, room 1409
Sherbrooke, Quebec J1G 1B1

☎: 819 780-2220, ext. 41411
cuci.ciusse-chus@ssss.gouv.qc.ca

Website: [santeestrie.qc.ca/
comites-usagers](http://santeestrie.qc.ca/comites-usagers)

2 COLLABORATION OF USERS AND OF THEIR CLOSE RELATIVES



Respect among individuals fosters harmonious relations and an environment conducive to quality care and services. The user and his loved ones are invited to collaborate and to contribute positively to their own care and services experience as well as to that of others.

At the CIUSSS de l'Estrie – CHUS, we expect the user and his loved ones to be committed to:

- Sharing responsibility for their situation or the user's health status and to collaborate in his care and services;
- Participating in the health care plan or in the intervention plan that is agreed upon;
- Maintaining respectful relations with others that are free from bullying, intimidation, or violence;
- Respecting the rights of other users;
- Respecting the facilities;
- Respecting the agreed-upon schedule for appointments or notifying the organization promptly when unable to go to an appointment in order to enable an efficient management of resources;
- Obeying the rules and regulations of the organization, particularly safety rules and visiting rules, as well as admission, registration, and discharge procedures;
- Notifying the interveners of the existence of the wishes expressed in advance medical directives, of a protection mandate (mandate in the event of his incapacity), or of any other document which may have an impact on care and services;
- Bringing to the attention of interveners situations which could pose a risk to the health and safety of users.

We thank you for your collaboration and for your contribution to improving the care and services provided by our organization.

ACKNOWLEDGEMENTS

This document was prepared thanks to the participation of many groups and individuals working at the CIUSSS de l'Estrie – CHUS (administrators, physicians, employees, volunteers, and partner users). A special thanks to the members of «Chantier Éthique» who have collaborated in the harmonization and unification initiative of the codes of ethics of the former organizations which now compose the CIUSSS de l'Estrie – CHUS.



TOGETHER **LIFE**
for

Accompanying

Supporting

Listening

Conforting

Caring

Discovering

Educating

Preventing



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