



**Point St. Charles
Community Clinic**

Code of Ethics

A CLINIC COMMITTED TO A HEALTHY COMMUNITY





Editorial Board:

Clara Begne, executive assistant to the director

Céline Bianchi, communications agent

Annie-Claude Bouchard, nursing advisor

Gaëlle Foumenaigue, social worker

Marie-Alexandra Gagné, ethics advisor, CCSMTL

Sarah Gobeil, member of the Users' Committee

Nathalie Parent, senior advisor for continuous quality improvement

Ginette Pilon, director of human resources and administrative services

Editing, translation, and layout:

Céline Bianchi

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INTRODUCTION

Founded in 1968, the Clinic is a non-profit community organisation with a CLSC mission. Its mandate is to provide front-line services to the population of Pointe-Saint-Charles and to address the social determinants of health. It is the only organisation in Québec to take on this mandate, while remaining autonomous and independent.

Since its establishment, the Clinic has been a democratic organisation governed by its members. Its general assembly determines its orientations and priorities for action and elects its board of directors, which is composed of citizens from the neighbourhood. All adults residing in the neighbourhood can become members of the Clinic, which allows the population to contribute to its development.

MISSION

Promote the full health of the Pointe-Saint-Charles community by providing accessible, high-quality health and social services, focusing on prevention and advocacy, and promoting civic engagement and inclusion.

VISION

To be a leader in community health in Québec and an inspiring model throughout the world.

In order to fulfil its mission and provide quality services, several multidisciplinary teams work together at the Clinic. You can receive health and social services there. You can also join one of its many committees to work collectively to improve the living and health conditions of the neighbourhood's population.

At the heart of these objectives lies a fundamental belief: health is an essential, collective and non-negotiable right.

OUR VALUES

RESPECT

For individuals and their uniqueness

COLLABORATION

Working with the various actors

ENGAGEMENT

Advocacy and health campaigning

EXCELLENCE

Best practices in community health care

ECO-RESPONSIBILITY

Respect for the physical, social and economic environment

A REFERENCE TOOL

This code of ethics is our shared tool. It applies to all stakeholders of the Clinic: users and their loved ones, the board of directors, staff members*, trainees, and volunteers.

It expresses the Clinic's commitment to providing care and services through a process of continuous improvement, guided by solidarity, commitment and respect for each and every individual.

It also sets out the rights and main responsibilities of the Clinic's users. It serves as a guide for maintaining respectful relationships, where collaboration, participation and recognition of everyone's efforts are encouraged and expected.



* In this document, the term 'staff members' includes doctors, midwives and any self-employed workers practising at the Clinic.

Right to services

YOUR RIGHTS

You have the right to receive the care and services you need, whether it be examinations, treatments, psychosocial support, etc. Services must be of high quality, provided continuously (in a smooth and coordinated manner), safe, personalised, and tailored to your health condition.

OUR COMMITMENT

- To provide access to high-quality, safe care and services tailored to your needs and circumstances
- To offer care and services as quickly as possible, depending on the Clinic's resources
- To refer patients to care and services available elsewhere when the Clinic is unable to provide them
- To ensure a smooth transition between the various community resources in the neighbourhood and the health care system
- To consider you the expert on your health and a partner in your care and services
- To ensure equitable access to services
- To provide services in French, English or with an interpreter when possible
- To draw inspiration from best practices and evaluate ourselves regularly in order to continuously improve
- To work in partnership with you to improve the organisation and quality of our care and services

YOUR RESPONSIBILITY

- To provide all necessary information about your situation or health condition
- To cooperate in the smooth running of your care and services
- To keep your appointments or notify us as soon as possible if you are unable to attend
- To ensure that your health insurance card (RAMQ) is valid and renew it within the required time frame
- To participate actively in your care by cooperating with the Clinic's staff members
- To provide a clean and safe environment when receiving home care
- To use services responsibly by avoiding abuse or inappropriate use of the Clinic's resources
- To follow the rules by complying with the Clinic's policies and regulations, such as hygiene and infection prevention guidelines



Respect, integrity and dignity

YOUR RIGHTS

As stipulated in the Charter of Rights and Freedoms, you have the right to personal integrity, dignity, equality, and privacy.

OUR COMMITMENT

- To respect your dignity and privacy
- To be open, kind and professional
- To take your values, beliefs and circumstances into account without judgement
- To respect your right to choose your professional or the establishment where you wish to receive services, as far as possible
- To respect and promote your independence
- To not tolerate any form of violence or harassment

YOUR RESPONSIBILITY

- To show respect and courtesy towards staff and other users
- To act respectfully and without violence (verbal, physical, psychological)
- To take care of the Clinic's property made available to you



Privacy and personal information

YOUR RIGHTS

You have the right to privacy and to the protection of your personal information. You also have the right to confidentiality of the information contained in your medical records and to demand that the information contained therein never be disclosed without your consent. You have the right to access your medical records subject to certain conditions.

OUR COMMITMENT

In accordance with legal provisions:

- With your consent, to collect, use and store your personal information in a confidential, respectful and secure manner
- To obtain your authorisation before sharing your information
- To respond to your request for access to your file
- To record in your file only information that is relevant and required for your care and services
- To exercise increased vigilance, considering that the Clinic is located in a small community
- To inform you as soon as possible if a breach of confidentiality occurs

YOUR RESPONSIBILITY

- To follow the procedures for requesting access to your file
- To respect the confidentiality of information concerning other users and members of the Clinic's staff
- To inform us of any changes to your information and contact details (e.g., new address, telephone number, emergency contact, pharmacy)
- To read the Clinic's *Personal Information Protection Policy*, which can be found on our website

Autonomy and participation

YOUR RIGHTS

You have the right to participate in any decision that may affect your health or your mental and physical well-being. You also have the right to participate in the implementation and modification of the proposed intervention plan. You have the right to make free and informed choices regarding care and services.

OUR COMMITMENT

- To promote your independence and empowerment
- To create an environment conducive to expressing your needs, expectations, and choices
- To promote the maintenance and development of your strengths while respecting your limitations
- To adjust our interventions to your pace
- To work together to develop your care and service plan

YOUR RESPONSIBILITY

- To be involved in your care, the services you receive and the decisions that affect you
- To work in partnership with the Clinic staff to maintain and develop your independence
- To mobilise your personal, social, and family resources in this quest for independence

Information and consent

YOUR RIGHTS

You have the right to be informed about your physical and mental health, about possible treatments and their risks and consequences, about the services available in your community, and about how you can access them.

You also have the right to consent to your care, i.e. to accept or refuse care, treatment or services. No one can be subjected to treatment without their consent.

OUR COMMITMENT

- To obtain your consent for your care and services
- To communicate with you and answer your questions in clear and understandable language to help you better understand your health condition and enable you to make free and informed decisions
- To foster a climate of trust in which you are free to make decisions or change your mind
- To inform you about the care and services we offer at the Clinic and about service interruptions when they occur

YOUR RESPONSIBILITY

- To clearly express your expectations, needs, and preferences regarding your care and services
- To ask for explanations to understand your health condition and ask questions if the information is unclear
- To express your agreement or refusal regarding the treatments and services we suggest
- To contribute to finding solutions
- To respect the Clinic's sometimes limited capacity to provide care and services based on available resources



Dissatisfaction and service improvement

YOUR RIGHTS

You have the right to express your dissatisfaction or file a complaint if you are not satisfied with the care and services provided by the Clinic.

OUR COMMITMENT

- To listen to you
- To receive your comments openly and without judgement
- To make concrete improvements to our practices wherever possible
- To inform you of the support available and the mechanisms at your disposal to file a complaint in complete confidentiality
- To protect you from any reprisals following a complaint you have made

To express dissatisfaction

If you are dissatisfied with the services you received at the Clinic, we invite you to share your feedback. By doing so, you will help us improve our services. There are three ways to share your feedback:



CONTACT THE STAFF OR PERSON RESPONSIBLE FOR THE SERVICE

We encourage you to speak to the relevant staff member or ask to speak to the person in charge of the department to discuss possible solutions together.





CONTACT THE USERS' COMMITTEE

The Users' Committee is an independent body made up of users of the Clinic. It is there to inform you and ensure that your rights are respected. The committee can also provide you with confidential support and assist you with any procedures related to the Clinic's services. It also works with the Clinic to improve services.

To contact the Users' Committee:

E-mail:

info@cuccpsc.ca

Telephone :

514 937-9251 poste 7403



CONTACT THE LOCAL SERVICE QUALITY AND COMPLAINTS COMMISSIONER'S OFFICE

The Local Service Quality and Complaints Commissioner's Office is a confidential and independent service established by law to receive and ensure the prompt handling of complaints from users of health services. The Local Commissioner handles all reports of mistreatment and complaints from users of health services in the territory of the CIUSSS du Centre-Sud-de-l'île-de-Montréal.

Upon receipt of your complaint, the Commissioner will review your version of events, investigate if necessary, assist you and make recommendations to the Clinic. She will also inform you of the conclusions of her investigation.

You can contact the Local Complaints and Service Quality Commissioner's Office in several ways:

Via e-mail:

commissaireauxplaintes.ccsmtl@ssss.gouv.qc.ca

Via telephone: 514 593-3600

Via fax: 514 593-2106

Via mail:

155 Saint-Joseph Blvd.
Montréal (Québec) H2T 1H4

You can also find a complaint form on our website or at the reception desks of the Clinic's service points.





Ash Service Point

500 Ash Avenue
Montréal (Québec) H3K 2R4

Phone

514 937-9251

Centre Service Point

1955 Centre Street
Montréal (Québec) H3K 1J1

www.ccpsc.qc.ca