

CODE OF ETHICS

OF THE DOUGLAS MENTAL HEALTH
UNIVERSITY INSTITUTE

Douglas
INSTITUT MENTAL HEALTH
UNIVERSITAIRE EN UNIVERSITY
SANTÉ MENTALE INSTITUTE

**Centre intégré
universitaire de santé
et de services sociaux
de l'Ouest-de-
l'Île-de-Montréal**

Québec 

Note to the Reader: The first document regarding patient rights and responsibilities was adopted by the Board of Directors in 1977. Since then, it has been the subject of several revisions (1991, 1996, 1998, 2005 and 2008). In 2015, this document was completely revamped but is still called the “Code of Ethics”.

The present Code of Ethics was adopted by the Board of Directors of the Douglas Mental Health University Institute (Douglas Institute) on March 18, 2015. Its revision was completed before the Douglas Institute was integrated into the Centre intégré universitaire de santé et services sociaux (CIUSSS) de l’Ouest-de-l’Île-de-Montréal and was coordinated by the office of the Director of Professional and Hospital Services (DPHS) in collaboration with the Clinical Ethics Committee, the Service Quality and Complaints Commissioner and the Department of Communications and Public Affairs.

The Code of Ethics is handed out to every user upon each admission and to any person who requests a copy as per section 233 of An Act Respecting Health Services and Social Services (R.S.Q., c. S-4.2, s. 233).

The Code of Ethics is available in both French and English online or in print form.

The masculine gender is used throughout this document solely to make the text easier to read and therefore applies to both men and women.

To get a copy:

For patients, relatives and loved ones, please contact:

■ **Users’ Committee**

Burgess Pavilion, room D-0104,
514 761-6131, extension 2282 / comusagers@douglas.mcgill.ca

■ **Residents’ Committee**

Burgess Pavilion, room D-0104,
514 761-6131, extension 3682 / com.residents@douglas.mcgill.ca

For staff, please contact:

■ **Human Resources**

CIUSSS de l’Ouest-de-l’Île-de-Montréal
Douglas Mental Health University Institute

6875 LaSalle Blvd, Montréal, QC H4H 1R3
Tel.: 514 761-6131 / Fax: 514 762-3043 / www.douglas.qc.ca

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DEFINITIONS

Centre intégré universitaire de santé et de services sociaux de l'Ouest-de-l'Île-de-Montréal (CIUSSS de l'Ouest-de-l'Île-de-Montréal)

CIUSSS de l'Ouest-de-l'Île-de-Montréal is the health institution within which the Douglas Mental Health University Institute has been regrouped since April 1, 2015. The mission of the CIUSSS de l'Ouest-de-l'Île-de-Montréal is to provide care and services to the population of its catchment area. It must also ensure that its services are organized in continuity and complementarity within its catchment territory, in keeping with its multiple missions, the needs of the population and the territorial reality.

Clinical Ethics Committee of the Douglas Mental Health University Institute

The work of the Clinical Ethics Committee on behalf of Douglas patients is based on values of respect, self-determination, kindness, compassion, trust, justice and integrity. Hence, the Committee recognized that each individual has the fundamental right to make his own informed decisions regarding his care or any other issue related to his quality of life. It also recognizes the capacity of clinicians to reflect on ethics.

Concretely, the Committee:

- Provides a forum to promote staff dialogue and reflection about ethics;
- Reviews the Douglas Institute's policies that may have an ethical component impacting patients;
- Supports clinicians in dealing with particular clinical cases;
- Raises awareness and provides information on ethical issues;
- Provides a tool-box to clinicians and managers that promotes a decision making process based on ethics.

Service Quality and Complaints Commissioner

The Service Quality and Complaints Commissioner is the person who receives and reviews patient complaints. If needed, the Commissioner will make recommendations to the Board of Directors of the IUHSSC regarding any measure in order to promote respect for patient rights and satisfaction. The Commissioner may also take action, on his own initiative or if asked by a third party, when there are reasonable grounds to believe the rights of a user or group of users are not being enforced. He must make sure that assistance is provided to patients, their representatives or their relatives and guide them through the process.

Douglas University Mental Health Institute (Douglas Institute)

The Douglas Institute is a facility of the CIUSSS de l'Ouest-de-l'Île-de-Montréal. When referring to the Douglas in the present Code, it includes all buildings of the Douglas Institute, including residential resources under its responsibility, as well as the Research Centre and the Douglas Institute Foundation.

Patient

Refers to the term “users” used in An Act Respecting Health Services and Social Services, R.S.Q. (ARHSS) and includes any person receiving care or services from the Douglas Institute or in one of its residential resources. This term includes, if applicable, any patient

representative pursuant to section 12 of the ARHSS.

Staff

Members of the boards of directors, members of personnel, members of the Council of Physicians, Dentists and Pharmacists, medical residents, trainees, volunteers and any other person who practices a profession in a centre operated by the Douglas Institute, its Research Centre or the Foundation, including residential resources home owners and employees. All these people are hereinafter designated as “staff”.

Loved one

Any person who is significant to the patient, whether a friend or family member.

WHY WE NEED A CODE OF ETHICS?

Every Quebec health institution must adopt a code of ethics and distribute it to its staff and patients and their families.

“The simplest of rules is also the best: do as you wish to be done by”

Dr. Thomas Burgess - 1893

The Douglas Institute decided to extend its reflection over and above the legal obligation. We firmly believe that the drafting of a Code of Ethics represents, first and foremost, a commitment to promoting the values we hold dear.

Our Code is the result of a common reflection coordinated by the facility’s Professional and Hospital Services Department. The mandate to conduct this review was given to the Clinical Ethics Committee who benefitted from a generous and rich collaboration.

Our Code of Ethics is an essential instrument that allows our staff to adopt the fundamental values that will guide their daily practice. It is also an important tool for the promotion of patient rights and obligations. The Douglas Institute Code of Ethics complements the codes of conduct of the various professional bodies and must not be considered a control mechanism. This code should be used as a source of inspiration and reference guide for patients and staff.

It covers our mandate and the principles that guide and influence our practices. We have grouped the various rights and responsibilities of patients under four themes.

WHO IS RESPONSIBLE FOR THE CODE OF ETHICS AT THE DOUGLAS INSTITUTE?

Everyone has a role to play in ensuring the values promoted in our Code of Ethics are carried out and communicated. More specifically, the **Clinical Ethics Committee** is responsible for keeping the Code of Ethics up-to-date and promoting it to patients and staff. To fulfill this mandate, the Committee works in collaboration with the **Service Quality and Complaints Commissioner** who also participates in the Code’s dissemination and oversees its application.

MANDATE: CARE, TEACH, EVALUATE, DISCOVER AND SHARE KNOWLEDGE

The Douglas is a mental health university institute under the terms of An Act Respecting Health Services and Social Services. As such, the Douglas must, in addition to carrying out the activities integral to its mission, offer specialized and ultra-specialized services ([Care](#)), participate in education ([Teach](#)), evaluate health technologies ([Evaluate](#)) and manage an accredited research centre ([Discover](#) and [Share](#)).

OUR PRINCIPLES AND COMMITMENT: PROVIDE YOU WITH HEALTH CARE IN A PARTNERSHIP

At the Douglas Institute, we want to provide quality care, support and solutions adapted to each individual. This is why we want to integrate you as a partner in any discussion that concerns you. To this end, we are making a commitment to respect these four important principles.

Dignity and respect

We will listen and be open to your choices and opinions. At all times, we will take your values, spiritual needs and sociocultural context into consideration.

Information sharing

To help you make informed decisions, we will ensure you are provided with information that is timely, comprehensive and adapted to your needs.

Shared decision-making

We encourage you to take part not only in your care but also in decisions concerning your care.

Collaboration

As a partner, you will be invited, whenever possible, to participate with staff in improving care and services as well as in developing and disseminating information about Douglas Institute policies and procedures.

Your family and friends can sometimes be a great help. If you agree, and if possible, we encourage you to share information that may be useful to them and include them in the decision-making process. This could make it easier for your loved ones to assist you.

PATIENT RIGHTS

The Douglas Institute is firmly committed to protecting and respecting the rights of patients and their legal representatives. These rights are grouped under four themes: self-determination, mutual respect, transparency and quality of care and services.

■ Self-determination

Participation in one's own care can promote empowerment. This can in turn contribute to recovery and a better quality of life in the community.

You have the right to:

- Take part in your treatment to the best of your ability and in accordance with your personal preferences;
- Be informed properly so you can accept or refuse care in a free and informed manner; however, this right does not apply if your life is in danger or if your integrity is jeopardized;
- Be represented for all your rights if you are incapable of representing yourself;
- Choose the institution and the professional from whom you want to receive care, taking into account available resources and the level of care required; however, a professional is free to accept or refuse to treat a patient;
- Be supported and helped by the person of your choice for your care and services or to obtain information, take decisions or file a complaint.

■ Mutual respect

Respect and confidentiality are at the heart of any contact.

At all times, you have the right to:

- Respect and dignity – and to be treated with courtesy and understanding;
- Professional confidentiality and respect for your private life;
- Be protected against any form of discrimination, exploitation, abuse, harassment or violence;
- Have your rights, needs, freedom and integrity recognized and your environment respected;
- Be treated fairly;

- Be served in English or French based on your choice;
- Ask that your personal information no longer be used by the Douglas Institute for the purpose of donation solicitation or surveys.*

** To ask for your personal information to be removed from the donation or survey list, please contact the Medical Records Department of the Douglas Mental Health University Institute: 6875 LaSalle Blvd., Montréal, QC H4H 1R3. Tel.: 514-761-6131*

■ Transparency

Transparency and honesty are fundamental in developing a counseling relationship based on trust and mutual respect.

You have the right to:

- Be informed of your state of health and of the available treatments and their side-effects before you consent to or refuse treatment;
- Be informed of available services and how to access them;
- Access your record, which is confidential;
- Be informed, as soon as possible, of any incident or accident occurring during the provision of services;
- File a complaint without risk of reprisal and to be assisted by the person of your choice throughout the process.

■ Quality and safe care and services

Quality and safe care and services are a priority.

You have the right to:

- Receive quality care and services. This care and these services must be safe, personalized and provided in continuity while also respecting your rights and spiritual needs;
- In case of an emergency, receive the care your state requires;
- Control measures (if required) being applied in conformity with the protocol adopted by the institution; a control measure is never a punishment and must only be used in exceptional circumstances;
- Secure and well-maintained equipment;
- The proper application of hygiene standards and emergency measures.

PATIENT RESPONSIBILITIES

Participating in your care and services also requires that you accept certain responsibilities.

You are responsible for:

- Informing your treatment team of your decision regarding your consent to treatment and providing the information needed for evaluating and improving your health;
- Participating in drafting and updating your treatment plan, which is developed with your treatment team;
- Respecting the rights of others and their belongings;
- Respecting the rules of the institution;
- Informing the nurse on your unit where you are going when required;
- Being civil and polite with others;
- Taking care of yourself as much as your condition allows – i.e. eating, washing and grooming yourself and dressing yourself properly;
- Using the services provided by the institution in a reasonable manner, without abusing them, and leaving as soon as you are discharged by your physician;
- Contributing financially to lodging fees, when applicable, and to certain other costs;
- Looking after your property in a reasonable manner and reporting any lost or stolen item immediately to the head of the unit or service concerned.

RESOURCES AVAILABLE TO ASSIST PATIENTS

If you believe your rights are not being respected, we invite you first to talk to your clinician, then to the head of the unit or service concerned. The Users' Committee or the Residents' Committee can assist you at all times throughout the process.

Then, if you are not satisfied with the results, we encourage you to contact the Users' Committee, the Residents' Committee or the Service Quality and Complaints Commissioner.

Users' Committee

Burgess Pavilion, room D-0104
Tel.: 514 761-6131, extension 2282
Fax: 514 888-4089
comusagers@douglas.mcgill.ca

Residents' Committee

Burgess Pavilion, room D-0104
Tel.: 514 761-6131, extension 3682
Fax: 514 888-4089
com.residents@douglas.mcgill.ca

Service Quality and Complaints Commissioner

Dobell Pavilion, room B-1133
Tel.: 514 762-3010 or 514 761-6131, extension 3287 or 2255
Fax: 514 888-4059

RESOURCES TO ASSIST STAFF WHEN ETHICS ARE CONCERNED

As a staff member, you could be faced with an ethical dilemma and may not be able to make a decision with which you are comfortable.

As a first step, we invite you to discuss the issue with a colleague, your team or your immediate superior. Then, if you find it necessary to consult a second resource, you could talk to your representative on the Clinical Ethics Committee. Finally, if you are still not satisfied, we encourage you to contact the Co-Presidents of the Clinical Ethics Committee.

You will find the information about the Clinical Ethics Committee and additional information on clinical ethics on the Douglas Institute intranet site, under section Councils and Committees / Clinical Ethics Committee.