

CODE OF ETHICS



Douglas
INSTITUT UNIVERSITAIRE EN SANTÉ MENTALE / MENTAL HEALTH UNIVERSITY INSTITUTE

www.douglas.qc.ca

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Approved by the Douglas Institute Board of Directors

Note to reader: The first document concerning clients' rights and responsibilities was adopted in 1977. It was subject to revisions in 1991, 1996, 1998, 2005 and 2008 and is currently titled "Code of Ethics".

The masculine form is employed throughout this text in order to facilitate reading; however, for the purpose of this document, it refers both to men and women.

TO OBTAIN A COPY:

For clients, families and friends:
Beneficiaries' Committee
Newman Pavilion, Rm. H-2124,
514-761-6131, ext. 2286

For personnel:
Human Resources Directorate
Dobell Pavilion, Rm. B-1103,
514 761-6131, ext. 2724

For more information about the Douglas Institute,
contact the Department of Communications
and Public Affairs:
6875 LaSalle Blvd.
Borough of Verdun
Montréal, Quebec, H4H 1R3
Tel.: 514-761-6131, ext. 2769
Fax: 514-762-3043
comm@douglas.mcgill.ca
www.douglas.qc.ca

**"The simplest of rules is also the best:
do as you wish to be done by."**

- Dr. Thomas Burgess - 1893

Charles H. Cahn, M.D., 100 Years of History and Progress
Douglas Hospital, Verdun, 1981, p.28

The Douglas Institute exists for the sole purpose of serving clients, who are at the heart of its mission. It is dedicated to respecting their dignity, providing them with protection and ensuring their well-being. Therefore, the first section of this document pertains to the rights and responsibilities of clients.

The organisation's commitment is expressed in a collection of behaviours and practices expected from all personnel, which is the subject of the second part of this document.

This Code of Ethics serves as a guide for directing each individual's actions in response to various circumstances and is intended to ensure that the institution offers quality services.¹ It reflects various existing laws in Quebec, such as the Charter of Human Rights and Freedoms and the Act Respecting Health Services and Social Services, as well as certain administrative regulations of the Douglas Institute.

If you are a client with any concerns related to your treatment, please do not hesitate to contact your treating physician, members of the healthcare team or their superiors, who are obligated to ensure quality care and services. You may also choose to contact the Users' Committee (hereinafter referred to as Beneficiaries' Committee) at 514-761-6131, ext. 2286 or the Local Complaints and Service Quality Commissioner (hereinafter referred to as Ombudsman) at 514-762-3010 or at 514-761-6131, ext. 3287. All of these people are available to assist you.

If you are an employee wishing to have information related to the content of this document, please contact your immediate supervisor or the Human Resources Directorate at ext. 2777.

¹ Taking into account the Douglas Institute's rules and regulations, as well as available resources, care provided by the Douglas Institute must limit the excessive and intrusive use of restraints as much as possible, in keeping with the nature of the problem at hand.

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DEFINITIONS

INSTITUTION

The Douglas Institute and its facilities, including the residential resources it administers, and the Douglas Institute Research Centre and Foundation.

CLIENT

Any individual using Douglas Institute health and social services, whether or not the person is in residence; the term also refers to research study participants.

PERSONNEL

Members of the Board of Directors, staff members, members of the Council of Physicians, Dentists and Pharmacists, medical residents, trainees, volunteers and any other person whose occupation is performed within a facility operated by the Douglas Institute, its Research Centre or Foundation, including residential resources managers and employees. All of these parties will hereinafter be referred to by the term “personnel”.

ACT

The Act Respecting Health Services and Social Services

SECTION 1 CLIENT RIGHTS AND RESPONSIBILITIES



1.1 CLIENT RIGHTS

The Douglas Institute is firmly committed to protecting and respecting the rights of clients and their legal representatives.

As such, you are entitled to the following rights:

1.1.1 The right to be informed about your state of health and access to services

- The right to be informed about your state of health and to obtain all information pertaining to your treatment and medication (its nature, purpose, consequences, risks and alternatives), as well as the choice of treatment options available to you.²
- The right to be informed, as quickly as possible, of any accident which has occurred during the delivery of services and which may result in, or has already resulted in, consequences to your state of health or well-being, as well as the measures employed to counter said consequences or avoid a recurrence of such an incident.

² From all Douglas Institute professionals, including your treating physician.

- The right to access your medical record (if you are 14 years of age or older). You must submit your request for access in writing, either to obtain copies of documents or to examine the record's contents. If you so desire, the assistance of a qualified professional can be provided for you in order to facilitate understanding of your clinical and social information. However, this right can be temporarily suspended if, based on the opinion of your treating physician, the acquisition of this information could possibly cause serious harm.
- The right to be informed about the existence and means of accessing services and resources offered by the Douglas Institute with regard to health and social services.

1.1.2 The right to services

- The right to receive adequate health and social services on a scientific, human and social level, in a continuous, personalised and secure fashion.
- The right to receive the care required by your condition if your life or integrity is in danger. Once a request is submitted, it is incumbent on all institutions to ensure all necessary care is provided.

1.1.3 The right to the professional and institution of your choice

- The right to choose the professional³ and/or institution⁴ from whom, or in which, you prefer to receive health and social services, taking into account Douglas Institute regulations and available human, material and financial resources.

1.1.4 The right to be involved in your treatment and to give or refuse consent

- The right to participate in every decision concerning your state of health or well-being; especially, the right to participate in your Individualised Intervention Plan (IIP), as well as any modification to this plan.⁵

³ The professional has the freedom to accept or refuse to treat an individual. However, all requests for service will be taken into consideration by the Douglas Institute.

⁴ Taking into account the level of care required.

⁵ This also applies to the Individualised Service Plan (ISP), in instances where you are also receiving services from other institutions.

- The right to accept or refuse examinations, tests (blood, urine etc.) or any other form of intervention. This right prevails at all times, except in cases of emergency where your consent is unable to be obtained or unless a court order states otherwise.⁶
- The right to agree or refuse to participate in a research project.
- The right to categorically refuse care, even if this decision is contrary to that of your legal representative. This right cannot be exercised in instances involving emergency situations, hygienic care or if there is a court order regarding the matter.

1.1.5 The right to respect and dignity

- The right to be treated with respect, courtesy and dignity, and with respect for your privacy.
- The right, while hospitalised, to personal safety, decent living conditions, a healthy diet and regular care of your clothing.

1.1.6 The right to confidentiality

- The right to the confidentiality of your medical records, as well as to professional secrecy, with the exception of cases authorized by the Act.⁷

Soliciting donations

Since 2006, the Act has authorized the Douglas Institute to use, within specific guidelines, your last name, first name, and address, as a client, in order to invite you to make a donation to promote the work of the Institute or its Foundation and to indicate how your donation will be used. The Institution must provide you with a viable opportunity to withdraw your consent to have your contact information used, if that is your wish. At any time, you may request that your personal information not be used for this purpose.

⁶ Your consent must be free and well-informed. Even if you are under confinement, the Douglas Institute must obtain your consent in order to treat you, but not to hospitalise you.

⁷ The Act provides exceptions concerning communications, without the consent of the client, in relation to certain confidential information contained in the file.

Surveys

The Act authorizes the Douglas Institute to use, within specific guidelines, your contact information (last and first name, address and telephone number) to conduct surveys in order to determine your degree of client satisfaction and your expectations with regard to the services provided. At any time, you may request that your personal information not be used for this purpose.

1.1.7 The right to be represented, accompanied or aided

- The right, in the event of incapacity, to have your rights exercised by your legal representative, who will speak and act on your behalf.
- The right to be accompanied and aided by a person of your choice, when seeking to obtain information or initiating a process pertaining to services.
- The right to a complete and full defence, i.e. you have the right to consult an attorney whenever you wish.

1.1.8 The right to receive services in English or French

- The right to receive health and social services in English or French, whichever language you prefer.

1.1.9 The right to file a complaint and pursue a recourse

- The right to pursue any or all recourse, without fear of reprisals, against the institution, its administrators or employees, due to an error or negligence that has caused you harm.
- The right to file a complaint with the Douglas Institute Ombudsman if you believe your rights have not been respected, without fear of reprisals.

1.1.10 The right to protect your property

- The right to deposit small personal effects (watches, jewellery, credit cards etc.), in complete security, providing there is sufficient space available. A list of your stored belongings will be entered into your medical record, which must be revised

whenever necessary and at the time of any unit transfers. By choosing to keep your property in your possession, you automatically agree to assume total responsibility for it.⁸

1.1.11 The right to be aware of your financial situation

- The right to be regularly informed of withdrawals and deposits made from and to your Douglas Institute Patients' Cashier account and, upon request, to obtain a statement of your finances during regular opening hours. This applies equally to clients who voluntarily participate in the Douglas Institute Trust.

1.1.12 The right to freedom of expression

- The right to communicate with whomever you choose by letter, in person or by telephone, without any censorship. However, your physician has the right to suspend this freedom, on occasion, should he judge it preferable to your health.⁹

If you detect a discrepancy between the rights stipulated in the Douglas Institute Code of Ethics and your own experiences with the practices and conduct of personnel, we invite you, first, to contact the head of the unit or department concerned. If you are not satisfied with the response, we encourage you to communicate with the Douglas Institute Ombudsman, either in person or in writing. Handling complaints is a major factor in respecting rights, improving services and satisfying clients.

1.2 CLIENT RESPONSIBILITIES

Douglas Institute clients also have responsibilities prescribed within various relevant legislation, such as the Charter of Human Rights and Freedoms, the Act and the Douglas Institute's administrative rules.

As such, you have the following responsibilities:

1.2.1 To cooperate in your treatment

- By cooperating with the Douglas Institute personnel as regards your care and services.

⁸ We strongly recommend you only keep essential items in your possession.

⁹ Even if you are under confinement, your letters will be forwarded immediately, without interference, if they are addressed to the following parties: an attorney, the Curateur public du Québec or the Tribunal administratif du Québec.

- By participating in the development of your Individualised Intervention Plan (IIP).⁵

1.2.2 To use services in a judicious manner

- By using the services the institution offers in a reasonable fashion and not abusing them.
- By leaving the Douglas Institute when you have been officially discharged by your physician, which indicates that your condition is favourable to integration back into your home, or that a place has been secured for you in another institution or residential resource.

1.2.3 To contribute financially to certain services

- By paying certain fees and making the required financial contribution towards your accommodation and selected services (e.g., glasses, dentures, special needs, dry cleaning etc.).

1.2.4 To cooperate in the processing of a complaint

- By providing information, the Douglas Institute requires to examine your complaint and, unless there is a valid reason, to attend all meetings arranged as part of this inquiry.

1.2.5 To respect the rules

- By conforming to the Douglas Institute regulations and regulations of the department serving you.

1.2.6 To assume responsibility for your actions

- By accepting the consequences of your actions.

1.2.7 To take care of your person

- By taking care of your person, in as much as your condition allows, which is to say: eating, washing yourself, grooming yourself and dressing yourself properly, in order to maintain as much autonomy as possible.

1.2.8 To look after your property

- By looking after your property in a reasonable manner and by immediately reporting any item that is lost to the head of the unit or department in which you are admitted.

1.2.9 To respect the rights and property of others

- By respecting the rights and property of other clients and personnel, as well as Douglas Institute property.

1.2.10 To respect restricted areas

- By respecting areas where access is prohibited to clients, unless appointments are scheduled there with health practitioners to conduct rehabilitation activities, or with researchers, or for any other valid reason.¹⁰

1.2.11 To respect the Douglas Institute's personnel and visitors

- By respecting all Douglas Institute personnel, as well as numerous visitors, throughout the institution.

1.3 CLIENT STATUS

If you are hospitalised, you may ask your treating physician to inform you of your Douglas Institute status:

1.3.1 Voluntary admission

- If you have been hospitalised with your consent, you may leave the Douglas Institute of your own accord; however, it is advisable to discuss the matter with your physician before making such a decision. In instances where your condition presents a serious and immediate danger to you or to others, a physician may assess your need for protection and keep you in the Douglas Institute against your wishes under one of the following terms: preventive confinement, temporary confinement or authorised confinement.

1.3.2 Involuntary admission

In instances of involuntary admission, you are not permitted to leave the Douglas Institute grounds under any circumstances. Please note that you do, however, have the right to consult an attorney to inform yourself of any recourse related to this situation.

¹⁰These areas include: the various programs' administrative departments, the staff cafeteria and main kitchen (Perry Pavilion), the Maintenance and Housekeeping Department (Perry Pavilion), the Douglas Institute's laundry service and Engineering Department (Caton Pavilion), nurses' stations, medical records, the areas occupied by the Douglas Institute's Research Centre and Funville Early Childhood Centre.

■ **Preventive confinement** (on physician's orders): Any physician (psychiatrist, general practitioner, a medical resident with authorisation from a psychiatrist) is allowed to decide to keep you in Douglas Institute without your consent, once your mental state presents a serious and immediate danger to you or to others. As such, based on the physician's order written in your medical record, indicating the time and date your confinement begins, you can be kept under preventive confinement for a maximum period of 72 hours.¹¹ Once this entire period has elapsed, you are automatically free to leave if the institution has not obtained a court order stipulating otherwise.

■ **Temporary confinement** (by court order): Following a request submitted by a physician or person with a special interest in your welfare, a judge may order you to undergo a psychiatric evaluation in order to determine whether your mental state presents a danger to you or to others. You will be taken into care that same day and confined for a maximum period of 144 hours.¹¹

If, within the first 24 hours, the psychiatric examination does not conclude that confinement is necessary, you may then decide either to stay for observation, without temporary confinement, or to leave the Douglas Institute.

If the psychiatric examination concludes that confinement is necessary, a second examination must be conducted within 96 hours of your arrival. If this second examination is unable to determine whether or not confinement is necessary, you may then decide either to stay for observation, without temporary confinement, or to leave the Douglas Institute. If the examination concludes that authorised confinement is required, a court order must be obtained before the 144-hour period expires.

■ **Authorised confinement** (by court order): A judge may order you to be confined if you refuse to stay in Douglas Institute. A request to this end must be submitted by the Douglas Institute or a person with a special interest in your welfare after two psychiatric evaluations have concluded that confinement is necessary.¹²

¹¹ If this period of confinement expires on a Saturday, Sunday or statutory holiday, the confinement will be extended to the next juridical day.

¹² The request for confinement must have been served to the client two days before the request is presented to the court.

The maximum period of confinement will be determined by the court. You will be notified of its duration. However, an end to the confinement must be ordered as soon as your mental state no longer presents a danger to you or to others. It is therefore possible for your treating physician to lift the confinement before the end of its designated period. Should periodic examinations deem it necessary, it is also possible for the confinement to be extended on the 21st day and every three months after that. Please note, however, that in cases of authorised confinement, you have the right to request that the Tribunal administratif du Québec (TAQ) investigate your situation.

■ **Commission d'examen des troubles mentaux (CETM)**: The CETM is an administrative tribunal established under the Criminal Code. Its purpose is to render decisions concerning individuals who have received a verdict of:

- unfit to stand trial
- not criminally responsible on account of mental disorder

Consequently, the CETM must assess the level of risk which an individual presents to the public's safety and, if this risk is significant, decide what measures should be taken to ensure the public's safety. For more information regarding the CETM and its functions, contact the psychiatric-legal coordinator at 514-761-6131, ext. 2505.

1.4 OTHER USEFUL INFORMATION FOR CLIENTS

1.4.1 Protective supervision

If you feel you need help to protect your person or manage your property and wish for assistance or representation in exercising your civil rights, you can request the institution of protective supervision. The institution of this type of protection can also be requested by your spouse, family members, friends or by any person who shows a special interest in your welfare, including the public curator. For more information, contact the office of the Professional and Hospital Services Directorate at 514-761-6131, ext. 2755 or the Curateur public du Québec at 514-873-3002.

1.4.2 Research

It is possible that you will be asked to participate in a clinical research project. If this is the case, the researcher must obtain your free and well-informed consent, after having clearly explained all of the details pertaining to the research protocol. You have the right to withdraw your participation at any time, even verbally, without any reprisals. If you refuse to participate, your refusal in no way affects your treatment or other care provided to you as a Douglas Institute client.

Written consent is required from your legal representative, authorising your participation in any research if you are a minor or under protective supervision. If you are capable of understanding the nature and consequences of the experiment and refuse participation, your decision must be respected.

For more information regarding clinical studies currently in progress, visit the Research Centre section on the Douglas Institute's web site at www.douglas.qc.ca.

1.4.3 Teaching

The Douglas Institute is a training centre for future healthcare professionals. Over the course of your treatment, it is likely you will come into contact with medical residents, interns and students from every field in the health sector. These people must inform you that they are in training. If you have any questions about them, ask their clinical supervisors.

1.4.4 Beneficiaries' Committee (Users' Committee)

The mandate of the Beneficiaries' Committee is to promote and defend the rights and interests of clients or, upon request, to accompany or assist a client in filing a complaint with the Ombudsman, the Regional Complaints and Service Quality Commissioner or the Protecteur du citoyen (the Health and Social Services Ombudsman). Moreover, this committee must foster improvement in the quality of clients' living conditions and assess their degree of satisfaction with Douglas Institute services.

If you have any concerns regarding the collective interests of clients or would like more information pertaining to your rights and responsibilities or about this committee, contact the Beneficiaries' Committee at 514-761-6131, ext. 2286 (Newman Pavilion, Room H-2124).

1.4.5 Ombudsman (Local Complaints and Service Quality Commissioner)

The Ombudsman ensures the promotion and protection of clients' individual rights. Therefore, any Douglas Institute client, whether hospitalised or not, is entitled to the Ombudsman's help. His role is to improve the quality of services; increase overall satisfaction; listen to problems and concerns; advise people of their rights, responsibilities and recourse; receive and handle all requests (information, assistance or intervention), and investigate complaints; and promote the Douglas Institute's Code of Ethics.

If you feel your rights have been infringed upon, you must first discuss the matter with your health practitioner and the head of the department in question. If this proves to be difficult, you can contact the Ombudsman, who will assist you or direct you to the appropriate people or recourse, at 514-761-6131, ext. 3287 (Dobell Pavilion, Room B-1135). For more information, visit the www.douglas.qc.ca/ombudsman.

1.4.6 Other recourses

Action autonomie

1260 Ste-Catherine Street East
Suite 208
Montréal, Quebec, H2L 2H2
Tel.: 514-525-5060
www.actionautonomie.qc.ca

Commission des droits de la personne et des droits de la jeunesse du Québec

360 St-Jacques Street West
2nd Floor
Montréal, Quebec, H2Y 1P5
Tel.: 514-873-5146
www.cdpedj.qc.ca

CAAP-Island of Montreal

7333 St-Denis Street
Montréal, Quebec, H2R 2E5
Tel.: 514-861-5998
Tel.: 1-877-767-2227
www.caapidm.ca

Curateur public du Québec

Direction territoriale et
Bureau de Montréal
454 Jacques-Cartier Place
Suite 200
Montréal, Quebec, H2Y 3B3
Tel.: 514-873-3002
www.curateur.gouv.qc.ca

Regional Service Quality and Complaints Commissioner for the Agence

Agence de la santé et des services sociaux de Montréal
Office of the Regional Commissioner
3725 Saint-Denis Street
Montréal, Quebec, H2X 3L9
Tel.: 514-286-5615
www.santemontreal.qc.ca

Protecteur du citoyen

(Health and Social Services
Quebec Ombudsman)
1080 Beaver Hall Hill
10th Floor, Suite 1000
Montréal, Quebec, H2Z 1S8
Tel.: 514-873-2032
www.protecteurducitoyen.qc.ca

Regional Service Quality and Complaints Commissioner for Urgences-Santé

Customers Services of the
Urgences-Santé Corporation
3232 Bélanger Street
Montréal, Quebec, H1Y 3H5
Tel.: 514-723-5606
www.urgences-sante.qc.ca

Tribunal administratif du Québec

(Review Board and Confinement)
Secretariat
500 René-Lévesque Blvd. West
21st Floor
Montréal, Quebec, H2Z 1W7
Tel.: 514-873-7154
www.taq.gouv.qc.ca

Commission d'accès à l'information du Québec

500 René-Lévesque Blvd. West
Suite 18.200
Montréal, Quebec, H2Z 1W7
Tel.: 514-873-4196
www.cai.gouv.qc.ca

SECTION 2 PERSONNEL CONDUCT AND PRACTICES



2.1 PERSONNEL'S RESPONSIBILITIES TOWARDS THE CLIENT

The Douglas Institute expects its personnel to pay particular attention to the protection of clients' rights, to ensure that their respect and dignity is maintained and to offer quality service according to best practices.

At all times and under all circumstances, personnel must:

Respect and protect clients in every way

The client has rights with regards to the provision of health and social services. He must be treated with respect in relation to his individuality, to confidentiality and to the protection of his property and personal effects.

2.1.1 Respect client individuality

- By encouraging the client's development, while ensuring his individuality and privacy are respected.
- By maintaining professional, courteous and respectful relationships.

- By respecting the client's modesty and dignity during treatment, examination or personal hygiene care, and his choice to receive intimate care by someone of the same sex (depending on available resources).
- By avoiding any familiarity and addressing them by their last or first names, whichever they prefer. If an informal tone is employed, make certain it is done with discernment and out of kindness, not in an overly authoritative manner. Disrespectful nicknames are prohibited.

2.1.2 Protect clients

- By refraining from any physical and verbal rudeness or any indecent behaviour in his presence.
- By abstaining from participating in any and all sexual activities or relations with the client whatsoever.
- By protecting him against all forms of abuse, exploitation or harassment and against all degrading or discriminatory treatment.
- By promptly intervening on his behalf in the event an employee is witness to a violation of any kind or is informed of any such infraction. The employee must then notify his superior; if he fails to do so, the Douglas Institute will consider him an accomplice to the incident.
- By reporting all unacceptable behaviour endured by the client, including those in temporary or permanent residences governed by the Douglas Institute's residential resources.¹³

2.1.3 Respect client's freedom to act

- By encouraging his participation in social and recreational activities, while respecting his decision concerning whether or not to participate.
- By encouraging him to participate in Beneficiaries' Committee activities, while respecting his decision whether or not to participate.
- By helping him exercise his right to communicate with the outside world, taking into account clinical indications and available resources.
- By helping him exercise his right to vote and perform his duties as a citizen, while respecting his political opinions.

- By respecting his spiritual values and facilitating, if possible and if so desired, his access to a member of the clergy of his choice.

2.1.4 Respect client confidentiality

- By ensuring confidentiality of medical records and information obtained within the context of work or an internship. None of the content above may be disclosed, verbally or otherwise, unless it has been authorised by the client or the Act.⁷
- By discussing information pertaining to the client in an area suitable for that purpose and in which other clients are not present.
- By refraining from commenting, in common areas or outside the institution, on a client's behaviour, state of health or course of treatment.

2.1.5 Respect client property

- By protecting and respecting client property and personal effects, when personnel have assumed responsibility for them.
- By not searching through client personal effects, except for clinical, hygienic or safety purposes.
- By immediately informing a superior upon witnessing theft of client property. If an employee fails to do so, the Douglas Institute will consider him an accomplice to the infraction.
- By promptly delivering mail to the client, without it having been opened, unless prior authorisation was obtained from the client or his legal representatives.
- By refusing to accept gifts, unless they are of modest or symbolic value, or a bequest by a Douglas Institute client, unless you are a spouse or loved one.

Provide quality care and service

The quality of care provided to the client, as well as his safety and well-being, are of utmost priority to the Douglas Institute.

2.1.6 Respect the client's right to access care and services

- By providing him with access to care and services without any form of discrimination.
- By providing the best quality care and services, taking into account available resources.

- By cooperating with the client and his legal representatives by responding to, or referring any request for, information (including risks and possible side effects) concerning his Individualised Intervention Plan (IIP).¹⁴
- By ensuring the client and his legal representatives participate in the development and modification of the Individualised Intervention Plan (IIP).¹⁴
- By complying with the client's Individualised Intervention Plan (IIP).¹⁴
- By immediately informing a superior when the client's Individualised Intervention Plan (IIP) is not being observed.
- By not resorting to isolation or confinement except under extenuating circumstances – and then only sparingly and for short periods – after alternative measures have proven ineffective and after having obtained the necessary consent (except in cases of emergency), in compliance with the Douglas Institute regulations and policies.

2.1.7 Ensure client safety and well-being

- By protecting him in emergency situations.
- By constantly tending to the order and cleanliness of the areas he occupies, providing him with a pleasant living space.
- By complying with the Douglas Institute's administrative regulations and procedures.
- By exercising the necessary vigilance to minimise the risks of incidents and accidents.
- By reporting any accident/incident involving a client, by completing form AH-223 Incident/Accident Report, as quickly as possible, and submitting it to an immediate supervisor.
- By disclosing to the client, or his family, any accident to which he was victim while receiving services, in accordance with the Douglas Institute's disclosure policy.

2.2 PERSONNEL'S RESPONSIBILITIES TOWARDS THEIR EMPLOYER, COLLEAGUES, DOUGLAS INSTITUTE VISITORS AND CLIENTS' FAMILIES AND FRIENDS

At all times and under all circumstances, personnel must:

2.2.1 Respect their employer and the employer's mission

- By knowing and sharing the Douglas Institute's tripartite mission of: care, teaching and research.
- By carrying out meticulous, honest and appropriate work as part of their duties.
- By using work hours in a judicious manner.
- By working safely. In the event of an incident or accident affecting one's person, employees are obligated to declare the event by completing form #517, the Report on Health and Safety at Work, as soon as possible.
- By using the Douglas Institute's material resources for the purposes intended, in a prudent and appropriate manner, guaranteeing the quality of the work environment.
- By protecting the Douglas Institute's interests and reputation.
- By avoiding situations which may generate a conflict of interest or the appearance of a conflict of interest by declaring the nature of the conflict between the employee's interests with those of the parties involved and those of the Douglas Institute. Should these circumstances arise, personnel must fill out the Declaration of Interests form and submit it to the Director General.

2.2.2 Respect colleagues

- By recognising the basic rights of colleagues and refraining from any form of harassment, intimidation or threat.
- By respecting their ethnic origins, values and beliefs.
- By considering them to be important human resources, worthy of respect and promoting harmonious working relationships.
- By showing consideration for their dignity and refraining from making remarks that could damage their reputations or credibility.

2.2.3 Assist and respect the clients' families, friends and visitors

- By treating them with respect, encouraging them to observe the institution's rules and policies and to ensure a safe environment.

¹⁴ This responsibility applies equally to the Individualised Service Plan (ISP), in instances when clients are also receiving services from other institutions.

INFRINGEMENT

Any violation of this Code will not be tolerated and may incur administrative, disciplinary or academic measures. It must instantly be brought to the attention of an immediate supervisor or his supervisor (if your immediate supervisor is unable to resolve the matter or refuses to take action if the matter occurred during the offering of services).

CONCLUSION

This Code of Ethics is intended to serve as a tool for promoting, raising awareness, and rallying everyone involved with the organisation, whether they are clients, families, friends or personnel. Its purpose is to foster a climate that favors cooperation and facilitates the recovery of individuals suffering from mental illness.

The Code of Ethics promotes clients' rights by appealing to their sense of responsibility. It also defines what is expected of health practitioners in order to ensure quality service. This Code is not limited to the contents herein and must be used judiciously, in accordance with various situations.

For more information about the Code of Ethics:

If you are a client, contact:

the Beneficiaries' Committee at 514-761-6131, ext. 2286 or the Ombudsman at 514-762-3010 or 514-761-6131, ext. 3287

If you are an employee, contact:

your immediate supervisor or the Human Resources Directorate at 514-761-6131, ext. 2777