



CHSLD juif de Montréal

Jewish Eldercare Centre

## JEWISH ELDERCARE CENTRE

Title: <b>Code of Ethics</b>						Number		
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## NOTE TO READER

For the sake of clarity, we reproduce the following definitions:

**Institution:** Jewish Eldercare Centre / CHSLD juif de Montréal

**Intervening party:** Any person exercising a role in the institution or an intermediate resource associated with the institution for the provision of health and social services: employees (including contractual employees), physicians (including residents), dentists, midwives, interns and volunteers.

**User:** Any person who receives care or services on an internal or external basis at the institution or an intermediate resource associated with the institution. This term includes, as the case may be, all representatives of the user, as defined in Article 12 of the *Act respecting health services and social services* (R.S.Q., c. S-4.2). When required for the provision of services, the user's family, loved ones and significant others are also included.

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## PREAMBLE

**Ethics** refers to a manner of acting or behaving in the best interests of the person's welfare. It implies an ongoing commitment on the part of an individual or group to concretely express through their actions the moral values unique to humankind.

A code of ethics should not be perceived as a tool for evaluation or control. Rather, it is a reference tool on how to act and be with people who belong to an organization, whether public or private. An institution's code of ethics reflects the values subscribed to by the institution, which recognizes the right of all individuals to continuously receive appropriate, personalized and safe health and social services both in scientific, human and social terms. Through this recognition, the institution's intervening parties commit to respecting the rights of users. They continuously offer quality, caring, empathetic, civil services, and thereby contribute to users' well-being. To continuously improve the quality of care and services, the institution encourages users to assume responsibility by seeking their cooperation and participation both in evaluating their needs and in the provision of care and services.

In this context, the Code of Ethics constitutes an excellent tool for promoting user rights as well as the practice and conduct expected of intervening parties. It also encourages all individuals — including users — to assume responsibility within a therapeutic relationship. The Code of Ethics also represents a tool for ongoing reflection for humanizing the relationship between intervening parties and users. Each person, including users, is invited to assume the values defined, and to thereby adopt a mode of conduct that complies with these values in a spirit of mutual, collective and individual respect.

The Code of Ethics does not in any way replace or take precedence over the statutes, regulations or conventions in force in Quebec.

To guide the management and provision of services, the institution adheres to the following guidelines:

1. Users who require services are the reason for the very existence of those services;
2. Respect for users and recognition of their rights and freedoms must inspire every act performed on their behalf;
3. In each intervention, users must be treated, with courtesy, fairness and understanding, and with respect for their dignity, independence, needs and safety;

4. Users should, to the extent possible, play an active role in the care and services that concern them; their collaboration is essential in establishing a relationship of trust and mutual respect;
5. Users must be encouraged, through the provision of adequate information, to use the services in a judicious manner;
6. Protecting vulnerable users is a priority of the institution and its intervening parties.

The Jewish Eldercare Centre is a long-term care facility that provides comprehensive and compassionate care to the Elderly of the community affected by a chronic illness or a loss of their physical or cognitive autonomy.

Our mission is to provide the highest possible quality of care and quality of life in a homelike environment and according to Jewish tradition and values.

The complete Code of Ethics is available in the office of the Executive Director, Human Resources Department, and/or online at [www.jewisheldercare.ca](http://www.jewisheldercare.ca).

**RIGHTS OF USERS,  
EXPECTED PRACTICES AND CONDUCT  
INTERVENING PARTIES OF THE INSTITUTION**

**I. RECOGNITION OF RIGHTS OF USERS**

**BECAUSE** users are the focus of the institution's mission and its reason for existence, we advocate respect of their personal rights. The institution therefore deems it essential that intervening parties recognize and respect the following rights:

- Right to respect of your person and dignity (section 1);
- Right to recognition of your independence and respect of your individual needs (section I);
- Right to respect of your integrity and inviolability (section I);
- Right to respect of your privacy and private life (section I);
- Right to be considered equally and equitably (section I);
- Right to recognition of your freedom of conscience or religion (section I);
- Freedom of opinion, expression, peaceful assembly and association (section I);
- Right to protection of your person (section II)
- Right to quality, accessible services (section III);
- Right to information (section IV);
- Right to participate (section V);
- Right to be accompanied and assisted (section VI);
- Right to representation (section VII).

**PRACTICES AND CONDUCT EXPECTED OF INTERVENING PARTIES**

**1. Respect and dignity**

The user shall be treated with respect and dignity at all times and under all circumstances.

- 1.1 Be available and attentive when receiving users or giving them assistance, and do so courteously, with civility, politeness and respect.
  - 1.2 Identify yourself to users at all times by stating your name and role. Indicate each time the purpose of the visit and take the time to explain, if applicable, the nature of the procedures to be performed.
  - 1.3 Use language that is respectful in all of tone, content and form. Language should be clear, accessible and within users' grasp. If applicable, be aware of the mode of communication adapted to users' functional limitations.
  - 1.4 Address users by the name they prefer and according to the choice they have indicated. Favour formal address. Refrain from using familiar or condescending language.
  - 1.5 As much as possible, respect the human and spiritual values of each individual.
  - 1.6 When providing care or services, respect users' modesty and dignity, and demonstrate reserve and sensitivity. For hygiene and other intimate care, take reasonable and appropriate measures. If users express a desire to receive hygiene care from a person of the same sex, comply whenever possible, taking into account the organization and resources of the institution.
- 2. Recognition of independence and respect of individual needs**

Users' independence is maintained by recognizing their abilities and respecting their needs.

- 2.1 Encourage users' independence as much as possible while respecting their individuality. Encourage them to maintain their independence in their day-to-day activities and provide assistance as needed.
- 2.2 At all times, with the cooperation of the user, employ intervention or service plans that facilitate the adjustment and development of users' capacities, and offer explanations to them as needed.
- 2.3 Adjust interventions to the pace of users and respect their disabilities or deficiencies.



2.4 Encourage users to participate in the various activities offered by the institution or organized by the users' committee or, if applicable, by the residents' committee, while respecting their choices or preferences.

2.5 Encourage users to plan their own leisure activities.

### **3. Integrity and inviolability**

At all times, the actions and gestures of the institution's intervening parties must respect the integrity and inviolability of users.

3.1 Ensure users' free and informed consent is obtained prior to submitting them to any examination, taking of specimens, treatment or other interventions, except in case of emergency (life in danger or integrity threatened) or when consent cannot be obtained in a timely manner.

3.2 Once it has been confirmed that users understand the various care or service options proposed and the risks and consequences associated with each, respect their refusal, even if the choice may seem unreasonable. However, this rule does not apply to hygiene care or if a court order has been issued authorizing residence or administration of care required by users' state of health.

3.3 No act of verbal, physical or psychological violence toward users will be tolerated, nor any indecent gesture or attitude.

3.4 Protect users from all forms of abuse, harassment, exploitation or negligence. Immediately report any form of assault on users, or unacceptable behaviour on their part, to the institution's designated authority. To the extent possible, offer users all assistance required.

### **4. Privacy and respect of private life**

In any direct or indirect intervention involving users, it is important to bear in mind the right to privacy and respect of the private life of users or their loved ones.

4.1 Respect users' right to privacy. Most notably, this includes respecting their personal life, personal universe, need to receive visitors privately and need for solitude.

4.2 Assume a discreet attitude regarding facts or information you learn either directly or indirectly whose disclosure might breach the privacy of users or their loved ones.

4.3 Avoid interfering in the personal affairs of users or their loved ones.

## 5. Equality and equity

Each user is received equally and equitably, regardless of ethnic, religious, social, cultural, psychological or physical difference.

5.1 Treat all users without discrimination, equally and with the same concern for equity, taking into account their needs, those of the organization, and institution resources.

## 6. Freedom of conscience or religion

Each user's individuality is taken into account when considering the rights of other users.

6.1 Respect users' freedom of conscience or religion to the extent provided by law and provided doing so does not endanger their security or integrity during the provision of care or service, nor infringe on the rights and freedoms of other users or people who exercise a role within the institution.

6.2 Inform users of pastoral care offered by the institution.

## 7. Freedom of opinion, expression, peaceful assembly and association

Users are encouraged and supported when expressing their opinions.

7.1 Allow and encourage users to express themselves freely, and respect their opinions, whatever they may be, provided they do not infringe on the rights and freedoms of other users or people who exercise a role within the institution.

7.2 Respect feelings expressed by users and demonstrate tolerance of emotional manifestations related to their state of health.

7.3 Allow and encourage users to associate, their participation in the users' committee (or residents' committee, if applicable) or in the activities of these bodies.

## II. PROTECTION OF THE INDIVIDUAL

**BECAUSE** we believe it is important to ensure users' safety, the institution considers recognition of the following rights essential:

- Right to protection;
- Right to security;
- Right to care.

### PRACTICES AND CONDUCT EXPECTED OF INTERVENING PARTIES

The institution offers users a safe, calm, welcoming, clean and reassuring environment.

#### 1. Protection

1.1 Protect users by providing quality care and services at all times as well as emergency care when their integrity or life is threatened.

#### 2. Security

2.1 Create a climate of trust and take the measures necessary to ensure that users feel both physically and psychosocially secure. Ensure care and services are provided safely.

2.2 Know and apply the safety and hygiene measures applicable within the institution.

2.3 Exercise due diligence to minimize the risk of incidents or accidents.

2.4 Immediately report any incident or accident involving users to the Risk Manager, and prepare the appropriate reports in a timely manner. The institution will take appropriate measures to counter the effects of an accident and prevent a recurrence.

2.5 Provide assistance and protection to users when they demonstrate behaviour that is dangerous to themselves or those around them.

**3. Care**

- 3.1 Demonstrate empathy and give sustained care to users, and be attentive to specific needs, taking into account users' state of health.

### III. QUALITY, ACCESSIBLE SERVICES

**BECAUSE** we believe in the importance of offering quality service and ensuring accessibility and continuity, the institution considers it essential, within certain limits, to recognize the following rights:

- Right of access to services;
- Right of appropriate, quality services;
- Right to continuous personalized services;
- Right to choose the institution and the professional;
- Right to residential services.

#### PRACTICES AND CONDUCT EXPECTED OF INTERVENING PARTIES

Users have access to appropriate, quality, continuous, complementary services that respond to their state of health.

##### 1. Service accessibility

1.1 Provide available care and services promptly or have them provided by another resource with which the institution has a service agreement and which is located within the living environment. Should the institution be unable to provide the care or services required, direct users to an appropriate resource and provide all required assistance.

##### 2. Appropriate, quality services

2.1 Within the context of a personalized approach, evaluate users' needs and determine the nature of services required. Coordinate the services provided by all intervening parties.

2.2 Maintain an adequate level of competence and professionalism to achieve this objective and commit to a process of ongoing improvement to service quality.

2.3 Encourage users to take part in preparing their intervention plan or individualized service plan and, if applicable, encourage the collaboration of loved ones.

2.4 When providing care or services, focus on users' well-being and quality of life.

- 2.5 Invite users to participate in various surveys on expectations and their satisfaction regarding the quality or organization of services offered by the institution.
3. **Continuous, personalized services**
  - 3.1 Ensure the continuity of services necessitated by users' state of health through effective and efficient coordination.
  - 3.2 Within the context of the institution's mission and available resources, provide personalized services that take into account users' specific physical, psychosocial and spiritual needs.
  - 3.3 When warranted by users' state of health, and taking into account their need for assistance, guide users to appropriate resources. Promptly give users all information or documents needed to take charge of their health situation.
  - 3.4 During transfers or situations requiring assumption of responsibility by a third party (another institution, organization or professional), ensure effective liaison and provide pertinent information to the individuals concerned. Inform users of this transmission of information and, if appropriate, obtain their consent.
  - 3.5 If required, ensure continuity of care or services when users are discharged from the institution to ensure they are provided when needed.
4. **Choice of institution and professional**
  - 4.1 To the extent possible, and taking into account the legal provisions, and organizational, institutional and human-resources limitations of the institution, respect users' right to select the institution or professional they would like to provide the care and services required.
5. **Residential services**
  - 5.1 Continue to lodge users who have been discharged from the institution until their health makes possible their return home or integration into their home, or until a place becomes available in another institution or resource appropriate to their needs. Fully brief users regarding the nature and extent of their rights in this respect and, if appropriate, of the contribution that may be required of them in accordance with the applicable regulations.

#### IV. THE IMPORTANCE OF KEEPING YOU INFORMED

**BECAUSE** it is important for you to make enlightened decisions regarding your state of health and welfare, the institution considers it essential to recognize your right to information about:

- The judicious use of services;
- Information about services, available resources and how to access them;
- Your state of health and welfare;
- Access to your file;
- Disclosure of any accidents;
- Complaint examination procedure;
- Users' or residents' committee, if applicable;
- Professional secrecy;
- Confidentiality.

#### PRACTICES AND CONDUCT EXPECTED OF INTERVENING PARTIES

At all times, users have the right to be assisted by the person of their choice when they wish to obtain information or undertake a step regarding any service offered by the institution. Information regarding users' state of health, personal information and the contents of their file are treated with discretion and confidentiality.

##### 1. Judicious use of services

1.1 Encourage the transfer of all pertinent information and answer questions to enable users to judiciously exercise their choice of required care and services.

##### 2. Information about services, available resources and how to access them

2.1 Fully brief users regarding services offered by the institution that correspond to their needs or, if appropriate, of other resources in the health and social services system and how to access them.

- 2.2 Inform users of applicable institution procedures for registering or enlisting, being admitted or discharged. Provide all pertinent information about the operation of clinics or external resources as well as how to make appointments, if applicable.
3. **State of health and welfare**
  - 3.1 Help users better understand their state of health and welfare. Use clear and simple terms, and explain the objectives of care or services offered and their potential impact (risks or consequences) on users' health and welfare to enable them to make free and enlightened decisions.
  - 3.2 To promote users' recovery of health and welfare, give all information necessary to apply the intervention plan. When required and authorized by users, this information applies to those who might provide assistance.
4. **Access to user's record**
  - 4.1 Allow all users aged 14 or older to access their record promptly, unless a designated physician is of the opinion that this information might seriously harm their health (physical or psychological).
  - 4.2 Explain to the user the terms of access to records and restrictions applicable regarding information aimed at or issued by third parties.
5. **Disclosure in case of accident**
  - 5.1 Inform users or their loved ones as quickly as possible of any accident that occurs during provision of services to them and that is likely to result in or that has resulted in negative consequences to their state of health or well-being, as well as of any measures taken to counter such consequences or to prevent such an accident from recurring. Provide support to users and their loved ones.
  - 5.2 By "accident", we refer to an action or situation that results or could result in negative consequences to the state of health or well-being of users, personnel, a professional involved or to a third party.



**6. Complaint examination procedure**

6.1 Provide, on request or otherwise, a copy of the complaint examination procedure to users, their representative or family.

**7. Users' or residents' committee, if applicable**

7.1 Provide contact information for the users' or residents' committee, if applicable, to all users who desire it. Facilitate or encourage access to information and user participation in activities organized by these committees.

**8. Professional secrecy**

8.1 As a professional, do not divulge confidential information collected or obtained in the exercise of duties without the user's consent unless authorized by law.

**9. Confidentiality**

9.1 Exercise discretion and strictly comply with the applicable rules regarding the confidentiality of personal information regarding users.

9.2 Ensure confidentiality of records and communications between users and intervening parties. To the extent possible, discuss sensitive issues with users in appropriate locations.

9.3 Strictly control the circulation of information about users and that from their record. Ensure the pertinence and integrity of notes and documents placed in the record. Ensure that only authorized personnel have access to users' records.

9.4 When disclosure of information is authorized by users, divulge only information judged pertinent and necessary. When making this disclosure, comply with applicable law (for example, avoid releasing information about third parties).

9.5 Reach an agreement with users regarding the nature and extent of information to be released to their loved ones.

## V. THE IMPORTANCE OF YOUR PARTICIPATION

**BECAUSE** we believe in the importance of your participation, the institution encourages it, to the extent of your capacities and desire, in the following areas:

- When care and services are being dispensed;
- When preparing or reviewing your intervention or individualized service plan;
- During election of users' or residents' committee members, if applicable;
- During the election of certain members of the board of directors or of the health and social services agency.

### PRACTICES AND CONDUCT EXPECTED OF INTERVENING PARTIES

The institution encourages users to participate in all decisions that concern them.

#### 1. Care and services

- 1.1 Encourage users to participate in the care and services provided to them.
- 1.2 Create an environment that encourages users to express their needs and expectations.
- 1.3 Provide users with pertinent information, and provide the clarification and support needed to enable them to make their own decisions regarding the care and services offered.
- 1.4 Provide the information needed by users or their loved ones to enable them to actively contribute to care, services or interventions.

#### 2. Intervention or individualized service plan

- 2.1 Invite users to meetings in which their intervention or individualized service plan is being prepared.
- 2.2 Encourage user participation in the preparation or review of the intervention or service plan.

**3. Users' committee**

3.1 To the extent possible, facilitate the holding of users' committee activities and encourage user participation.

3.2 Direct users who ask to the appropriate member of the users' or residents' committee.

**4. Elections to board of directors**

4.1 Encourage user participation, informing them of key institution events.

4.2 Inform users of upcoming elections to enable them to run for the board of directors.

## **VI. THE IMPORTANCE OF PROVIDING YOU SUPPORTIVE CARE, ATTENTION AND ASSISTANCE**

**BECAUSE** we believe in the importance of providing the accompaniment and assistance you need, the institution considers these essential for the following purposes:

- To understand information;
- To express yourself or obtain a service;
- To file a complaint with the Local Service Quality and Complaints Commissioner.

### **PRACTICES AND CONDUCT EXPECTED OF INTERVENING PARTIES**

It is important for users to understand information given to them and that assistance will be provided if needed.

#### **1. Assistance understanding information**

- 1.1 Clearly explain all information given to users, particularly that of a medical or social nature, as well as information users might have difficulty understanding. When providing this information and these explanations, respect users' pace, potential and limitations. Answer users' questions adequately.
- 1.2 When requested by users, provide the assistance of a qualified professional when consulting their record.

#### **2. Assistance in expressing themselves or obtaining a service**

- 2.1 Provide assistance to all users who wish to express themselves regarding a situation or subject that concerns them, or who wish to obtain a service or follow-up and who requires assistance to adequately do so.

#### **3. Complaint examination procedure**

- 3.1 Allow users to express their dissatisfaction regarding health or social services received, or that should have been received from the institution, an intermediate resource, a family-type resource or any other organization, company or person the institution employs.

- 3.2 Assist users who require help preparing their complaint or with any other step regarding their complaint to the Local Service Quality and Complaints Commissioner.

## VII. THE IMPORTANCE OF REPRESENTATION

**BECAUSE** we believe in the importance of representation in the event of loss of decision-making independence, the institution considers it essential in the following circumstances:

- For the exercise of legally recognized rights when you are no longer able to represent yourself;
- To obtain the consent of a representative, when you are no longer to give it.

### PRACTICES AND CONDUCT EXPECTED OF INTERVENING PARTIES

Should users lose their decision-making independence, they shall be represented by a person to exercise these rights.

#### 1. Recognized rights of the user

- 1.1 Recognize the right of incapacitated users to be represented for the exercise of their rights, and facilitate such representation.
- 1.2 Recognize the fact that the representative speaks and acts on behalf of the user.

#### 2. Consent of a representative

- 2.1 When the incapacity of users to consent to the care required by their state of health is determined, i.e., when they are unable to express their will, seek the consent of a representative, i.e., obtain the consent of the person legally authorized to consent for and in the name of the user.
- 2.2 Encourage the involvement of representatives and give them pertinent information to enable them to fulfill their role.

## VIII. RULES REGARDING USE OF CERTAIN PERSONAL INFORMATION FOUND IN USER RECORDS

BECAUSE the Law states that the institution can use, for specific purposes and under certain conditions, certain personal information found in user records, the institution has established the following rules:

- Context and nature of personal information collected;
  - Persons duly authorized and only for prescribed purposes;
  - Protection of users' personal information;
  - Users' right to refuse.
1. Context and nature of personal information collected
    - 1.1 **For solicitation of DONATIONS to benefit the institution or a foundation of the institution**, only the following information shall be used: FIRST AND LAST NAME, AND THE ADDRESS of users, unless they refuse.
    - 1.2 **For the purposes of user SURVEYS aimed at learning the expectations, level of satisfaction regarding the quality of services offered and, if applicable, their organization and the results obtained**, use only the following personal information: FIRST AND LAST NAME, ADDRESS AND TELEPHONE NUMBER of users, unless they refuse.
  2. Persons duly authorized and only for prescribed purposes
    - 2.1 Permit access to users' personal information only to duly authorized institution personnel and only for the prescribed purposes.
    - 2.2 Inform the Administration without delay of any violation of rules applicable within the institution regarding access of users' personal information.
    - 2.3 Inform users of how solicited donations will be used.

**3. Protection of users' personal information**

3.1 Access users' personal information in compliance with the confidentiality standards and practices applicable within the institution.

**4. Users' right to refuse**

4.1 When they register, enlist or are admitted, give users the opportunity to refuse access to personal information for purposes of solicitation of donations or surveys;

4.2 Inform users that, at any time and without risk of reprisal, they may request that the institution foundation, as the case may be, no longer use their personal information for solicitation or survey purposes by contacting the following person: FIRST AND LAST NAME, AND TELEPHONE NUMBER of person designated by the institution.



## IX. THE RESPONSIBILITIES OF USERS

The institution constantly endeavours to maintain quality relationships with all of its intervening parties, users and visitors. This preoccupation is founded on respect for oneself and others. Mutual respect encourages harmonious relationships between people and helps ensure the provision of quality, safe care and services.

### 1. Toward yourself

- 1.1 You are the primary person responsible for your own state of health. This is why you are kept informed and invited to take part in improving it as much as possible, to avoid abuse of medication and to undertake required personal hygiene.
- 1.2 It is important that you be fully informed of the various services offered and the limits or restrictions applicable to the institution.
- 1.3 You are responsible for using the services offered by the institution judiciously, for keeping appointments made, and for notifying as soon possible if you are unable to appear for an appointment.
- 1.4 Participate, as much as possible in your care and services. Attend meetings to prepare your intervention or individualized service plan, and indicate your needs and expectations.

### 2. Toward other users

- 2.1 You are responsible for the quality of your relationships with your roommates, and the neighbours on your floor and in your unit. For this reason, we ask for your patience, courtesy, discretion, sensitivity and respect toward others.
- 2.2 We also ask you not to have in your possession any object or substance that might prove harmful to yourself or others.

**3. Toward professionals, personnel and volunteers**

- 3.1 You are responsible for the quality of your relationships with the intervening parties who work with you. For this reason, we ask you to make an effort to maintain harmonious and respectful relationships with them.
- 3.2 You should convey all information required to evaluate your needs and review your care, individualized service or intervention plan. Ask for explanations or ask questions about the care and services offered as needed.
- 3.3 You are asked to notify personnel, whenever possible, of any situation that could endanger your health and welfare, or that of other users.

**4. Toward the institution**

- 4.1 You are responsible for maintaining the institutional amenities placed at your disposal. We ask you to take all necessary precautions.
- 4.2 You are asked to respect the institution's safety rules.
- 4.3 You are asked to respect the terms of admission, enlistment and discharge, and to leave the institution when you are discharged and able to safely reintegrate into your home or other place reserved for you in a different resource.
- 4.4 You are responsible for regularly paying your contribution for lodging, if applicable; for this reason, we ask you to adhere to the determined payment schedule.
- 4.5 We encourage you to notify the institution of a mandate in case of inability, if applicable, and to provide contact information for that person.
- 4.6 You are asked to provide contact information for the person who will agree, if required, to give consent on your behalf.

## X. FINAL PROVISIONS

1. **Application of code** – Any breach of the code of ethics of this institution by an intervening party may be subject to a complaint to the Local Service Quality and Complaints Commissioner.
2. **Complaint examination procedure** – The complaints examination procedure is available from the office of the Local Service Quality and Complaints Commissioner.
3. **Information** – For additional information on user rights:

The LOCAL SERVICE QUALITY AND COMPLAINTS COMMISSIONER/OMBUDSMAN can be reached at 5725 Victoria Ave., Montreal

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Telephone 514-738-4500, extension 2126

The USERS' COMMITTEE can be reached at 5725 Victoria Ave., Montreal

Telephone 514-738-4500, extension 2329.

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4. **Person responsible for application and promotion of the Code of Ethics** – The Local Service Quality and Complaints Commissioner is the person responsible for application and promotion of the Code to institution users and intervening parties.
  5. **Effective date** – The Code of Ethics comes into force on the date it is passed by the Board of Directors.
  6. **Review** – The Code of Ethics shall be reviewed at latest three years following its adoption by the Board of Directors.

## APPENDIX

### NOTICE TO USERS OF THE ESTABLISHMENT

The Law governing our establishment authorizes us to use the first and last name, and address of a user without his or her consent for the purpose of inviting donations to the establishment or its foundations.

The Law also indicates that the establishment must provide the user with a valid opportunity to refuse to allow their information be used for the purpose of soliciting donations. It also specifies that a user may, at any time, request of the establishment that the information no longer be used for this purpose.

As a user, you have the right, should you so choose, to indicate your refusal to have your first and last name and address used for any solicitation of donations for our establishment.

If this is your wish, please submit your refusal to the following address:

5725 Victoria Avenue, Montreal – Attention: Administration.