



The code of ethics of the CIUSSS du Centre-Sud-de-l'Île-de-Montréal (CCSMTL) formalizes the organizational process that is intended to rally everyone who works at the institution around the same values.

The code of ethics:

- ◆ Applies to everyone who contributes to achieving the CCSMTL's mission.
- ◆ Ensures that our practices are consistent with the mission, vision and values of the organization and its partners.
- ◆ Sets out the behaviours expected in relation to those values. Those behaviours are already engaged in daily due to our collective desire to provide you with safe, high-quality services.
- ◆ Is a way to mobilize people who work at the CCSMTL and ensure a positive human experience for all.
- ◆ Informs users and their families of their rights and the actions they can take to help enhance their own experience of care and services.

Our commitment...

- ◆ Treat you with respect, integrity and dignity.
- ◆ Offer you safe, high-quality care and services.
- ◆ Ensure that you have access to information about:
 - ◆ The available services and resources
 - ◆ Your health and wellness, including the options, risks and consequences related to your condition
 - ◆ If applicable, accidents that occurred while we were providing services and that could have consequences for your health, and measures taken to counteract the consequences or prevent such an accident from happening again
- ◆ Respect your choice of professional or institution, within the limits of our resources and legislative and regulatory provisions.
- ◆ Value and support your participation, or that of your family members, in any decision that could affect your health or wellness, in particular by participating in the development of your treatment plan or your individualized service plan.
- ◆ Inform you of your right to be represented, accompanied or assisted by the person of your choice, and respect that choice. We also undertake to obtain your representative's consent when you are no longer able to give consent yourself.
- ◆ Respect the confidentiality of your file and grant access to it in accordance with the relevant laws.
- ◆ Demonstrate integrity and transparency.
- ◆ Inform you of the process for filing a complaint with the local Service Quality and Complaints Commissioner, guide you through the process and protect you from reprisals.
- ◆ Give you access to end-of-life care, at your request and in accordance with the law.

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Informations for new residents

Your contribution for an enhanced care experience...



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informations for new residents

You are the main person concerned with your health and wellness. To contribute to a positive care experience, please:

- ◆ Provide any information that is useful in assessing your needs.
- ◆ Take part in drawing up your treatment plan or individualized service plan.
- ◆ Participate in the care and services provided for you.
- ◆ Avoid any situation that could present a risk for you or others.
- ◆ Make judicious use of the services offered by the CCSMTL and respect any agreements made.
- ◆ Respect the safety instructions in the institution.
- ◆ Be a good citizen: do not commit violent acts or utter threats.
- ◆ Be courteous, discreet and respectful to other people.
- ◆ Promote harmonious, non-discriminatory relations with staff members, volunteers and other users or residents.
- ◆ Take care of any items the institution makes available to you.
- ◆ Provide the contact information of a person to be notified in case of emergency.