



CODE OF ETHICS

Alcohol, Drug and
Problem Gambling
Rehabilitation Centre

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CODE OF ETHICS

REVISED VERSION ADOPTED BY
THE BOARD OF DIRECTORS
ON SEPTEMBER 26TH, 2006

1. PREAMBLE

The Code of Ethics of Pavillon Foster is intended to serve as a tool for promoting and raising awareness about client rights and responsibilities and to define what is expected of our personnel in order to encourage a climate of cooperation and ensure the delivery of quality services. The first section of the Code pertains to the rights of our clients. The second section addresses the conduct and practices that are expected of all our personnel. The third section describes the legal obligations related to the access and use of client personal information.

The Code of Ethics of Pavillon Foster conforms to the Act Respecting Health Services and Social Services, (L.R.Q.,chapter. S-4.2). Pavillon Foster first adopted a Code of Ethics in 1994. However, there have been major revisions to the Act over the years. The present Code of Ethics incorporates these revisions to the Act.

The Code of Ethics of Pavillon Foster constitutes the institution's fundamental values, rules and standards of conduct. Any violation or deviation from this code is deemed unacceptable and will incur administrative or disciplinary measures.

2. DEFINITIONS

2.1 Institution

The institution, also referred to as the Organization or the Establishment, designates Pavillon Foster and its facilities, including the residential centre, all outpatient points of service and all other locations from where services are provided; the Pavillon Foster research program and the Pavillon Foster Foundation.

2.2 Client

A client, also referred to as a user or a patient is any individual receiving services from Pavillon Foster whether for himself or herself or as significant person in a client's entourage; the term also refers to participants in a research study.

2.3 Personnel

The Personnel of Pavillon Foster includes members of the Board of Directors, management, employees, also referred to as staff, student interns, trainees, volunteers, professionals practising at the institution and any other person whose occupation is performed within a facility operated by Pavillon Foster, its research program or Foundation.

2.4 Act

The Act Respecting Health Services and Social Services (L.R.Q.,chapter. S-4.2)

3. CLIENTS' RIGHTS AND RESPONSIBILITIES

3.1 Clients' rights

This section describes the rights enjoyed by all clients of Pavillon Foster. These rights are more fully described in the Act and its regulations.

3.1.1 Right to services

Clients are entitled to receive services that are based on scientific, social and humane principles delivered with continuity in a safe and personalized manner.

Clients are also entitled to be informed, as soon as possible, of any accident having occurred during the provision of services that has actual or potential consequences for their health or welfare and of the measures taken to correct the consequences suffered, if any, or to prevent such an accident from recurring.

3.1.2 Right to participate in the treatment plan

Clients are entitled to participate in any decision affecting their treatment, particularly in the development or modification of their treatment plan.

Clients are also entitled to be accompanied and assisted by a person of their choice when seeking to obtain information or take steps in relation to any service provided by the institution.

Clients have the right to consent or not to consent to treatment, and such consent must always be informed. Clients who refuse consent must also be advised of the consequences of refusing treatment.

3.1.3 Right to respect and dignity

Clients have the right to be treated with respect and dignity and without discrimination regardless of age, sex, gender, race, physical or intellectual limitations, sexual orientation or civil status.

3.1.4 Right to confidentiality

The files of clients are confidential and no person may have access to them except with the consent of the client or the person qualified to give consent on their behalf. Information contained in a client's file may, however, be communicated without the client's consent in situations stipulated in Part I, Chapter II of the Act.

Information contained in the file of a client may also be communicated, in order to prevent an act of violence, including a suicide, where there is reasonable cause

to believe that there is an imminent danger of death or serious bodily injury to the client, another person or an identifiable group of persons.

3.1.5 Right to privacy

Clients have the right to privacy. Information pertaining to the clients should only be discussed in areas suitable for that purpose and in which other clients are not present. Personnel should refrain from commenting the behaviour, state of health or course of treatment of clients in common areas or outside the institution.

3.1.6 Right to consult personal file

Clients, 14 years of age or over, have right of access to their file. However, the institution may deny access to the file temporarily if its communication or any part thereof would likely be seriously prejudicial to the client's health. In such a case, the institution shall determine the time at which the file or the part of the file to which access has been denied can be communicated to the client. Parents or legal guardians of clients under the age of 14 have the right to access the file of the client except in situations stipulated in the Act.

3.1.7 Right to file a complaint

Clients have the right to file a complaint on the services received, ought to have received, or are currently receiving and to do so without any fear or threat of retribution. Clients also have the right to be assisted in the filing of a complaint, to be accompanied and represented by a person of their choice throughout every step of the complaint process.

3.2 Clients' responsibilities

This section describes the behaviours of clients that will contribute to create and maintain a safe and secure environment favourable to change and recovery.

3.2.1 Cooperation in the delivery of services

Clients are expected to cooperate in the delivery of services. Clients who are unwilling or unable to participate in the mutually agreed upon treatment plan will be invited to review their objectives or consider other treatment options.

This includes following the rules governing the participation in activities at Pavillon Foster.

3.2.2 Respect other clients and personnel

Clients are expected to be polite and courteous and show respect between themselves and towards all personnel.

Clients are also expected to always respect other clients' right to privacy and confidentiality and never reveal the name of another client, or share information about another client outside the institution.

Clients will refrain from acts of intimidation, verbal or physical violence, sexual or psychological harassment towards other clients or personnel of Pavillon Foster. Clients will be held accountable and responsible for their actions and the consequences arising thereof.

4. PERSONNEL'S CONDUCT AND RESPONSIBILITIES

4.1 Personnel's responsibilities towards the clients

This section describes the conduct expected of the personnel towards the clients of Pavillon Foster.

4.1.1 Courteous and respectful

Personnel should establish and maintain a professional, courteous and respectful relationship with all clients.

4.1.2 Personal relationships with clients

Personnel must abstain from entering into any form of personal, intimate or sexual relationship with clients either during or after they have terminated treatment.

4.1.3 Professional relationships with clients

Personnel must not engage in any dealings, including business arrangements, with clients that in any way compromises the exercise of their therapeutic and professional role during treatment and for at least one year after the client file is closed.

Personnel must not solicit nor accept new clients from Pavillon Foster in their private practice while the clients are registered or admitted to Pavillon Foster and for a period of at least one year after closure of the file. In all other instances, personnel must request authorization from the DSPR before accepting a client in private practice during the one-year period after file closure.

4.1.4 Gifts from clients

Personnel are not permitted to accept monetary or any other material gifts or donations from clients, or clients' relatives unless they are clearly of a token or symbolic nature.

4.1.5 Obligation to divulge a breach of ethics

Personnel who witness or are aware of a breach of ethics or other forms of abuse against a client must report this incident to a superior.

4.2 Personnel's responsibilities towards the institution and their colleagues

This section describes the expected conduct of personnel towards the institution.

4.2.1 Respect of the institution and the institution's mission and mandates

Personnel are expected to be knowledgeable about the mission and mandates of the institution.

Personnel are expected to make judicious use of their working hours and perform their tasks in an honest, professional and competent manner. They should familiarize themselves and act in accordance with all policies and procedures of the institution.

Clinical personnel should also maintain high standards of professional competence and keep informed about current scientific and clinical advancements in the field of addictions.

4.2.2 Conflicts of interest

Personnel must avoid situations that may give rise to a conflict of interest or the appearance of a conflict of interest; they must conduct themselves in a manner that avoids the procurement of unwarranted advantages or benefits resulting from their functions as employees of Pavillon Foster, either for themselves or for others.

4.2.3 Property of Pavillon Foster

Personnel are expected to use the property, the resources or the services of the institution with care and for the purposes intended in accordance with existing policies and procedures. There should be no confusion between that which belongs to the institution and that which belongs to personnel.

4.2.4 Report incidents and accidents

Personnel should work safely. In the event of an incident or accident, personnel are obligated to declare the event by completing the designated forms as soon as possible.

5. USE OF INFORMATION IN CLIENTS' FILE

This section refers to the rights of the clients and the obligations of the institution in regards to the use of information contained in the clients' files for purposes of research, surveys and solicitation.

5.1 Research

Clients may be invited, during the course of treatment, to participate in a research project carried out either by the Pavillon Foster research program or by an external researcher. Participation in

such projects is always voluntary and subject to clients' informed consent obtained after having clearly explained all of the details pertaining to the research protocol.

The informed consent is valid only for the specific purpose for which it was granted and for the period of time specified by the research ethics committee, the "Comité d'éthique de la recherche en toxicomanie, (CERT)", which will have previously reviewed and approved the project.

Clients have the right not to participate in the research and are also free to withdraw at any time. This refusal will in no way affect the services provided to them by the institution.

5.2 Surveys

Pavillon Foster may, in the course of its activities or at the request of the Minister or the Agency, use the name, address and telephone number contained in the client's file to carry out surveys on client expectations and satisfaction with respect to the quality of services offered by the institution.

Pavillon Foster will obtain the written consent of the clients before proceeding with the said surveys. Clients may refuse to provide this information or may, at any time, request that the institution no longer use this information. This refusal will in no way affect the services provided to them by the institution.

5.3 Solicitation

Pavillon Foster may use the name and address of a client to either request a donation, or to issue an invitation to attend a social function organized by the institution or the Pavillon Foster Foundation.

Pavillon Foster will obtain the written consent of the client before proceeding with the said solicitations. Clients have the right to refuse or may, at any time, request that the institution no longer use this information for such a purpose. This refusal will in no way affect the services provided to them by the institution.