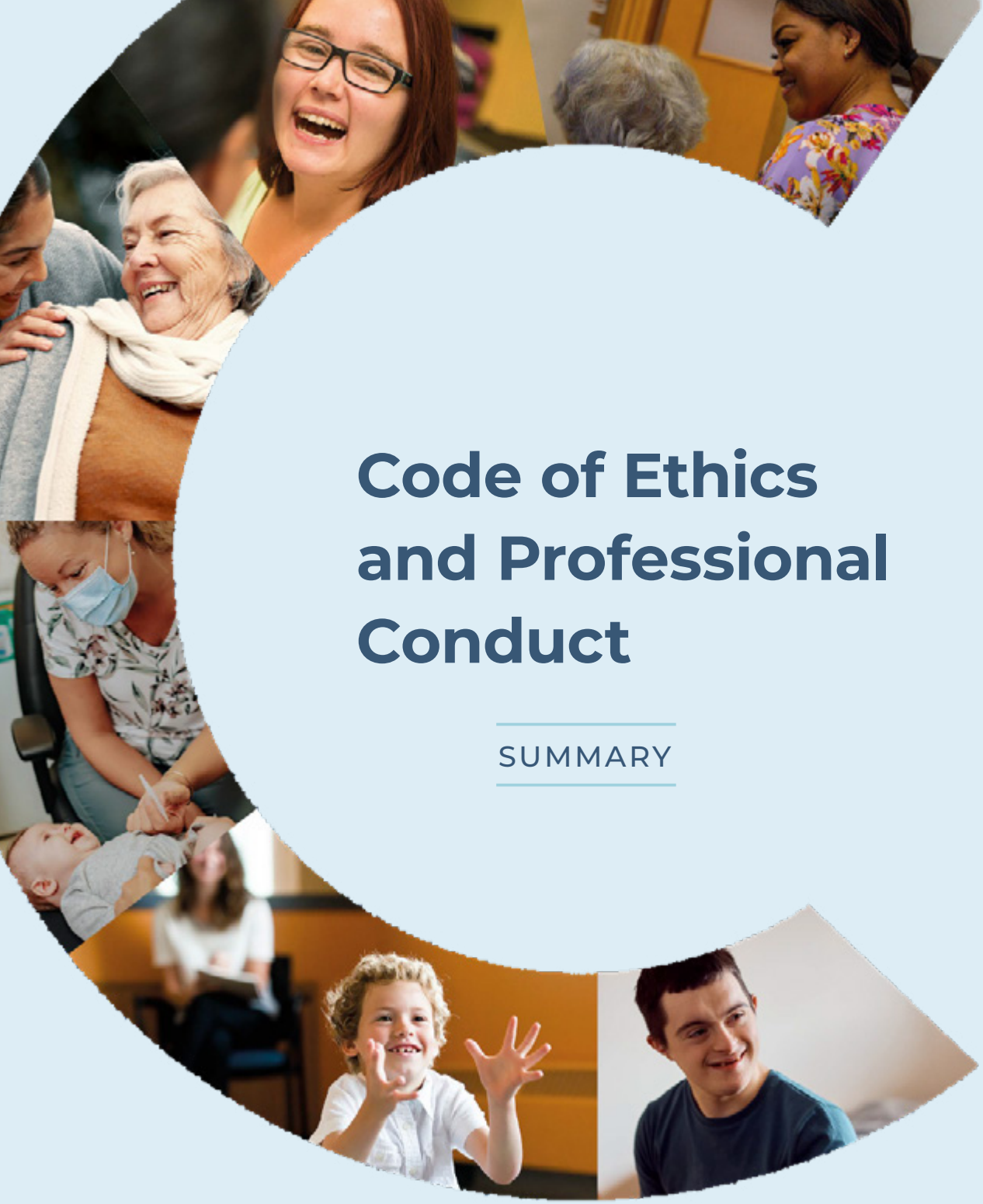


Code of Ethics and Professional Conduct

SUMMARY

SANTÉ QUÉBEC

"The Santé Québec Code of Ethics and Professional Conduct is a shared point of reference for everyone who contributes to our organization's mission. It embodies our intention to act with integrity, reinforce public trust and provide high-quality care and services.

This Code is far more than a regulatory framework: it is a tool for dialogue, accountability and continuous improvement.

By putting it into practice every day, we are confirming our commitment to the users, their close relatives, and the people of Québec."

– **Geneviève Biron**,

President and Chief Executive Officer of Santé Québec

Québec
Santé Québec

Our values

Santé Québec's values are the foundation of the new Code of Ethics. They guide expected behaviours and reinforce a shared culture within the teams, in alignment with the care and services offered to the public.

Respect

Every person is treated with dignity, integrity, and consideration.

Compassion

Listening, compassion and genuine consideration are extended to users, their close relatives, and colleagues.

Excellence

Excellence guides our actions in order to ensure the quality, safety, efficiency, and continuity of the care and services provided.

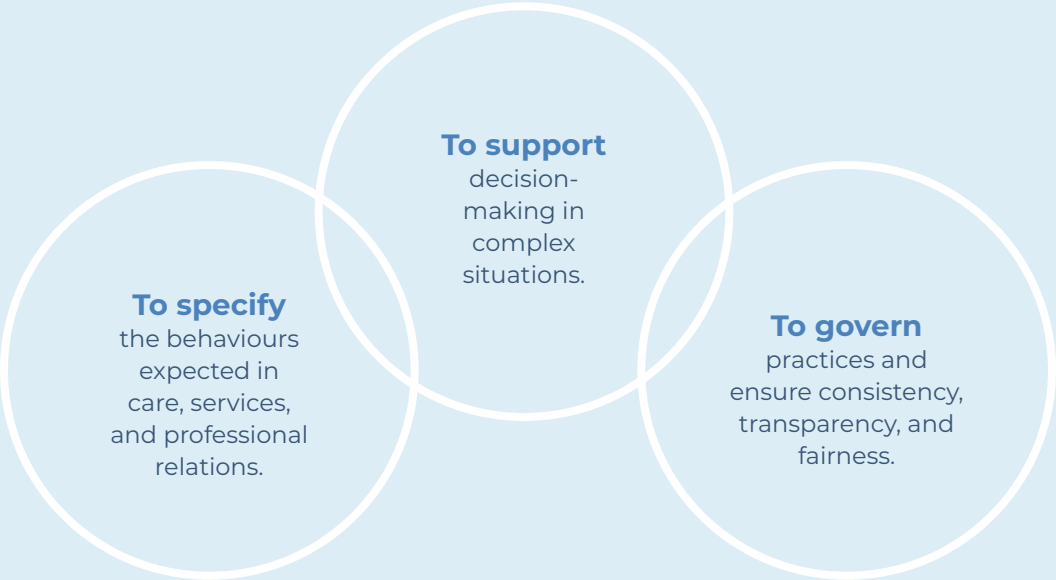
Collaboration

Strengths, expertise, and ideas are combined to meet the needs of the population.

Commitment

Individual and collective responsibility is leveraged to provide accessible, appropriate and adapted care and services.

Why a Code of Ethics



The Code of Ethics applies to everyone:

members of Santé Québec, including those serving on the institutions' Boards of Directors, people who participate in Santé Québec's mission, business partners, users and their close relatives. It is designed to evolve with realities in the field and to foster a culture of ethical dialogue.

Users' rights

At Santé Québec, every user is recognized as a unique individual whose rights are protected by law:

- Receive information about available services and how to access them
- Receive appropriate, safe, personalized, and continuous services
- Choose their professional or institution
- Receive required emergency care
- Receive information concerning their health, including in the event of an accident
- Provide free and informed consent to care
- Participate in decisions about their health and well-being
- Be accompanied by a person of their choice
- Be represented in the event of incapacity
- Benefit from accommodation services, if required
- Receive services in their own language, when possible
- Have their personal information protected and be able to access to it
- Receive respectful end-of-life care, including medical aid in dying (MAID)
- Pursue a remedy or file a complaint without fear of reprisals

These rights apply to all interactions within the system, whether they are clinical, administrative or social. They are also adapted for Indigenous users through a cultural safety approach.

Expected practices toward users

These expected practices guide the behaviours to demonstrate in interactions with users, in order to provide care and services that are respectful, safe, professional, and centred on the person.

- **Respect the users' rights**
- **Communicate clearly and respectfully**
- **Ensure safety and well-being**
- **Encourage participation and consent**
- **Support the continuity of care and services**
- **Offer respectful support at the end of life**
- **Provide information about recourse and accept dissatisfaction without reprisals**

Rules

of conduct

for users, close relatives and visitors

Actively participate in the care and services by:

providing accurate information, asking questions, expressing preferences, and respecting the care plans.

Maintain a courteous and respectful attitude by:

avoiding any kind of aggressive, discriminatory or disrespectful behaviour toward staff or other users.

Use the services responsibly by:

keeping appointments, following recommendations, using emergency services judiciously.

Comply with institutional rules by:

following safety instructions, complying with visiting hours, maintaining confidentiality, and preserving public property.

Our ethical commitments

At Santé Québec, ethics are embodied through concrete behaviours in the provision of care and services and in professional relations.

The **commitments expected** of everyone working at or contributing to Santé Québec's mission include:

- Acting with integrity, impartiality, and loyalty
- Complying with applicable laws, regulations and internal policies
- Protecting the image, reputation, and credibility of Santé Québec
- Preventing conflicts of interest and upholding the exclusiveness of duties
- Maintaining confidentiality and protecting personal information
- Demonstrating professionalism and neutrality
- Refusing gifts, invitations, and improper advantages
- Fostering a healthy, respectful, and inclusive work environment
- Exercising caution in external activities

Getting involved

Ethics are not simply reflected in a document: they are embodied, shared, and enhanced every day. To bring the Code of Ethics, every Santé Québec member and everyone who contributes to Santé Québec's mission is encouraged to embrace an active and thoughtful attitude by:

- **Internalizing the principles of the Code**
- **Participating in spaces for dialogue**
- **Serving as an ethics ambassador**
- **Embodying the values in daily decisions and actions**

In case of doubt or concern

Santé Québec encourages people to report breaches of the Code of Ethics and disclose wrongdoing.

This document presents a summary of the Santé Québec Code of Ethics and Professional Conduct. The full version is available

Mechanisms for members, users, and their close relatives:

- File a complaint or report with your institution's service quality and complaints commissioner.
- File a report concerning a breach of the Code of Ethics with your institution's ethics and integrity manager:
  - View the list of ethics and integrity managers online (available in French only).
- Disclose wrongdoings to the Protecteur du citoyen :
  - online, using the Disclosing wrongdoing form
  - by phone: 1-800-463-5070
  - in person or by mail: 800, place D'Youville, 19th floor, Québec (Québec), G1R 3P4