

Translation of the CODE OF ETHICS

OF PERSPECTIVE COMMUNAUTAIRE EN SANTÉ MENTALE PRACTICES AND CONDUCT OF PERSONNEL IN RESPECT OF USERS

In case of any discrepancy due to translation, please refer to the original document.

DEFINITION OF TERMS

The following words and expressions when they appear in this Code of Ethics shall be interpreted as defined below:

Intervention Team

Identifies all community workers of *Perspective Communautaire en Santé Mentale*;

PCSM, organization or organization

Designates the organization *Perspective Communautaire en Santé Mentale (WI)*;

Staff

Refers to anyone working in the *Perspective Communautaire en Santé Mentale*, including professionals, volunteers and trainees;

User

Refers to any person who receives or has received services from *Perspective Communautaire en Santé Mentale*.

CONDITIONS OF APPLICATION AND RESTRICTIONS

The Code of Ethics applies to all PCSM staff, its board members, volunteers and Users who benefit from PCSM services.

The practices and behaviors defined therein are exercised within the framework of the functions of each.

For staff members of a professional order, this Code of Ethics applies in complementarity with that of the profession concerned.

Certain articles of the Code of Ethics may, for just and reasonable reasons, be limited in their application. Where such grounds exist, they must be noted in the user's file.

PCSM is a not-for-profit organization within the meaning of the law respecting health services and social services. Consequently, the human and financial resources available may limit, in some cases, the exercise of the rights of the user.

A LOOK AT OUR ACT

This revised Code of Ethics reaffirms the values that drive the organization. Whether they are administrative, clinical or humanitarian, the shared values set out below give specific insights into individual decisions and behaviors. The purpose of this Code of Ethics is to guide all members and users of the organization in relation to the philosophy of intervention of PCSM and also serves to clarify our expectations in terms of behaviors and attitudes.

This document not only includes the rights of users, but also determines the expected behavior and practices of staff, volunteers and trainees who work within PCSM.

It is in some way a guide reflecting the state of mind that must be common to all people who have to intervene with the users. It is the expression of a consensus around an ideal of qualities translated daily into the relationship between staff and users as well as in the services offered by the organization.

MISSION OF COMMUNITY PERSPECTIVE IN MENTAL HEALTH

PCSM is a community-based organization dedicated to helping people with mental health problems reach their full potential. Through a personal relationship based on trust and mutual respect, people receive the support they need to improve their quality of life and face the challenges of everyday life in their community.

PCSM firmly believes that every human being has a tremendous ability to adapt and is the main actor in the changes that affect him. More specifically, PCSM is convinced that its users need the participation of their loved ones, the support of society and that they have a right to a full life. PCSM is also deeply convinced that people with mental health problems have a place in society. Finally, PCSM thinks that their social and professional integration is and will always remain a sensible choice, both from an individual point of view and for society.

With respect to services, PCSM is committed to providing quality services as quickly as possible, that is, reliable, personalized, coordinated, continuous, complementary, equitable, safe, to the

individual aspirations of each user and to enable each user to achieve optimal well-being, safety and autonomy, to exercise his social roles and to improve his quality of life.

The user is at the heart of the organization's concerns. PCSM firmly believes that users deserve all our consideration in the respect of their freedom, individuality, dignity, privacy, autonomy and abilities. They must be treated responsibly, with authenticity, courtesy, fairness, understanding and empathy. Finally, all the actors of the organization encourage the family and the relatives of the member benefiting from the services of the organization to participate and support the latter in its approach.

SHARED VALUES

The three major values on which PCSM relies to guide its decisions and actions are: authentic humanism, professionalism and dynamism, each of which can be defined as follows:

Authentic humanism: respect for the dignity and autonomy of the individual, with solidarity, authenticity and commitment.

Professionalism: know-how, know-how and know-how to offer high-quality services and to illustrate themselves.

Dynamism: refers to creativity and action, gestures, building, creating, innovating, daring, accomplishing, achieving and providing leadership.

The personal values of each client deserve respect. Every person has the right to be accepted and respected, regardless of his / her values, religion, race, sexual orientation or illness.

COMMUNITY SUPPORT SERVICES CONTEXT

Acting alone as an intervenor poses limitations and constraints, and in this regard, cooperation and collaboration between the intervention team and external partners are necessary to ensure the effectiveness of the organization in its mission.

Certain decisions or behaviors may be dangerous to one self or to others and we prioritize the safety of all people at all times.

The information obtained, recorded and exchanged is confidential.

Laws and regulations specify the rights of users and provide for specific contexts of intervention and remain an unavoidable imperative.

EXPECTED CONDUCT

As a result of shared values, everyone is entitled to expect that PCSM employees, volunteers and users embody these values in non-negotiable securities as set out below as ethical standards, namely:

- Opt for mutual respect between staff and users and between colleagues within the organization;
- Opting for openness to concerted and shared work;
- Take the necessary means to ensure competence beyond any doubts;
- Believing in the support & accompaniment of user and not in taking charge;
- Act with transparency in a clear and honest attitude;
- Act with authenticity in its relations, respecting and expressing its limits;
- Maintain a fair professional and relational distance between the customer and the user;
- Acting with politeness, respect and unconditional acceptance of everyone without judgment; and
- Have the ability to self-assess and be evaluated from a development perspective and continuous improvement.

THE MANAGEMENT PHILOSOPHY

- Everyone expects to have all the information required for the performance of their duties;
- Everyone expects respect and consideration from others;
- Everyone wants support and cooperation;
- Everyone wants to benefit from trust; and
- Everyone wishes to benefit from the means and opportunities for developing their skills.

CONFIDENTIALITY

It is imperative to guarantee the strictest confidentiality to the user, anywhere and at any time. No person shall be relieved of professional secrecy except with the express authorization of the

user or where the law so permits. To this end, the following are the different behaviors and measures to be applied, namely:

- Keep confidential any confidential information obtained in the course of its work;
- Inform the user that relevant information will be given to the team members intervention in order to ensure the services offered to it. Where appropriate, the user deny permission to disclose certain information;
- Inform the user of any information obtained about him and of any steps taken for him;
- Conduct discussions in an appropriate confidentiality location to prevent indiscreet conversations about the user and the services rendered to him / her;
- Respect and ensure the right of the user to take note of the documents which except in so far as the exercise of that right is prejudicial to him;
- Ensure that all means used to transmit information about the user (eg logbook and other communication tool) are subject to strict confidentiality rules defined by each team;
- Be aware of the information contained in the user's file only if the intervener is authorized to do so;
- To safeguard the right to professional secrecy of the family and the family of the user; and
- Inform the user that he or she can be approached by the organization to make a donation or to respond to a survey. At any time, it may request that its information not be used by PCSM. To this end, a form is made available to senior management. At no time the organization is authorized to solicit minor users.

PROTECTION AND SAFETY

- Being concerned at all times with the health, well-being and safety of the user and the speaker;
- Be responsible to the user and be alert to any form of harassment of an economic, social, sexual or other nature. In such a situation, the user must notify the immediate supervisor; and
- Ensure, before ceasing to offer services to the user, that this cessation is not harmful and that it is in line with its intervention plan.

AUTONOMY AND PARTICIPATION

- Inform the user of his / her state of health and allow him / her to participate in decisions concerning to accept or refuse services or care and to include that decision in his or her folder;
- Allow users to express their needs, take account of their opinions and ensure their full participation in its intervention plan and in terms of the length of service it requires;
- Recognize the right of the user to consult another competent person according to the availability of such a resource; and
- Encourage the participation of family and friends to facilitate the process integration and autonomy in agreement with the user.

RIGHTS OF APPEAL

- Recognize the right of the user to express or criticize the services rendered to him or her;
- Inform the user of the remedies available to him in case of dissatisfaction or if he wants to file a complaint; and
- Accompany and assist the user in the exercise of his rights as a user and as a citizen.

BREACHES

In the event that you are witnessing a breach of this PCSM Code of Ethics by a staff member, board member, volunteer or user, please report this breach to the direction of Perspective Communautaire en Santé Mentale by telephone at 514-696-0972 or by e-mail at info@pcsm-cpmh.org or submit a complaint on the PCSM website at the following address: <http://pcsm-cpmh.org>.

You may also communicate this breach to the Board of Directors to ca@pcsm-cpmh.org, if after all these steps you still have concerns, please contact the Local Complaints Commissioner at 514-593-3600 or write to commissaireauxplaintes.ccsmtl@sss.gov.qc.ca.

Adopted by the Board of Directors on May 9, 2017