

# Guide to the values and ethics of the Users and In-patients committees' members associated with the RPCU



**Guide to the values and ethics of the Users and In-patients committees' members proposed by the Regroupement provincial des comités des usagers (RPCU)**

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## Role of the Users and In-patients committees' members

The Users' and In-patients' committees are established under the *Act Respecting Health Services and Social Services*. Members of the Users' committees are elected by the assembly of users within the institution or facility (service center) while members of In-patients' committees are elected by the residents of the facility. CUCI members are appointed according to the provisions of Bill 10.

Members of the Users and In-patients' committees play a fundamental and vital role in defending the rights of users and those of the most vulnerable clientele. As custodian of the users' rights, they are guarantors of the confidence of all citizens. Their actions can improve the quality.

## Objectives

The Guide presents the values of the *Regroupement provincial des comités des usagers* and shapes our thoughts on the road to decision making, within a problematic context, where justice is on the horizon. Its aim is to give a direction. By adopting these values and, consequently, by behaving as expected, committee members reinforce the ethical culture within the Health and Social Services sector. In this way, they help to maintain public confidence in the integrity of public institutions.

## Statement of Values

The values that follow express the culture of our organizations. They are present in all the activities undertaken by members of the Users and In-patients' committees. They cannot be taken in isolation, as they are inextricably interlinked. The guide puts them in writing and gives them meaning. It is a fundamental tool for members of Users and In-patients' committees, as it helps to determine "what to do to do the right thing".

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### **Respect: Taking a second look**

Respect is taking a second look at a given problem in order to avoid offending the user unnecessarily.

The relationship between users must be characterized by respect, dignity and fairness, and contribute to an environment conducive to commitment, transparency and openness.

### **Integrity: Taking uncompromising action in the users' best interest**

Integrity means acting without compromise in the best interest of the user, while ensuring the protection and primacy of the rights of all users.

*By working with integrity within the institutions, members of the Users' committees help strengthen public confidence in the honesty, fairness and impartiality of the Health and Social Services network.*

### **Transparency: Managing public funds judiciously**

Transparency is wisely managing public funds while acting responsibly and making choices that are understandable to the users.

*Committee members have a responsibility to use the allocated money for conducting activities consistent with the mandate defined by the law. The committees' options, choices and commitments are collegial and intelligible to the vast majority of users. Rendering of accounts take place on a regular basis.*

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## **Excellence: Giving one's best**

Excellence is giving the best of oneself in order to create a product or service which provides optimal satisfaction.

*Excellence in the defence of users' rights has a positive influence on all aspects of the Health and Social Services network. Respect for confidentiality, commitment, collegiality and collaboration, training and development and openness to the diversity of clientele all contribute to the committee's high efficiency.*

## **Complementary statement on values**

Good management requires committee members to have a sound judgment, well-grounded in values and ethics, and the desire to defend the primacy of users' individual and collective rights.

### **An Act respecting Health Services and Social Services (LRQ, chapter S-4.2)**

**3.** For the application of this Act, the following guidelines shall guide the management and provision of health services and social services:

- 1° The person requiring services is the reason for the very existence of those services;
- 2° Respect for the user and recognition of his rights and freedoms must inspire every act performed in his regard;
- 3° The user must be treated, in every intervention, with courtesy, fairness and understanding, and with respect for his dignity, autonomy, needs and safety;
- 4° The user must, as far as possible, play an active role in the care and services which concern him or her
- 5° The user must be encouraged, through the provision of adequate information, to use services in a judicious manner.

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The rules, whether in the form of regulations, policies, guidelines or directives must be understood and respected by the members of the committees. This does not, however, exclude the possibility of pleading to improve program implementations, contributing to the modifications of these programs or helping in the creation of new programs that respect fundamental values.

## Behaviors inspired by values

Members of the Users and In-patients' committees must conduct themselves in accordance with the following values and expected behaviors.

### **Respect for individuals**

Committee members respect human dignity and recognize the value of every person by engaging in the following behaviors:

- 1.1** Treating each person with respect and fairness;
- 1.2** Valuing the qualities and strengths of a diverse clientele, at times vulnerable;
- 1.3** Respecting confidentiality of the information and communications they are exchanging with users.

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## **Probity**

Members of the Users and In-patients' committees serve the public interest by defending the individual and collective rights of users by:

- 2.1** Working collegially in a spirit of openness, honesty and transparency that encourages commitment, collaboration, quality improvement and respectful communication;
- 2.2** Always behaving in a manner that will bear public scrutiny; this obligation is not fully discharged by simply acting within the law;
- 2.3** Never using their position in order to gain unfair advantage for themselves or for a close one thus negatively affecting someone else;
- 2.4** Taking all possible measures to prevent and resolve, in the public's interest, any apparent conflict of interest, real or potential, stemming from their work responsibilities and their personal life;
- 2.5** Behaving in such a way as to preserve public confidence;
- 2.6** Behaving in a spirit of cooperation and respect with managers of institutions and service centers;
- 2.7** Behaving with respect for the confidentiality of communications exchanged and information received.

## **Management of public funds**

Members of the Users and In-patients' committees use the resources granted to them in a responsible fashion by:

- 3.1** Ensuring the efficient use of funds, goods and public resources for which they are responsible;
- 3.2** Using the budgets assigned to them in accordance with the mandate given to the Users committees and In-patients' committees (LRQ, c.S-4.2, A.212) and in accordance with the guidelines;
- 3.3** Giving a rendering of accounts in accordance with good practice.

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## **Excellence**

Members of the Users and In-patients' committees demonstrate competence and excellence in the performance of their duties by:

- 4.1** Providing timely and efficient services in the interests of fairness between users;
- 4.2** Continually perfecting the quality of services they provide;
- 4.3** Actively participating in available training to remain at the forefront of knowledge and innovation;
- 4.4** Helping each other to create an environment that promotes teamwork and knowledge sharing.

## **Implementation**

The recognition of these values and expected behaviors is a condition for working in a Users' or In-patients' committee. Any breach of these values or expected behaviors can lead to measures being taken in accordance with the operating rules of the committee.

## **Resolution options**

Expected behaviors are not intended to take into account all the ethical issues that may arise in everyday life. When a question of ethics arises, members of the Users and In-patients' committees are invited to address this issue within the committee and find a solution together.

Members of the Users and In-patients' committees should resolve conflicts in a fair and respectful way by considering the use of informal processes such as dialogue or mediation.

## Commitment to respect the Values and Ethics Code of the Users or In-patients' committee and respect confidentiality

Commitment to respect the committee's Values and Ethics Code and ensure the confidentiality of personal information obtained while exercising duties within the committee. This commitment is made by the members of the Users' or In-patients' committee as well as by any person who may become aware of such information.

### Solemn Declaration

Committee identification \_\_\_\_\_

CUCI

Users' Committee

In-patients' Committee

I solemnly declare that I will, honestly and to the best of my ability and knowledge, perform the duties assigned to me as part of the Users or In-patients' committee's activities. I equally undertake the commitment to respect the committee's Values and Ethics Code.

Moreover, I solemnly declare that I will not reveal or make known, without due authorization, any personal information about a user that I may have acquired in the exercise of my duties.

In witness whereof  
I have hereunto signed in: \_\_\_\_\_

On: \_\_\_\_\_

Person making the declaration: \_\_\_\_\_

Signature: \_\_\_\_\_

**Reserved for the committee's administration**

Declaration received on: \_\_\_\_\_

By: \_\_\_\_\_

Signature: \_\_\_\_\_

Regroupement provincial  
des comités des **usagers**

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