

## HOW TO REACH US

### Hospital

#### Hôpital du Suroît

150 Saint Thomas Street  
Salaberry-de-Valleyfield, QC J6T 6C1  
Telephone: 450-371-9920  
Toll-free number:  
1-800-694-9920

### CLSC

#### CLSC de Beauharnois

142 Saint Laurent Street  
Beauharnois, QC J6N 1V9  
Telephone: 450-429-6455

#### CLSC de Salaberry-de-Valleyfield

71 Maden Street  
Salaberry-de-Valleyfield, QC J6S 3V4  
Telephone: 450-371-0143

### Residential and long-term care centres

#### Centre d'hébergement Cécile-Godin

55 Saint André Street  
Beauharnois, QC J6N 3G7  
Telephone: 450-429-6403

#### Centre d'hébergement Docteur-Aimé-Leduc

80 Marché Street  
Salaberry-de-Valleyfield, QC J6T 1P5  
Telephone: 450-373-4818

### Mental health services

#### Centre de jour pour adultes /

#### Adult day services centre

50 Marché Street  
Salaberry-de-Valleyfield, QC J6T 1P4  
Telephone: 450-373-7321

#### SALABERRY-DE-VALLEYFIELD

#### Clinique externe pour adultes /

#### Adult ambulatory clinic

181 Victoria Street, 2nd floor  
Salaberry-de-Valleyfield, QC J6T 1A7  
Telephone: 450-373-6252

#### Clinique externe pour jeunes /

#### Children's ambulatory clinic

181 Victoria Street  
Salaberry-de-Valleyfield, QC J6T 1A7  
Telephone: 450-373-5705

#### VAUDREUIL-DORION

#### Clinique externe pour adultes /

#### Adult ambulatory clinic

35 Saint Charles Avenue  
Vaudreuil-Dorion, QC J7V 7K8  
Telephone: 450-455-7967

#### Clinique externe pour jeunes /

#### Children's ambulatory clinic

35 Saint Charles Avenue  
Vaudreuil-Dorion, QC J7V 7K8  
Telephone: 450-455-3356

Centre de santé et de services sociaux  
du Suroît

## CODE OF ETHICS

Commitments, responsibilities,  
and collaboration between  
service providers and users



Centre de santé et de services sociaux  
du Suroît

150 Saint Thomas Street  
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A103-B1000-002-0610

Pour  
la Vie

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## GLOSSARY

**Service provider:** Any person who works in the facilities or in a directly associated resource to provide health care or social services, including employees (permanent and contract workers), doctors, dentists, midwives, interns, and volunteers.

**User:** Any person who receives care or services in or external to the facilities or from a directly related resource. This includes all representatives of the user within the meaning of section 12 of An Act Respecting Health Services and Social Services (R.S.Q., chapter S-4.2).

**Health:** A person's health is not simply the absence of disease or infirmity, but is instead a state of complete physical, mental, and social well-being.

**Note:** The masculine form is used solely in the interests of readability, and the masculine form is understood to include the feminine form.

## VISITING HOURS

The visiting hours for our different facilities are as follows:

### Residential and long-term care centres:

Visits are allowed at all times.

### Hôpital du Suroît

From 2:00 to 4:30 p.m. and from 7:00 to 8:30 p.m.

Please consult the back of this pamphlet for the addresses of our facilities.

## SOLICITATION OF USERS

The laws governing our institution authorize us to use the family name, first name, and address of users to invite them to make a donation to the institution or to any of its foundations, without requiring their consent.

The law also stipulates that the institution must give users an opportunity to refuse to allow their personal information to be used for the purpose of seeking donations. Users may ask the institution not to use their personal information for this purpose.

As a user, you have the right, if you so desire, to inform us that you refuse to allow us to use your family name, first name, and address for any solicitation of donations by our institution.

If you do not want your information to be used for purposes of seeking donations, please let us know by contacting the following address:

CSSS du Suroît  
Service des archives / Department of archives  
150 Saint Thomas Street  
Salaberry-de-Valleyfield, QC J6T 6C1

## OUR RESPONSIBILITIES

We demonstrate our commitment in our day-to-day actions as responsible providers of health care and social services.

### ■ **Quality of care**

We are primarily concerned with the user's well-being. Service providers give them the care that they need, using an approach that integrates the scientific, human, and social dimensions in a way that meets the user's expectations and satisfaction.

### ■ **Security**

We create a climate of trust by making sure that users feel secure, both physically and psychologically. Service providers deliver secure health care and services by applying appropriate safety and hygiene measures in our facilities and by being constantly vigilant in order to minimize the risk of accidents and other incidents.

### ■ **Accountability**

In the aim of continuously improving the quality of our care and services, we advocate user accountability by seeking their collaboration and participation in needs assessment and service delivery.

### ■ **Accompaniment and representation**

We recognize the rights of incapacitated users to be represented in order to exercise their rights, and we facilitate this representation. Users may be accompanied and assisted by the person of their choice in order to receive information or to undertake any treatment or procedure intended to improve their health or well-being. This person may act and speak on behalf of the user.

### ■ **Appraisal of services**

Service providers shall answer all users' questions to enable them to understand and appraise the care and/or services they receive, and shall provide any explanations required, according to their profession.

## OUR MISSION

The CSSS du Suroît is responsible for maintaining and improving the health and well-being of the population within its territory, and for making available a range of health care and social services, including prevention, assessment, diagnosis, treatment, rehabilitation, support, and long-term care. In addition, these services should be integrated and of high quality.

In collaboration with our local-network partners, the CSSS du Suroît undertakes to ensure that services are delivered within its territory in an organized, coordinated manner that provides ready access to quality care with continuity of delivery.

The CSSS du Suroît also undertakes to promote research and education in order to better meet the needs of the population.

## OUR VALUES

Because the user is our primary concern, our priority is to deliver services that are accessible, continuous, and of high quality in a secure environment. Accordingly, every decision we make is guided by the following values:

- Respect and consideration of the person who receives the services
- Teamwork
- Individual commitment
- Creativity
- A pleasant workplace.

In line with these values, the CSSS du Suroît has adopted a Code of Ethics that advocates collaboration between users, their families, and all care and service providers. This Code sets forth the commitments and responsibilities of care and service providers to users.

## COLLABORATION BETWEEN SERVICE PROVIDERS AND USERS

We are committed to maintaining a climate of healthy collaboration and mutual respect.

### ■ **Collaboration**

In order to meet users' expectations and respond adequately to their needs, the health care and social services team must be aware of everything that is relevant to the user's health. When a treatment plan or procedure is proposed and the user agrees to it, it is critical for the user to fully accept and participate in that plan or procedure.

### ■ **Courtesy and respect for the physical environment**

To create a climate that meets users' needs as far as possible, users must respect the property, equipment, and surroundings of the facilities operated by the CSSS du Suroît.

### ■ **Complaints about dissatisfaction: The local service quality and complaints commissioner**

At any time, users can send us their comments, recommendations, or observations in the confidence that they will be considered with respect. In cases of dissatisfaction, they can file a complaint about the services that they have received or feel they should have received. **Users may contact the local service quality and complaints commissioner at the following telephone number: 450-371-9920, extension 2280.**

## OUR COMMITMENT

Our commitment is to deliver the health care and social services that our users expect from us.

### ■ **Respect**

Each user shall be treated with respect and dignity in terms of privacy, identity, intimacy, and autonomy. Health care and service providers shall use courtesy and respect when dealing with users, in all circumstances, regardless of the user's age, sex, religion, language, ethnic origin, sexual orientation, socioeconomic status, or any other form of discrimination. Each health care and service provider shall wear a personal identification card. Users shall be addressed in a respectful manner.

### ■ **Integrity**

Infringements against users' physical or moral integrity are prohibited and shall not be tolerated. Health care and service providers shall not enact any violence, of whatever kind, on a user.

### ■ **Autonomy**

The user's autonomy shall be promoted, along with a respect for the user's individuality. To this end, health care and service providers shall help users to maintain, restore, and develop their autonomy through daily life activities, and shall provide assistance as needed.

### ■ **The right to be informed**

Users must be informed of their health status, the various treatment options available to them, and the inherent risks of these treatments, as well as their right to refuse treatment.

### ■ **Consent**

Users shall participate in all decisions related to their health, and may not be submitted to health care procedures (examinations, sampling, treatments, or any other procedures) without their informed consent.

### ■ **Confidentiality**

The user's file shall remain confidential. No information about the user obtained from conversations or confidential statements may be disclosed, unless the user or the user's representative has given their prior written consent.