



## CODE OF ETHICS

We, as employees of ECMH are committed to being an integral part of the communities we serve.

We are responsible for:

- Acting professionally and in a client-centred;
- Practicing in accordance with ethical principles.

This Code of Ethics is intended to provide us with specific ethical principles to address situations that we may encounter and to guide us in our relationships with individuals we serve, their family members and others in the individuals support team, other mental healthcare practitioners, and the public. This code is intended to complement laws, codes and standards of professional practice.

**Advocacy:** We have the responsibility to help improve awareness, accessibility and quality of our service by advocating on behalf of the individuals we serve. We will seek guidance both internally and externally from our organization for those situations that could place the agency and/or its individuals at risk.

**Client and Employee Safety:** We recognize that providing services in a community setting represents a unique environment for employees for their practice and planning for service delivery. We will use our skills to assess and minimize risk to the individuals we serve, while being sensitive to their wishes. We will practice in ways that contribute to the personal safety of employees. Safety concerns expressed by individuals we serve or employees will be shared in keeping with our health and safety policies and addressed in a supportive and non-threatening way. After all options have been considered, we may withdraw service if employee safety is compromised.

**Commitment to Quality Services:** We are committed to providing the highest quality services that will benefit our individual within available resources.

**Confidentiality:** We are committed to ensuring that individual's information is retained as confidential; we will ensure that individuals and their legal substitutes are informed of their rights to consent to the sharing of information with individuals and organizations directly involved in the client's care.

**Conflict of Interest:** We will not compromise services to individuals for our own personal benefit.

**Dignity:** We will demonstrate profound respect for human dignity in all our interactions. We will be responsive and sensitive to the diversity among the individuals we serve and staff groups.

**Fair and Equitable Access:** We believe that each individual is entitled to an assessment or intake to understand their service needs. We will ensure that services are based on the individual's needs, regardless of their income, age, gender, ethnicity or race, physical or mental ability, and any other factors such as diverse behaviours or lifestyles.

**Health and Well Being:** We will use a holistic approach to the individual's mental health care needs reflecting the social determinates of health and acknowledging all things important to them in their community.

**Informed Choice and Empowerment:** We believe that individuals have the ability and the right to make decisions about their mental health to the extent that they are able. We will assist individuals to make plans and life choices in keeping with the individual's values, beliefs and mental health or housing goals and their capacity to participate. We will ensure that individuals we serve are fully informed of their options within the agency and have all the information they need to make an informed decision about their mental health and housing. If an individual is identified as incapable of making these decisions, we will take directions from the individual's substitute decision-maker.

*Framework adopted from: Toronto Central Community Care Access Centre, July 2008*