

4.4 Ethical Guidelines Policy: ⁽¹⁾(2)(3)(4)(5)

Policy

HHS strives to keep ethical guidelines front and center in the minds of all the employees.

Purpose

The purpose is to promote the Ethical Framework which is based on the following Snuw'uyulh (Teachings) which are our Guiding Principles (The 11 Man Canoe Graphic will represent the Guiding Principles) that guide our business and decision making ethics.

Scope

This applies to all areas where HHS employees and management.

¹ Community Justices Initiatives Association: Walking the Talk: Developing Ethics Frameworks for the Practice of Restorative Justice

http://cjjbc.org/Walking_the_Talk_WEB.pdf

² Cowichan Tribes (2012). Ts'ewulhtun Health Centre Ethics Framework, Duncan, BC

³ Velasquez, Manuel; Moberg, Dennis; Meyer, Michael J.; Shanks, Thomas; McLean, Margaret R.; DeCosse, David; André, Claire; Hanson, Kirk O. (2009). A Framework for thinking ethically, Markkula Center for Applied Ethics, Santa Clara University:

<http://www.scu.edu/ethics/practicing/decision/framework.html#sthash.npovMtSJ.dpuf>

⁴ Trillium Health Centre: Idea1: Ethical Decision-Making Framework Trillium Health Centre,

http://www.trilliumhealthcentre.org/about/documents/TrilliumIDEA_EthicalDecisionMakingFramework.pdf

⁵ Sexqeltqin Health Centre, Ethical Framework

Our Ethical Framework is based on the following Snuw'uyulh (Teachings) which are our Guiding Principles (The 11 Man Canoe Graphic will represent the Guiding Principles):

Cultural Understanding and Cultural Safety

We will respect our community member and families' culture and traditions and provide a safe and supportive environment for them to continue to practice their ways of life even if we don't believe or practice it. We will respect the cultural diversity and accept all cultures regardless of origin or belief, the wisdom and roles of the Elders from within and outside our member Nations

Respect and Dignity

Respect is shown to the community member and family regardless of the situation even when it isn't returned. Showing and demonstrating respect means providing quality care and safety even when the community member and family's beliefs and actions are different than yours. Showing respect is unconditional, non-judgmental, and contributes to community members' dignity.

Truthfulness and Honesty

Because we believe that community members and family have a right to be fully informed, we will speak the truth and provide honest information in an empathetic manner to the community member and family even if it is difficult news. The community member will be able to make informed decisions based on factual information and knowledge gained from reliable and trusted professionals.

Privacy and Confidentiality

We respect our community member's right to privacy and will keep all of their personal information confidential subject to legal and professional exceptions to confidentiality, unless the member signs a release of information that stipulates who, what, where, when and how information can be shared. Sharing and storing of all confidential information must be in accordance with the BC Privacy of Information and Protection Act (PIPA).

⁶ Community Justices Initiatives Association: Walking the Talk: Developing Ethics Frameworks for the Practice of Restorative Justice

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⁷ Cowichan Tribes (2012). Ts'ewulhtun Health Centre Ethics Framework, Duncan, BC

⁸ Velasquez, Manuel; Moberg, Dennis; Meyer, Michael J.; Shanks, Thomas; McLean, Margaret R.; DeCosse, David; André, Claire; Hanson, Kirk O. (2009). A Framework for thinking ethically, Markkula Center for Applied Ethics, Santa Clara University:

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⁹ Trillium Health Centre: Idea1: Ethical Decision-Making Framework Trillium Health Centre,

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¹⁰ Sexqeltqin Health Centre, Ethical Framework

Advocacy

With community members' permission we will advocate on their behalf so that the community member receives the best quality health care that is available. We will advocate to maintain and strengthen family relationships by accessing programs and services, and communicating with outside agencies.

Integrity and Professionalism

We will provide all of our services to our community members with the utmost integrity and professionalism. We recognize that we are professionals and that we represent H'ulh-etun Health Society at all times. During the most difficult times, we will try to diffuse the negative situation with positive discussion and work collaboratively to develop solutions that our members can choose from. When there is a perceived or actual conflict of interest or other ethical dilemma, we will utilize our ethical decision making model to identify solutions.

Informed Decision Making

We will provide individual community members and their families with clear and concise information and resources that will honour their right to make informed decisions to choose or deny services. Should they deny services and then decide to resume services, we will provide the best quality health care that we can.

Independence

When our Elders, those with chronic illnesses, those with terminal illnesses, and those living with disabilities express a desire to live as independently as possible, we will support them to access services and resources, both within and outside the community. We will honour their right to maintain their dignity and independence as long as possible.

Safe and Reliable

We recognize that providing safe and reliable care to our community members is of utmost importance.

Collaboration and Consultation

We will work as part of a team and collaborate with our colleagues as we recognize "it takes a whole community to raise a child". We will speak positively about our colleagues, supervisors, managers and the Board of Directors and will not participate in lateral violence and gossip. We will resolve internal conflicts and not share them with the broader community and external organizations.

Personal and Professional Development

We will strive to achieve holistic wellness (mental, emotional, spiritual/cultural, and physical) in order to be healthy, productive, and good role models for our communities. Since health care is rapidly changing, we will continue pursuing on-going professional development and training so that we can meet the needs of our community members.

7 Steps in Making Ethical Decisions

Step One: Recognize that it is an Ethical Issue

1. Could this decision or situation be damaging to someone or to some group? Does this decision involve a choice between a good and bad alternative, or perhaps between two "goods" or between two "bads"?

2. Is this issue about more than what is legal or what is most efficient? If so, how?

Step Two: Gather all of the Facts

1. When gathering all of the facts, ask yourself the 5 W's and How: Who, what, when, where, why and how?
2. What are the relevant facts? What facts are not known? Is there more that I need to learn about the situation? Do I have enough facts to make a decision?

Step Three: Identify, Explore and Evaluate Options

1. What options are available?
2. Which option will produce the most good and do the least harm? (The Utilitarian Approach)
3. Which option best respects the rights of all who have a stake? (The Rights Approach)
4. Which option treats people equally or proportionately? (The Justice Approach)
5. Which option best serves the community as a whole, not just some members? (The Common Good Approach)
6. Which option leads me to act as the sort of person I want to be? (The Virtue Approach)
7. What impact will the option have on policy and what financial constraints are there?

Step Four: Make the Best Informed Decision

1. Now that we have considered all of the options available, which option best addresses the situation?
2. Will we be able to manage the decision?

Step Five: Act and Reflect on the Outcome

1. How can my decision be implemented with the greatest care and attention to the concerns of all stakeholders?
2. Have I shared the decision and timeframes?
3. Have I determined the timeframes and how will I check in?

Step Six: Document

1. Keep a detailed record of everything.

Step Seven: Evaluate

1. How did my decision turn out?
2. What feedback did I receive on the decision?
3. What have I learned from this specific situation?
4. Do I need to make adjustments?