

Our Mission

The CJL has drafted this code of ethics, in accordance with section 233 of the Health Services and Social Services Act. Based on our mission and values, this code defines users' rights and expresses our commitment to respecting those rights.

The mission of the Laurentian Youth Centre is driven by the mandates defined by the Health Services and Social Services Act, the Youth Protection Act, the Youth Criminal Justice Act and the Civil Code of Québec.

Consequently:

- Our aim is to protect and foster the welfare and development of children and youth facing serious personal, social and family problems, and to help young offenders take accountability for their actions and return to live in society. In pursuing our actions, we work very closely with the resources in their communities.
- In that sense, we provide specialized services that promote the best interests of the child and youth, including psychosocial intervention and follow-up, social rehabilitation, out-of-home placement and adoption.
- We recognize and make use of the strengths of children, youth, parents and their families in all our assessments, decisions and actions, while respecting the rights and responsibilities of each.
- Our intervention lasts as long as it takes to put an end to the harmful situation and to prevent it from happening again.



OUR VALUES

To fulfill its mission, the Centre jeunesse des Laurentides (CJL) has identified **four core values** that all staff members are committed to upholding and that determine how they are expected to behave toward those who use our services.

These values are:

Trust

Trust is the fundamental belief that people are willing and able to take constructive action.

Dedication

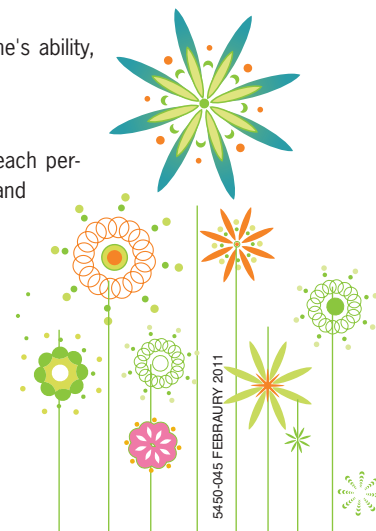
Dedication means acting to the best of one's ability, with creativity and determination.

Respect

Respect involves giving consideration to each person's intrinsic value, abilities, differences and limitations.

Transparency

Transparency means communicating and interacting with people openly and honestly.



Siège social / Head Office

Direction générale / Executive Director

Direction du développement organisationnel
et de la planification /
Organizational Development and Planning Services

Direction du développement professionnel et de la qualité /
Professional Development and Quality Improvement Services

Direction des Ressources financières, informationnelles et
techniques / Financial, Informational and Technical Services

Direction de la protection de la jeunesse /
Director of youth protection

Direction des services milieu / Placement Services

Direction des services de réadaptation /
Rehabilitation Services

Service d'adoption québécoise et internationale /
Provincial and International Adoption Services

Service de recherche des antécédents familiaux /
Birth-Family Search Services

Commissaire local à la qualité des services /
Local Service Quality and Complaints Commissioner



Youth: Our Greatest Asset

Code of Ethics for the Centre jeunesse des Laurentides

This Code is rooted in
our mission and values
and affirms our clients' rights
and our staff's commitment to
respecting those rights.

500, boulevard des Laurentides
Bureau 241
Saint-Jérôme (Québec)
J7Z 4M2
Telephone : 450 436-7607
Fax : 450 436-4811
(Main office)

www.cjlaurentides.qc.ca



Centre jeunesse
des Laurentides



Centre jeunesse
des Laurentides

Users' Rights

Within the scope of our mandate and mission, the following values help guide our staff in recognizing users' rights enshrined in the Health Services and Social Services Act.

- **The right to receive respect for themselves and their needs**
- **The right to receive information that concerns them**
- **The right to receive appropriate and personalized services**
- **The right to take part in decisions that concern them**
- **The right to be accompanied and represented**
- **The right to confidentiality**
- **The right to file a complaint regarding any situation or decision with which they disagree**

The right to receive respect for themselves and their needs

In dealing with the users of our services, our staff pledges to:

- Respect the dignity and integrity of children, parents and families by being welcoming, courteous and responsive to their needs, difficulties and pain.
- Accept children and parents with all their strengths and limitations by striving to help parents develop the skills they need so that they themselves may be able to ensure their child's safety and development.
- Build a relationship with users that is free of all discrimination and conflict of interest, and based on our core values.
- Protect, assist and empower children by being trusting and open in helping them to come to terms with their personal histories and to build their future lives.
- Use a strengths-based approach to reinforce children's and parents' autonomy and empowerment within the family.

The right to receive information that concerns them

In keeping with the Access to Information Act, our staff members pledge to:

- Explain the legality of the actions taken in regard to children and parents and provide impartial information about the options arising from the laws and regulations in force.
- Inform users of all their rights.
- Inform users of our mandate and scope, our services, existing community services, and the way to access these services.
- Inform children and their parents that they may agree or disagree with the nature and terms of the proposed services, and that they may express their views to youth centre representatives.
- Inform children and parents of the administrative and legal recourses open to them, whether they agree or not with the decisions about to be made in relation to their situations.
- Inform them, as soon as possible, about any accident having occurred during the provision of services that may affect their health or welfare, and about the measures taken to remedy the situation.
- Inform parents and youth of the financial contribution required of them when a child is placed in care, before a placement decision has been made.

- Ensure that all information communicated to children and their families is expressed clearly in language appropriate to their situations.
- Make sure that children and parents understand the information they are given.

The right to receive appropriate and personalized services

All staff members pledge to:

- Provide quality services that are scientifically, humanly and socially appropriate and that meet children's and parents' needs and expectations, taking into account the youth centre's available resources.
- Build and maintain a personalized professional relationship with each person who uses our services.
- Respond to the needs of children and their families by ensuring the child's safety and development, based on the strengths of the children and their parents, and by seeking solutions that offer the greatest stability and permanency.

The right to take part in the decisions that concern them

All staff members pledge to:

- Value and strengthen children's and parents' ability to make decisions that concern them and take an active part in resolving their problems.
- Provide children and their parents with a clear explanation of the reasons for the clinical decision deemed necessary to ensure the child's protection or the parent's accountability.
- Involve children and parents in developing, applying and reviewing their intervention plan or service plan.
- Inform users, as soon as possible, of the decisions concerning them in social emergency situations and, whenever possible, before the decisions are carried out.

The right to be accompanied and represented in their dealings with the youth centre

All staff members pledge to:

- Inform users of their right to consult any person of their choice before agreeing to the measures proposed.
- Respect users' right to be accompanied and assisted by a person of their choice in requesting information, understanding that information, applying for services and filing a complaint.
- Encourage and help them participate as a users' representative in the elections and activities of the users' committee.

The right to confidentiality, in accordance with the Health Services and Social Services Act and the Access to Information Act

All staff members pledge to:

- Do their utmost to respect children's and parents' right to confidentiality when discussing their cases, choosing appropriate places to hold discussions about them, managing their records, transmitting documents, and processing and archiving electronic documents with users' personal data.
- Abide by the rules governing the communication and release of information to third parties.
- Inform users of their right to refuse that their personal information be used in appeals for gifts to the institution or to a foundation of that institution, in accordance with section 27.1 of the Health Services and Social Services Act.
- Respect children's personal relationship with their parents and their privacy by using only the information required to fulfill staff member's mandates or responsibilities.
- File any information received about children and their parents, in accordance with the youth centre's standard practices.
- Make it possible for children to communicate in complete privacy with the individuals of their choice, except where excluded by law.