



<b>Title</b>	<b>Ethics Program</b>	<b>Number</b>	CQPP 1.6.1
<b>Approved by (name)</b>	Joanne Greco	<b>Last Approved</b>	Oct. 2016
<b>Approved by (title)</b>	VP Infrastructure	<b>Next Review</b>	Oct. 2018

<b>Preamble</b>	<p>Ethics is a systematic and reflective discipline that provides a language, methods and guidelines for studying the components of personal, group and societal morality.</p> <p>Ethical decision-making is critical to everyone working in healthcare. We work within a complex health care system and may experience ‘moral distress’ when faced with ethically-challenging situations which can contribute to burn-out and job dissatisfaction.</p> <p>Closing the Gap Healthcare (CTG) recognizes that its providers need ethical decision-making skills to excel in their work. This document outlines CTG’s Ethics Program that supports its workforce in ethical principles and practices.</p>		
<b>Policy</b>	<p>Closing the Gap Healthcare</p> <ol style="list-style-type: none"> <li>1. Supports and promotes ethical business and clinical practices;</li> <li>2. Maintains a <b>Code of Ethics</b> that articulates core principles that serve as a guideline and a standard for ethical practice;</li> <li>3. Builds ethics capacity in its workforce;</li> <li>4. Evaluates workers’ ethics capacity; and</li> <li>5. Uses this information to continually improve its Ethics Program.</li> </ol>		
<b>Standards</b>	<ol style="list-style-type: none"> <li>1. CTG workers adhere to the principles of our Code of Ethics and Quality Charter in providing healthcare services of an exceptionally high quality.</li> <li>2. CTG’s <i>Code of Ethics</i> complements and aligns with discipline-specific ethics principles and practices that bind its regulated healthcare providers.</li> </ol>		
<b>Elements of the Ethics Program</b>	<ol style="list-style-type: none"> <li>1. Orientation to the Ethics Framework (I.D.E.A.S.)</li> <li>2. Pledge of compliance to principles expressed in CTG’s Code of Ethics</li> <li>3. Resources to support and build ethics capacity: Policy, Toolkit, Framework, and Forms</li> <li>4. Forums for discussion of ethical challenges: Performance Appraisals, Team Meetings, All Staff Meetings, and ongoing support/coaching using the I.D.E.A.S. Ethics Framework</li> <li>5. Measuring and reporting on types of ethical challenges encountered</li> <li>6. Analysis / trending and learning from results</li> </ol> <p><b>The I.D.E.A.S. Ethics Framework that guides our practice at CTG</b></p> <ul style="list-style-type: none"> <li>Identify the facts</li> <li>Determine ethical principles</li> <li>Explore options</li> <li>Act and evaluate</li> <li>Self-reflect</li> </ul>		
<b>Procedures</b>	<b>Responsibility</b>	<b>Action</b>	
	<b>Worker</b>	<ol style="list-style-type: none"> <li>1. During the probationary period (employee – category workers) or the first 90 days (independently contracted workers):             <ol style="list-style-type: none"> <li>a. Receives orientation to the CTG Ethics Framework;</li> <li>b. Signs <i>Declaration Form: Code of Conduct, Social Media, and Code of Ethics</i> to verify commitment to principles embedded in associated</li> </ol> </li> </ol>	



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		<p>documents; and</p> <p>c. Receives a CTG ID badge with the I.D.E.A.S. Ethics Framework printed on the back.</p> <p>2. Throughout tenure, attends forums where ethical challenges are discussed using the I.D.E.A.S. framework, including but not limited to;</p> <p>a. <u>Performance Appraisal</u>: Reflects on an ethical dilemma, writes up the scenario on the <i>Ethical Decision-making Worksheet</i>, and brings to the performance appraisal meeting to discuss with supervisor; and</p> <p>b. <u>Team Meetings / All Staff Meetings</u>: Participates in discussions of arising ethical challenges.</p> <p>3. When an ethical situation, risk or event is encountered,</p> <p>a. Uses the I.D.E.A.S. framework to reflect on the issue and develop an action plan to resolve; and</p> <p>4. Seeks support as needed e.g. supervisor, professional practice team leader, or a peer.</p>
	<b>Management Team</b>	<p>Is responsible for oversight of the Ethics Program at the local office including</p> <p>1. Ensures new workers are oriented to CTG’s Ethics Program and I.D.E.A.S. Framework;</p> <p>2. Provides opportunities for discussion of ethics scenarios;</p> <p>3. Supports / coaches workers using the I.D.E.A.S. framework for approaching / resolving arising ethical situations, risks or events;</p> <p>4. Assists in resolving ethics challenges by means appropriate to the issue, for example, consults with;</p> <p>a. More experienced manager /supervisor;</p> <p>b. Member of Senior Governance;</p> <p>c. Regulatory College standards / advisor; and / or</p> <p>d. Ethics Consultant.</p> <p>5. Reviews completed <i>Ethical Decision-making Worksheets (EDMW)</i>;</p> <p>6. Evaluates ethics capacity of individual workers using the <i>Ethical Decision-Making Worksheet Review Tool</i>;</p> <p>7. Provides feedback to the worker who completed it;</p> <p>8. Identifies possible areas where recommendations / improvements can be made either locally or corporately;</p> <p>9. Scans EDMWs to Quality and Risk Assistant; and</p> <p>1. Enters results of the EDMW Review Tool in the Survey Monkey collector for corporate roll up.</p>
<b>Specific Accountabilities</b>	<b>Responsibility</b>	<b>Action</b>
	<b>Quality Team</b>	Reviews ethics program data quarterly and shares results with VP Infrastructure, Directors of Client Services, and Client Services Managers



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		including: 1. Number of Ethical Decision Making Worksheets completed by office; 2. Number and type of ethical principles identified; 3. Number and type recommendations identified; and
	<b>Ethics Working Group</b>	1. Reviews all Ethical Decision Making Worksheets (EDMW) and EDMW Review Tools to identify a. Trends for corporate learning opportunities; b. Recommendations for improving policy, procedures, and education; 2. Consults with VP of Infrastructure as appropriate; and 3. Collaborates with internal staff and/or committees to implement improvement initiatives
	<b>Vice President Infrastructure</b>	1. Reviews and presents the quarterly roll up of Ethics Summary and interpretations to Senior Governance.
<b>Related Documents</b>	<b>Forms</b> Declaration Form: Code of Conduct, Social Media, and Code of Ethics Ethical Decision-making Worksheet Ethical Decision-making Worksheet Review Tool  <b>Policies</b> Conflict of Interest  <b>Reference Documents</b> Code of Ethics Ethics scenarios on The Hub Ethics Toolkit	
<b>Original Approval</b>	<b>Approved by:</b> Joanne Greco, VP Infrastructure	<b>Date:</b> 1 June 2014
<b>History of Policy Reviews</b>	<b>Approved by:</b> Joanne Greco, VP Infrastructure and Client Safety Officer	<b>Date:</b> 28 October 2016