Closing the Gap Healthcare	**Title**	**Ethics Program**	**Number**	CQPP 1.6.1
	Approved by	Jennifer Rodgers Director Corporate Clinical Support, Client Safety Officer	**Last Approved**	April 2025
			Next Review	April 2027

Preamble	Ethics is the study of moral principles and values that guide our behavior, decisions, and actions, exploring what is right and wrong. In healthcare ethics, professionals are guided by moral principles to ensure client well-being, dignity, and trust, encompassing concepts like autonomy, beneficence, non-maleficence, and justice. Ethics policies provide a framework to promote ethical decision-making and actions. This can reduce job dissatisfaction and moral distress which can be experienced by healthcare providers when faced with ethically challenging situations. This document outlines Closing the Gap Healthcare's (CTG) Ethics Program which protects clients and supports its workforce in ethical decision-making and practices.
Policy	Closing the Gap Healthcare: 1. Supports and promotes ethical business and clinical practices. 2. Maintains a *Code of Ethics* that articulates core principles that serve as a guideline and a standard for ethical practice. 3. Builds ethics capacity in its workforce. 4. Evaluates workers' ethics decision-making capacity; and 5. Uses this information to continually improve its Ethics Program.
Standards	1. CTG workers adhere to the principles of our *Code of Ethics* and *Quality Charter* in providing healthcare services of an exceptionally high quality. 2. CTG's *Code of Ethics* complements and aligns with discipline-specific ethics principles and practices that bind its regulated healthcare providers. 3. This Policy is reviewed every two years or more frequently as warranted.
Elements of the Ethics Program	1. Orientation to the Ethics Framework (I.D.E.A.S.) 2. Pledge of compliance to principles expressed in CTG's Code of Ethics 3. Resources to support and build ethics capacity: Policy, Toolkit, Framework, Forms, Ethics Scenarios, Ethics Video Library, Ethics Pearls 4. Forums for discussion of ethical challenges: One-on-one discussions, Team Meetings, All Staff Meetings, and ongoing support/coaching using the I.D.E.A.S. Ethics Framework 5. Ethics Committee 6. Measuring and monitoring types of ethical challenges encountered (Survey Monkey) 7. Biannual analysis/trending and learning from results, and more often as needed. **The I.D.E.A.S. Ethics Framework that guides our work at CTG** • **I**dentify the facts • **D**etermine the ethical principle(s) • **E**xplore options • **A**ct and evaluation • **S**elf-Reflect
Procedures	

Responsibility	Action

Worker	1. During the probationary period (employee – category workers) or the first 90 days (independently contracted workers):
	   a. Receives orientation to the CTG Ethics Framework.
	   b. Signs *Declaration Form*: *Code of Conduct, Social Media, and Code of*

		Ethics to verify commitment to principles embedded in associated documents; and
		c. Receives a CTG ID badge with the I.D.E.A.S. Ethics Framework printed on the back.
		2. Throughout tenure, attends forums where ethical challenges are discussed using the I.D.E.A.S. framework e.g. Team Meetings, All Staff Meetings.
		3. When an ethical situation, risk or event is encountered,
		  a. Uses the I.D.E.A.S. framework to reflect on the issue and develop an action plan to resolve; and
		  b. Seeks support as needed e.g. supervisor, clinical best practice leader, or a peer.

	Management Team	Is responsible for oversight of the Ethics Program at the local office including:
		1. Ensures new workers are oriented to CTG's Ethics Program and I.D.E.A.S. Framework.
		2. Provides opportunities for discussion of ethics scenarios.
		3. Supports/coaches' workers and teams using the Ethical Decision-making Worksheet and I.D.E.A.S. framework to guide discussions of ethical situations arising, risks, or events.
		4. Assists in resolving ethical challenges by means appropriate to the issue, for example, consults with:
		  a. Ethics Committee
		  b. More experienced manager/supervisor
		  c. Member of Senior Governance
		  d. Regulatory College Standards Advisor.
		5. Records arising ethics discussions in the Record of Ethics Discussions Survey Monkey collector on The Hub/Education/Ethics Program.
		6. Evaluates ethical decision-making capacity of individuals and teams and provides support as needed; and
		7. Identifies possible areas where improvements can be made to strengthen our Ethics Program, either locally or corporately, and shares with their Director and Ethics Committee.

Specific Accountabilities		

Responsibility	Action
Quality, Risk, and Education Team	Reviews ethics program data quarterly and shares results with Ethics Committee and Client Services Teams: 1. Number of ethics discussions by office and care group 2. Ethical values, duties, rights, and principles identified 3. Policies that informed ethical decision-making 4. Number and type recommendations identified

	Ethics Committee	**All Members** 1. Review quarterly Ethics Program data. 2. Determine scenarios to be shared corporate-wide through publishing *Ethics Pearls.* 3. Make recommendations for improving policy, procedures, and education to strengthen the Ethics Program; and 4. Collaborate with internal staff and/or committees to implement improvement initiatives. **Committee Chair** 1. Reviews and shares biannual Ethics Report to Senior Governance. 2. Refer to *Terms of Reference Ethics Committee* for full scope and mandate.
Related Documents		**Forms** Declaration Form: Code of Conduct, Social Media, and Code of Ethics Ethical Decision-Making Worksheet **Policies** Conflict of Interest **Reference Documents** Code of Ethics Ethics Pearls Ethics Scenarios Ethics Toolkit Ethics Video Library Terms of Reference Ethics Committee

Reviewers		This policy was reviewed by the following team(s) for their input and feedback:
		    Client and Family Advisory Council
		    Ethics Committee
		    Quality Risk Education Team

Original Approval	**Approved by:**	**Date:**
	Joanne Greco, VP Infrastructure	1 June 2014

History of Policy Reviews	**Approved by:**	**Date:**
	Joanne Greco, VP Infrastructure and Client Safety Officer	28 October 2016
	Jennifer Rodgers, Director Corporate Clinical Support, Client Safety Officer	30 October 2018
	Jennifer Rodgers, Director Corporate Clinical Support, Client Safety Officer	18 May 2021
	Jennifer Rodgers, Director Corporate Clinical Support, Client Safety Officer	April 2025