

At CAMH, the Ethics Service and the Ethics Framework promote ethical behaviour and practices throughout the organization from the bedside to the boardroom.

## How do you know that you have an ethical dilemma?

- Are you uncomfortable about a situation?
- Are you feeling something is not right?
- Are you concerned about protecting others from harm?
- Are you caught between two or more obligations?
- Are you concerned about patient's rights, privacy and confidentiality?
- Is your team in disagreement?
- Do you feel moral distress over an issue?

Whenever you need more help, our CAMH Ethicist can provide specialized support with clinical and organizational ethics questions and concerns.

## Resources

### CAMH resources

- CAMH Values and Priorities
- CAMH Bill of Client Rights
- CAMH Code of Conduct

### Policies and practice guidelines

- CAMH policies
- Clinical Practice Dilemmas

### Research-related resources

- CAMH Code of Research Integrity
- Research Ethics Board
- Quality Projects Ethics Review (QPER)

For more information, please contact:

CAMH Ethics Service

100 Stokes St., Bell Gateway Building,

6th Floor, Professional Practice

Tel.: 416 535-8501 ext. 33415

Email: [ethics@camh.ca](mailto:ethics@camh.ca)

For information on addiction and mental health or other resources, please visit our website:

[www.camh.ca](http://www.camh.ca)

If you have questions, concerns or compliments about services at CAMH, please call the Client Relations Office:

Tel.: 416 535-8501 ext. 32027

Email: [client.relations@camh.ca](mailto:client.relations@camh.ca)

Family members are welcome to contact the Office of Family Engagement for information and help getting connected:

100 Stokes St., Bell Gateway Building, ground floor, room 1314

Tel.: 416 535-8501 ext. 33202

E-mail: [family.engagement@camh.ca](mailto:family.engagement@camh.ca)

Website: [www.camh.ca/families](http://www.camh.ca/families)

To make a donation, please contact the CAMH Foundation:

Tel.: 416 979-6909

Email: [foundation@camh.ca](mailto:foundation@camh.ca)



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# CAMH ETHICS SERVICE

The CAMH Ethics Service and Ethics Framework support staff and physicians to identify and resolve ethical issues in their daily work

Ethical questions can arise in clinical encounters, organizational decision-making as well as research and quality improvement projects.



**Ethics Service at CAMH covers:**

**Clinical ethics**

- Ethics education
- Ethics consultation

**Organizational ethics**

- Policy and procedures
- Resource allocation

**Quality improvement and research ethics**

- Quality Projects Ethics Review (QPER)
- Research Ethics Board (REB)

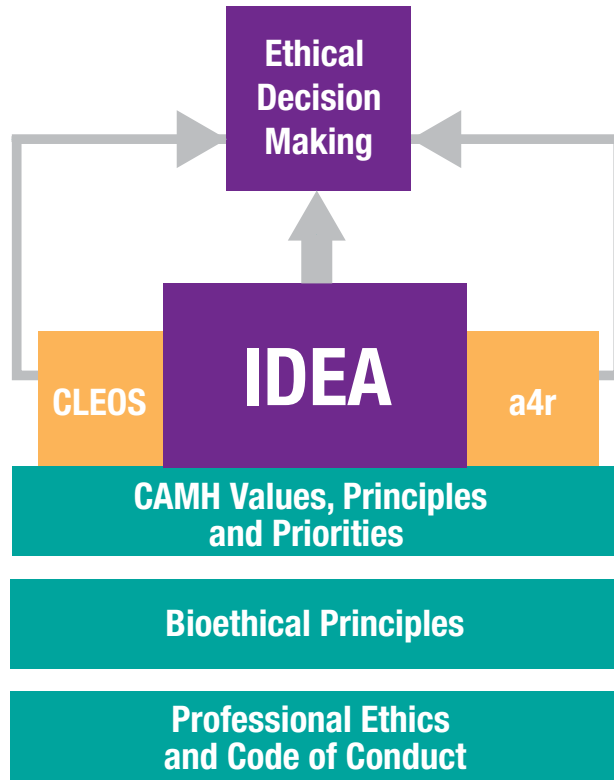
**IDEA Framework**

Most ethical dilemmas are managed intuitively with conscious reflection and deliberation.

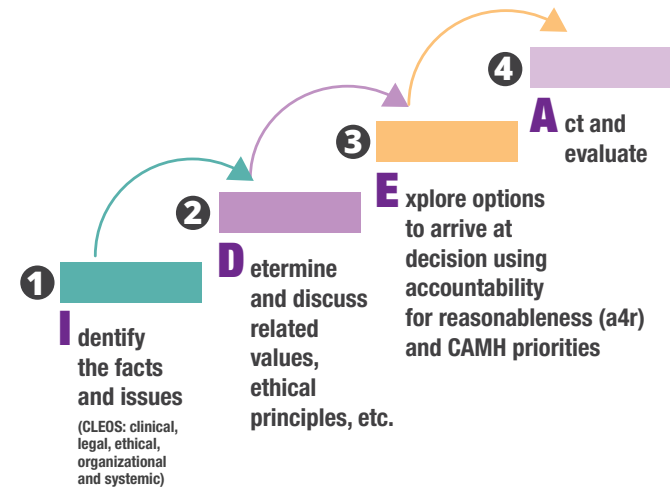
Ethics support may be needed for complex situations.

CAMH ethical decision-making is based on the IDEA Framework.

In this ethics framework, CAMH values and priorities, as well as bioethical principles and professionalism, are taken into account in the process of ethical decision-making.



The IDEA Ethics Framework provides a step-by-step process to navigate and resolve complex ethical issues.



**Step One**

Identify the facts and issues. Elaborate on the CLEOS factors: clinical facts, legal, ethical, organizational and systemic issues.

**Step Two**

Determine and discuss the relevant values and principles.

**Step Three**

Explore all choices and perspectives. It is important to test each option against accountability for reasonableness (a4r) conditions for decision-making, which includes relevance, transparency, appeals and adherence.

**Step Four**

Act on your plan of action. Ensure that there is an ongoing evaluation process in place.