



Moving Towards  
A Just World  
through  
Ethical Practice:  
C4YH  
Code of Ethics





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# Letter of the Executive Director



Dear Staff, Volunteers, Community and Friends:

If you have embarked in reading this document you may be asking, why do we need a Code of Ethics. We are taking care of people every day, is it not ethical enough? The creation of this document was not triggered by the lack of ethical values and behaviors in our organization, but by the need to generate a deeper debate and awareness of our values and to create an aspirational framework that carries us forward into a better world for all.

Our core values have underpinned our journey and they have given us structure and direction when times were difficult. These values remain the guiding principle of our development as an organization:

- **Access** to high quality health care is a fundamental human right.
- High quality health care has to be **patient-centered, culturally competent** and holistic.
- **Ageing** is better accomplished at home.
- Care at the end-of-life should be provided based on the **beliefs and values** of the patient being cared for.
- Health care should be rendered **regardless** of age, socioeconomic status, race, nationality, sex, background, belief or circumstance.
- The **wellbeing of our staff** and volunteers is as important as that of the patients we serve.

This Code of Ethics documents the ethical standards that derive from these values. At Care for Your Health (C4YH) we all must hold ourselves to these standards and to our commitment to improve the world we live in through their daily implementation.

Please reach out with your comments and thoughts so we can make this a live document that improves and grows as our organization evolves.



# Introduction



## Why?

It allows our patients and our community to understand what to expect from us and it helps us fulfill our moral and legal obligations.

## What?

At its most basic, a Code of ethics describes a common set of rules or guiding principles that all employees are expected to adhere to.



## Who is affected?

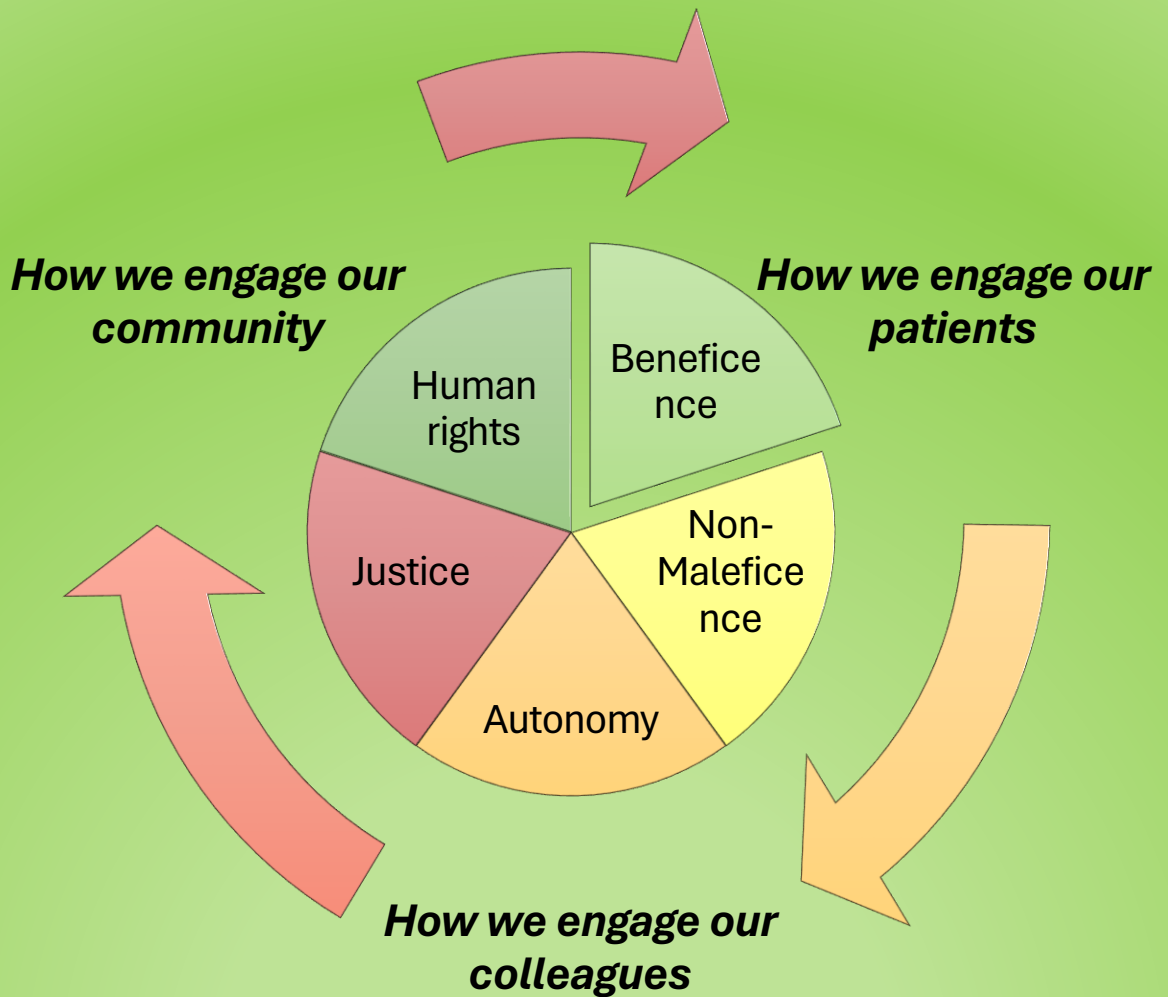
Everyone who chooses to work for or with Care for Your Health, Inc is expected to adhere to this set of ethical guidelines. This includes: staff, contractors, volunteers, board members and community partners. We can certainly not force anyone to do anything they do not want to do, but we can choose who we work with.

## How?

We have developed our Code of Ethics by understanding the core ethical principles that guide us and implementing them at three levels:

- How we engage with our patients
- How we engage with our colleagues
- How we engage with our community

# Code of Ethics Structure



## General Ethical Principles

### Beneficence

Beneficence is the obligation of our staff **to act** for the benefit of the patient. This includes several rules: to protect and defend the right of others, to promote our patient's welfare, prevent harm, remove conditions that will cause harm, help persons with disabilities, and rescue persons in danger.

### Autonomy

**All persons have intrinsic and unconditional worth**, and therefore, should have the power to make rational decisions and moral choices, and each should be allowed to exercise his or her capacity for self-determination.

### Human Rights

According to the UN, Human rights are rights inherent to all human beings, regardless of race, sex, nationality, ethnicity, language, religion, or any other status.

### Non-Maleficence

Nonmaleficence is the obligation of our staff **to avoid** harming the patients. This includes several rules: do not kill, do not cause pain or suffering, do not incapacitate, do not cause offense, and do not deprive others of the goods of life.

### Justice

Justice is the fair, equitable, and appropriate treatment of persons.

## How we engage our patients

Do Good

Do No Harm

Respect patients' autonomy

Respect who patients are: respect people's self-determination

Respect patient's privacy

## How we engage our colleagues

Uphold professional standards of conduct

Interact with Integrity: honesty and truthfulness

Limit Conflict of interest

Collaborative resolution of conflict

Respect your colleagues

## How we engage our community

Defend human rights

Avoid discrimination

Defend Justice

Respect the Earth

## Do Good

Do Good calls us to act for the benefit and wellbeing of our patients. It forces us to ACT. When faced with two options we should choose the one that is best for the patients.

**Example:** going to a patient's home to draw blood when they cannot leave their home is an example of doing good.

## Do no Harm

Do No Harm ensures that we DO NOT ACT, when our actions are going to cause harm to our patients. We need to decide which of the two options to choose from we choose the one that causes less harm.

**Example:** not providing a medication that can harm the patient is an example of doing no harm

## Respect Patient's Autonomy

All our patients have the right to decide what kind of care they want. The choice of the patient is more important than our choice. Autonomy is limited. We cannot perform any illegal act even if the patient asks us to.

**Example:** we can explain we are concerned about the possibility of complications and refer the patient to the hospital but the patient may choose to refuse a trip to the hospital. We then have to create a plan that accommodates that decision.

## Respect who patients are – Self Determination.

Self-determination is the right of people to choose their own destiny. This was enshrined into law by the declaration of Human Rights and its subsequent international treaties. Self-determination in healthcare reflects the rights of individuals to chose the overall care they want.

**Example:** if an individual choose not to get a transfusion due to their religious belief even when medically indicated and we need to respect that choice and offer other available options.

## Respect Patient's Privacy

The privacy of our patients is protected by our ethical conduct as well as by HIPPA law. Overall, we keep patient information to ourselves, unless the sharing of information is necessary for their care.

**Example:** we can send patient information to a specialist that requires it to complete their consultation, but not to the patient's cousin, that just called the office and is not mentioned in the patients record.





## Uphold professional standards of conduct

All staff members at C4YH will uphold professional behavior at all time.

**Example:** a supervisor asks you to lie to a patient and you feel this affects your professional standards

## Interact with Integrity: honesty and truthfulness

We need to be truthful and honest to our colleagues at work. Integrity in all interactions at work is an essential aspect of our engagement with all staff at work.

**Example:** you made a mistake and your supervisor asks for an explanation. You are expected to be truthful when discussing what happened

## Limit Conflict of interest (Col)

You may find yourselves involved in a situation that can compromise your ability to act impartially, make objective decisions, or fulfill your primary responsibilities. It is the staff member's obligation to document and disclose the Col immediately.

**Examples:** making decisions based on your family and friends that do not benefit the C4YH, participate in activities for or accept employment from competitors, benefit from suppliers (Kickbacks or Bribes).

## Collaborative resolution of conflict.

Parties involved in a conflict will work together to find mutually acceptable solutions. This approach emphasizes cooperation, communication, and a shared commitment to resolving the conflict in a way that meets the needs and interests of all parties involved.

**Example:** when there is a conflict between two individuals of the staff, HR should get involved and a solution will be searched that is agreeable to both parties.

## Respect your colleagues

Respecting your colleagues is a fundamental aspect of maintaining positive and productive relationships at work. This is even more important in a diverse environment such as our organization.

**Example:** respectful relationships are different than friendships. To maintain respectful relationships, you should use the following: active listening, value diversity, use polite language, appreciate different contributions, give credit, respect boundaries and do not gossip.





## Defend human rights

We will defend the human rights of everyone in the community, either through the implementation of direct service programs or through advocacy.

**Example:** we may create the infrastructure for pop-up clinics to address the human right to access healthcare or join a demonstration to demand fair wages.



## Avoid discrimination

Discrimination occurs when individuals or groups are treated unfairly or unjustly due to characteristics such as race, ethnicity, gender, religion, sexual orientation, disability, age, or any other protected characteristic. We are expected to avoid discrimination both through action or inaction.

**Example:** our mission is to deliver inclusive, trusted and multicultural healthcare for all not just for a group

## Defend Justice

Defending justice involves upholding fairness and equity through advocating for the rights of individuals, ensuring systems are unbiased and transparent, and promoting social, economic, and political systems that treat all people with dignity and respect..

**Example:** we will advocate for the rights of all to have a good life.

## Respect the Earth

Adopting sustainable practices, reducing environmental impact, and fostering a harmonious relationship with nature are essential for the survival of our communities.

**Example:** we can accomplish this by reducing Consumption, Recycling and Reusing, Conserving Energy, Minimizing Plastic Use, Supporting Sustainable Agriculture, Limiting Water Waste, Supporting Renewable Energy and Supporting our partners whose mission it is to work on the wellbeing of the environment.





# Information and Resources

## Concerns

- If you have any concern or need any clarification regarding this document reach out to the **Human Resource department**. If you think we could improve the document discuss with your manager or bringing it up during the weekly meeting or other appropriate forum.

## Misconduct and Disciplinary action

- Intentionally acting in opposition to Care for Your Health's Code of Ethics will be considered misconduct and will be followed by disciplinary action. You will be allowed to explain your conduct and are entitled to request a review of any decision taken as part of the disciplinary action.

## Are you interested in reading more?

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Arenas, A. (2010). Hippocrates' oath. *Arion: A Journal of the Humanities and the Classics*, 17(3), 73–74.

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United Nations. (1948). *Universal Declaration of Human Rights*. United Nations.  
<https://www.un.org/en/about-us/universal-declaration-of-human-rights>

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