

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- and quality improvement 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

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 Family Resource Centre for information and help getting connected:

1025 Queen Street West, McCain Complex Care and Recovery Building, RBC Patient and Family Learning Space

Tel.: 416 535-8501 ext. 33202

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

Website:

<https://www.camh.ca/en/your-care/programs-and-services/family-resource-centre>

To make a donation, please contact the CAMH Foundation:

Tel.: 1 800 414-0471

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

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A Pan American Health Organization /  
World Health Organization Collaborating Centre  
Fully affiliated with the University of Toronto

**camh**  
mental health is health

**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)

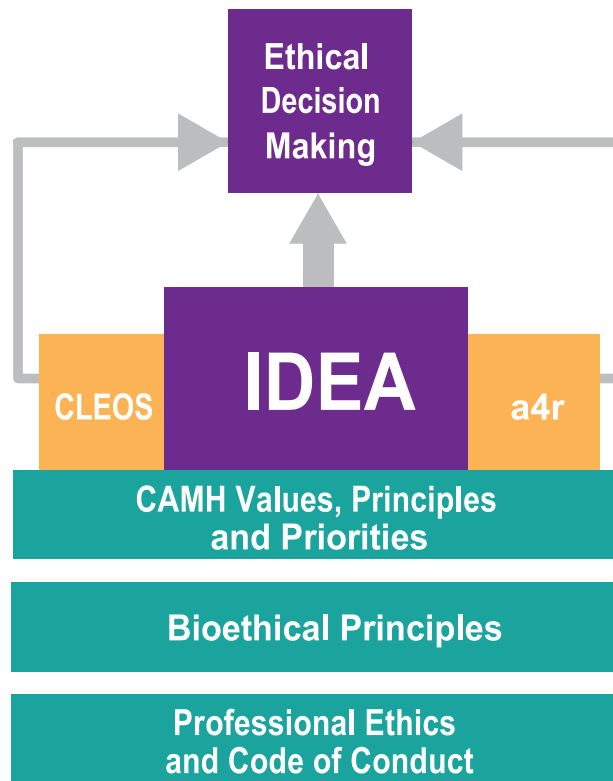
**IDEA Framework**

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

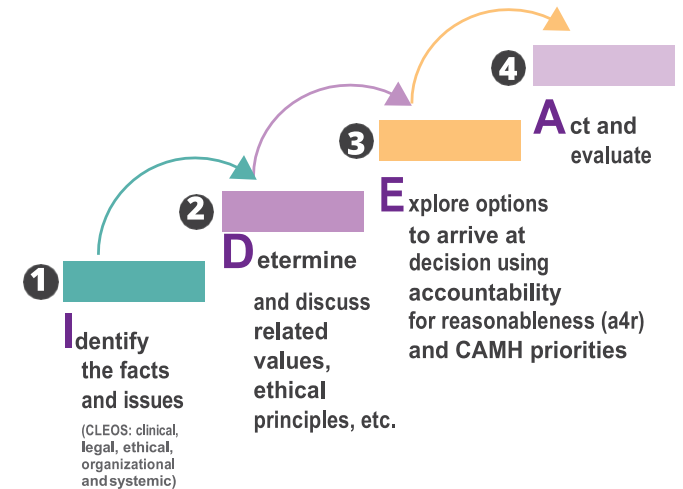
Ethics support may be needed for complex situations.

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 considered 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.