



CODE OF ETHICAL CONDUCT

THIS CODE APPLIES TO ALL REGISTERED PHYSIOTHERAPISTS IN CANADA.

Updated with Core Professional Values 2024

PURPOSE

A code of ethical conduct sets out the ethical principles governing the conduct of members of the physiotherapy^[1] profession in Canada. It is a moral anchor that assures clients,^[2] the public, and other healthcare providers that members of the profession strive for the highest standards of ethical conduct. A code must reflect the societal ethics of the time, as well as the value systems and moral principles of the physiotherapy profession in Canada. The Code of Ethical Conduct applies to all physiotherapists in all contexts of practice and through all stages of their careers. It must always be used in conjunction with relevant federal and provincial legislation and with regulations, policies, procedures, and standards that regulate professional practice.

HOW TO USE THE CODE OF ETHICAL CONDUCT

The Code does not tell practitioners exactly how to act in every situation. Rather, it provides a benchmark against which to measure ethical decisions in everyday practice and in complex situations. In every situation, however, it is the duty of each member of the profession to act in an ethically responsible manner, using the principles of the Code to guide ethical conduct. As ethical decision-making is often an interdisciplinary issue, each practitioner is encouraged to seek additional advice or consultation when ethical decisions are unclear. Members of the physiotherapy profession must be able to articulate their rationale for all ethical decisions and must take responsibility for their decision-making and actions.

ETHICAL PRINCIPLES AND CORE PROFESSIONAL VALUES

Ethical principles form the foundation of ethical conduct and provide guidance along the pathway to ethical decision-making. While there are several approaches to ethical decision-making, this document uses the classical ethical principles described below as a basic guide to ethical conduct. Emphasis is on the pursuit of excellence in all professional activities, as well as the ability to act with integrity, accountability, and good judgment in the best interests of the client, the public, the individual (self), and the profession.



Respect for Autonomy states that people should be allowed to make decisions that apply to their lives and to have control over their lives as much as possible. Autonomy requires a physiotherapist to respect a client's freedom to decide for themselves and includes obtaining informed consent.



Beneficence guides the practitioner to do what is good with respect to the welfare of the client. In physiotherapy practice, the physical therapist should provide benefit to the client's health.



Least Harm deals with situations in which none of the choices available are judged to be the best. In this case, a practitioner should choose to do the least harm possible and to do harm to the fewest people. For physiotherapists, this may mean recommending an intervention that is the best of two alternatives, even though both alternatives may have negative side effects.



Justice requires that the actions chosen are objective and equitable to those involved. An ethical decision that relates to justice has a consistent logical basis that supports the decision. For physiotherapists, justice relates to treating people equitably and to allocating resources fairly between clients.

In addition to ethical principles, professional values help to support the ethical conduct of members of the profession. These are the values that guide the decisions physiotherapists make and inform their behaviors as individuals and as members of a profession. The [Core Professional Values](#) include accountability, advocacy, altruism, client centeredness, compassion, equity, excellence, integrity, respect, and social responsibility.[3] The Values with associated behaviours are appended.

ETHICAL RESPONSIBILITIES

The ethical responsibilities below are described under three headings: those that apply to the client, those that apply to the public, and those that apply to the individual practitioner (self) and the profession.

Throughout the document the Core Professional Values are indicated in parentheses. Ethical responsibilities are intended to serve as a guide to ethical conduct. No ethical responsibility or core professional value will apply at all times and to all situations, but they should serve as references to guide sound ethical conduct and to help prevent unethical behaviours and choices.

A. RESPONSIBILITIES TO THE CLIENT

Members of the physiotherapy profession have an ethical responsibility to:

1. Demonstrate sensitivity toward individual clients, respecting and taking into consideration their unique rights, needs, beliefs, values, culture, goals, and the environmental context. (Values: client-centeredness, respect)
2. Act in a respectful manner, and do not refuse care or treatment to any client on the prohibited grounds of discrimination, as specified in the *Canadian Human Rights Act*,^[4] as well as on the grounds of social or health status. (Values: equity, respect)
3. Work in partnership with clients to improve, support, and/or sustain their health status and well-being. (Values: client-centredness, compassion, equity)
4. Maintain professional boundaries that honour and respect the therapeutic relationship with clients. (Values: accountability, integrity)
5. Communicate openly, honestly, and respectfully with clients at all times. (Values: integrity, respect)
6. Respect the principles of informed consent, including by explaining service options, risks, benefits, potential outcomes, possible consequences of refusing treatment or services, and by avoiding coercion. (Values: accountability, client-centredness, integrity)
7. Treat clients only when the diagnosis or continuation of the intervention warrants treatment and is not contraindicated. (Values: accountability, integrity)
8. Respect and support the autonomy of the client to participate in the management and decision-making relating to their own health. (Values: client-centredness, respect)
9. Provide an alternative treatment option through referral to another healthcare provider/physiotherapist, if the therapeutic relationship is compromised. (Values: accountability, altruism)
10. Respect the confidentiality, privacy, and security of client information in all forms of communication. (Values: accountability, integrity)
11. Use electronic communication and social media and other forms of digital technology professionally and respectfully, conforming to confidentiality guidelines. (Values: accountability, integrity)
12. Practise in a safe, competent, accountable, and responsible manner during the provision of services. (Values: accountability, excellence)

13. Take all reasonable steps to prevent harm to clients. Should harm occur, disclose it to the client and others, as required. (Values: accountability, integrity)
14. Take responsibility for the client care delegated to students and other members of the healthcare team. (Value: accountability)
15. Practise the profession of physiotherapy, according to their own competence and limitations, referring the client to others, as necessary. (Values: accountability, excellence, integrity)
16. Practise collaboratively with colleagues, other health professionals, and agencies for the benefit of clients. (Values: advocacy, client-centredness)
17. Enhance their expertise through lifelong acquisition and refinement of knowledge, skills, abilities, and professional behaviours. (Values: accountability, excellence)
18. Comply with all legislation, guidelines, and regulatory requirements that pertain to the profession of physiotherapy. (Values; accountability, integrity)

B. RESPONSIBILITIES TO THE PUBLIC

Members of the physiotherapy profession have an ethical responsibility to:

1. Conduct and present themselves with integrity and professionalism. (Value: integrity)
2. Respect diversity and provide care that is both culturally sensitive and appropriate. (Values: client-centredness, equity, respect, social responsibility)
3. Advocate within their capacity and context to address clients' needs and the broad determinants of health and to improve the standards of healthcare. (Values: advocacy, equity, social responsibility)
4. Work effectively within the health-care system and manage resources responsibly. (Values: accountability, integrity)
5. Act transparently and with integrity in all professional and business practices, including fees and billing, advertising of professional services, and real and/or perceived conflicts of interest. (Values: accountability, integrity)
6. Assess the quality and impact of their services regularly. (Values: accountability, excellence)
7. Be professionally and morally responsible for addressing incompetent, unsafe, illegal, or unethical practice of any healthcare provider and be legally responsible for reporting to the appropriate authority/authorities conduct that puts the client at risk. (Values: accountability, integrity)
8. Take responsibility for their own physical and mental health and refrain from practising physiotherapy while their ability to provide appropriate and competent care is compromised. (Values: accountability, integrity)

C. RESPONSIBILITIES TO SELF AND THE PROFESSION

Members of the physiotherapy profession have an ethical responsibility to:

1. Commit to maintaining and enhancing the reputation and standing of the physiotherapy profession, and to inspiring public trust and confidence by treating everyone with dignity and respect in all interactions. (Values: excellence, social responsibility)
2. Commit to lifelong learning and excellence in practice. (Values: accountability, excellence)
3. Act honestly, transparently, and with integrity in all professional and business practices to uphold the reputation of the profession. (Values: accountability, integrity)
4. Recognize the responsibility to share evidence-informed and clinical best practices in physiotherapy with one another and other health-care professionals. (Value: excellence)
5. Contribute to the development of the profession through the support of research, mentoring, and student supervision. (Value: excellence)
6. Refrain from harassment, abuse, or discrimination of colleagues, employees, or students. (Values: integrity, respect)
7. Attend to their own health and well-being. (Value: accountability)

REFERENCES

1. The terms physical therapy/physiotherapy and physical therapist/physiotherapist are considered synonymous and can be used interchangeably. For the purposes of this document the term physiotherapy will be used.
2. Client refers to a patient, their substitute decision-maker, “family, group, community or organization receiving professional services, products or information.” Adapted from National Physiotherapy Advisory Group. (2009). Essential Competency Profile for Physiotherapists in Canada. Available at: <https://npag.ca/PDFs/Joint%20Initiatives/PT%20profile%202009%20English.pdf>
3. Canadian Physiotherapy Association. Core Professional Values and Associated Behaviours (2024) Available at <https://physiotherapy.ca/core-professional-values/>
4. Canadian Human Rights Act (2012). Prohibited grounds of discrimination: For all purposes of this Act, the prohibited grounds of discrimination are race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered. Available at: <http://laws-lois.justice.gc.ca/eng/acts/h-6/page-1.html#h-1>

APPENDIX:

CORE PROFESSIONAL VALUES AND ASSOCIATED BEHAVIOURS

A value is a "... belief that one accepts as one's own and that determines behaviour."^[1] Core values are at the centre of professionalism and are ideally upheld by all members of the profession.^[2] They guide the decisions we make, and they determine the behaviours in which we engage as individuals.^[3]

The [Core Professional Values and associated behaviours](#) have been developed through feedback from over 1,000 members of the Canadian Physiotherapy Association (CPA) through a series of surveys, meetings, and consultations. The list of associated behaviours is provided as examples of activities by which physiotherapists can demonstrate they embody a specific value. The list of behaviours is not exhaustive and is not presented in any specific order. Some associated behaviours may apply to more than one value as well.

This list of ten Core Professional Values and associated behaviours informs current and future practice.

1. **Accountability** - *The acceptance of responsibility.*

A physiotherapist demonstrates accountability when they:

- engage in reflective practice;
- comply with the relevant professional code of ethical conduct, rules and regulations, legislation, policies and procedures, and standards of practice;
- acknowledge errors and take appropriate actions;
- assume ownership for their actions, inactions, words, and attitudes;
- engage in evidence-informed practice.

2. **Advocacy** - *The commitment to promote change that benefits the health of one's clients or society.*

A physiotherapist demonstrates advocacy when they:

- actively promote the best course of action for the client;
- facilitate the involvement of other health professionals that could benefit the client;
- actively promote changes to policies that will improve client or societal health;
- campaign for access and funding at the client and/or system level.

3. **Altruism** - *The unselfish concern for the wellbeing of one's clients and other*

A physiotherapist demonstrates altruism when they:

- act in the client's best interest rather than with self-interest;
- willingly offer their time, energy, knowledge, and resources as indicated and as able.

4. Client-Centeredness - *The provision of care that is respectful of, and responsive to, one's clients' preferences, unique needs, and values.*

A physiotherapist demonstrates client-centredness when they:

- actively seek to understand the client's perspective through respectful dialogue;
- set goals and identify an intervention plan in collaboration with the client;
- adapt their behaviour and practices in response to the client's perspective and their contextual factors.

5. Compassion - *The concern and consideration for the pain, distress, or hardship of one's clients and others.*

A physiotherapist demonstrates compassion when they:

- demonstrate empathy;
- engage in active listening;
- make concerted efforts to understand and address the client's perspective and their contextual factors.

6. Equity - *The commitment to supporting one's clients to reach their full health potential.*

A physiotherapist demonstrates equity when they:

- endeavour to distribute time and resources according to the unique needs of the client;
- endeavour to tailor care to the unique needs of the client;
- strive to identify and address barriers to equity.

7. Excellence - *The commitment to the highest quality of professional practice.*

A physiotherapist demonstrates excellence when they:

- incorporate current evidence, knowledge, and theory in client assessment and care;
- challenge the status quo to improve care and service;
- engage in lifelong learning, reflective practice, and ongoing professional development;
- engage in activities to develop and share new knowledge.

8. Integrity - *The quality of being honest and applying defensible ethical and moral principles.*

A physiotherapist demonstrates integrity when they:

- abide by, and adhere to, the professional code of ethical conduct;
- are trustworthy and credible;
- provide care only when necessary.

9. Respect - *The demonstration of regard for all.*

A physiotherapist demonstrates respect when they:

- engage in reflective practice to identify and understand personal biases and how they influence professional practice;
- honour the uniqueness of the client and others;

- seek to create a culturally safe environment where all feel welcome and respected;
- acknowledge the role and contributions of others;
- recognize the client's autonomy;
- do not let personal judgements or opinions negatively impact the care they provide.

10. **Social Responsibility** - *The commitment to advancing societal health and wellness.*

A physiotherapist demonstrates social responsibility when they:

- seek to understand community, national, and worldwide issues and their impact on society's health;
- engage in activities that promote changes to policies that improve health and wellness.

REFERENCES

1. Davis, C. (2011). *Patient practitioner interaction: An experiential manual for developing the art of health care*. 5th ed. Thorofare, NJ: SLACK; 2011.
2. Kanny, E. (1993). Core values and attitudes of occupational therapy practice. *American Journal of Occupational Therapy*, 47. 1085–1086.
3. Dige, M (2009). Occupational therapy, professional development, and ethics. *Scandinavian Journal of Occupational Therapy*, 16, 88–98.