

The ethics hotline AND ITS RESULTS



In February 2010, the Board of Directors of the Ordre des ingénieurs du Québec adopted an ethics and professional conduct action plan. "The ethics hotline" was hatched from this plan.

Although it was at first an initiative of the Office of the Syndic, the ethics hotline is meant to be a thought-provoking tool for those who have questions about the ethical and professional conduct obligations of Québec engineers. In other words, this service helps members understand professional conduct. It is based on the Code of Ethics of Engineers and the OIQ's various publications, including PLAN magazine, Bulletin Plus and the professional practice guide (Guide de pratique professionnelle), which are all available on the OIQ's Web site.

The Office of the Syndic hopes to encourage engineers to exercise their own judgment in ethical and professional conduct matters so that they are able to decide the right way to behave in any professional situation and thus meet expectations for any member of a professional order.

This service is accessible by e-mail and telephone. As shown in the table below, the Office of the Syndic generally answers over 1,000 requests per year.

The most discussed topics are:

- relations between engineers;
- relations between engineers and their clients;
- professional independence and conflicts of interest.

It should be noted that the Office of the Syndic will never offer legal opinions or advice; it will not receive any documents or perform inquiries. In fact, the Office of the Syndic must always maintain the independence required to conduct its inquiries. It should also be noted that the

ethics hotline is not an emergency service; we nevertheless promise to answer information requests within 48 business hours.

The hotline has been refined in the last few years. In fact, you now have access to assistance from the Unlawful Practice Supervision Department (UPSD) when you have questions about the fields of practice reserved for engineers and potential overlapping with other professions and trades.

It is also possible to obtain information on authenticating engineering documents by contacting the Professional Practice Supervision Department (PPSD).

Simply dial 1 877 384-4783 and choose the appropriate option or consult our Web site and request information by e-mail.

