



INSTITUT DE RÉADAPTATION  
Gingras-Lindsay-de-Montréal

**Code of Ethics**  
**of the Institut de réadaptation**  
**Gingras-Lindsay-de-Montréal**

**Adopted by the Board of Directors of the IRGLM  
on June 13, 2011**

## **PREAMBLE**

At the Institut de réadaptation Gingras-Lindsay-de-Montréal (IRGLM), our code of ethics is intended as a reference guide to promote harmonious relationships for all. It was designed for you, your loved ones, employees, physicians, residents, interns, volunteers and visitors to the facility.

This code of ethics is a reflection of our values and of our philosophy – It focuses on needs of the individual. Our core values are: accountability and commitment, humanism, the quality of services and cooperation.

For us, rehabilitation is the broad set of means by which a person with physical disabilities can reach his or her full potential for independence.

Our mission: "Together, to provide adults with safe, high-quality rehabilitation care and services in order to optimize their potential for autonomy and contribute to the advancement and sharing of knowledge through teaching, research and the assessment of technologies and means of intervention. "

To contribute to a harmonious environment, we express our values through our daily activities.

## **1 - Accountability and Commitment**

We pledge to promote your desire for autonomy in the light of your needs and priorities.

We recognize your ability to decide what care and rehabilitation services are in your best interest.

With your consent, your family, your relatives or any other individual of your choice may participate in decisions that affect you.

In order to assist you in decision making, we communicate all the relevant information about your health condition as well as the various care options and services available to you in a clear and transparent manner.

We ensure that you understand the information provided regarding:

- objectives,
  - implications,
  - restrictions,
  - constraints,
- related to the proposed rehabilitation process.

You can choose to accept or refuse care and services and to revise your decision at any time.

Subject to certain exceptions prescribed by law, we recognize your right to consult your medical record.

## **2 - Cooperation**

We consider you and your family as a full-fledged partner. We will listen, be attentive and offer our full cooperation to promote your participation in your rehabilitation process.

As a partner, you agree to actively participate in your care and rehabilitation treatment and the development and implementation of your intervention plan, including:

- informing the treatment team of your needs and objectives;
- considering the recommendations of the treatment team;
- cooperating in the rehabilitation process.

Your involvement in your rehabilitation project is very important to us.

## **3 - Humanism**

We welcome you and your family with courtesy and friendliness in order to establish a special, empathic relationship that is attuned to your needs.

We recognize and take into account the values, beliefs and culture of each patient. Services are offered in French and English. Wherever possible, we call upon an interpreter for other languages.

Our professionalism leads us to be attentive to our dress, our behaviour and our language. Our manner will always be respectful and courteous, using the formal address. We avoid any patronizing, demeaning or arrogant behaviour.

The IRGLM shall use all reasonable means to protect all individuals against harassment, discrimination and violence.

All who visit our establishment are invited to:

- act with courtesy and civility;
- respect the tranquillity and privacy of others;
- maintain the confidentiality and privacy of others;
- respect the values and regulations of the institution.

We pledge to respect patient confidentiality and act with discretion and respect in everything that pertains to your privacy and this, in any place whatsoever.

Your medical records and personal information is treated with confidentiality and cannot be disclosed without your consent.

## 4 - Quality of service

Your appreciation of our services is important to us. We pay attention to your satisfactions and dissatisfactions about our services. Your feedback can ensure the continuous improvement of the quality of the services we provide.

To achieve this, we will ensure that all our interveners have the skills required to offer quality care and services.

To continuously improve the approaches and develop knowledge in the field of rehabilitation, we value and strongly support research, teaching and the evaluation of technologies and modes of intervention in health care and rehabilitation.

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As provided in Article. 27.3 of the *Act respecting health services and social services*, the IRGLM can use your full name and address to invite you to donate for the benefit of our establishment or of our foundation. However, you can oppose it. If necessary, please communicate your refusal to have this information used in this way to the person responsible for our foundation.