



MISSION STATEMENT

The Rehabilitation Institute of Chicago (RIC) is dedicated to providing the highest-quality patient care through integrated research, scientific discovery, and education for the purpose of maximizing the recovery of the individuals in our care.

EMPLOYEE RELATIONS PRINCIPLES FOUNDED ON THE RIC CODE OF CONDUCT

RIC expects that its employees care for and respect people with disabilities, perform excellent work in an ethical manner, and strive for professional growth. RIC, in turn, will strive to understand and respond to individual's concerns in a respectful manner.

The emphasis of this approach is on:

- Excellent, ethical work performance and behaviors
- Teamwork
- Employee involvement in matters that affect the individual and his/her work
- The concept that all members of the team share the responsibility to actively support the Mission of RIC
- The belief that all members of the team want to contribute and share in the benefits of meaningful work

THE CODE OF CONDUCT

Since the basic premise for RIC employee relations is mutual respect and trust among people who are dedicated, competent, and enthusiastic about working with people with disabilities, we subscribe to a code of conduct.

PRIMARY RULE OF CONDUCT: AS RIC STAFF MEMBERS, WE ARE HERE FOR OUR PATIENTS, THEIR FAMILIES AND OUR COLLEAGUES. THEREFORE, OUR ACTIONS MUST DEMONSTRATE MUTUAL RESPECT AND DIGNITY. RESPECT REQUIRES RESPONSIBILITY TO EACH OTHER IN WORKING TOWARD ACHIEVEMENT OF THE HIGHEST QUALITY OF PATIENT CARE IN APPROPRIATE, ETHICAL AND LEGAL WAYS.

If individual conduct is disrespectful or harmful to a patient, family member, colleague or RIC, the supervisor will review the incident with the individual involved. Pertinent facts and circumstances will be reviewed and if a problem does exist, coaching or counseling will be provided to help overcome or resolve the situation. The nature and extent of coaching or counseling will vary with the individual circumstances.

This approach strives to balance concern for the individual with accountability for the work. When something happens demonstrating a problem or unfairness to patients or to other employees, the matter is discussed and solutions sought immediately. The expectation is that individuals can and will correct their performance or behavior.