



DECLARATION OF SERVICES FOR USERS

The Declaration of Services for Users details the commitments of the Institut national du sport du Québec in terms of the quality of the services and training facilities offered to its users, sports organizations and commercial customers.

VISION, MISSION AND VALUES

MISSION

The mission of the Institut national du sport du Québec is to support the development of sporting excellence by implementing programs and services for high-performance and next-generation athletes training in Québec, as well as the specialists and organizations that support them.

VISION

INS Québec is recognized as the performance partner of choice for Canadian and Québec sports organizations thanks to its innovation and excellence in the diverse services it provides.

VALUES

To achieve its mission and realize its vision, INS Québec relies on three key values regarding its organizational culture to guide its actions: **Excellence — Collaboration — Ethics**.

- **Excellence:** Excellence is what INS Québec is all about.
- **Collaboration:** INS Québec works closely with people and organizations in multiple fields of action.
- **Ethics:** INS Québec's activities are conducted in accordance with ethical, equitable and safety principles.

SERVICES AND CUSTOMERS

The Institut national du sport du Québec provides scientific, medical and professional services. By focusing on science, innovation and technology, the Institute embodies “the ingenuity behind the performance” by offering cutting-edge solutions driven by experts and partners with the common goal of enabling athletes training in Québec to continually improve in order to excel on the international stage. INS Québec and its network support more than 550 high-performance athletes—mainly members of Canadian teams—and nearly 2000 next-generation athletes, as well as some 900 coaches.

The Institute offers services in the following areas:

- Sports medicine services
- Sports science services
- Training services
- Personal services

SERVICE QUALITY COMMITMENTS

The Institut national du sport du Québec is committed to ensuring:

- **Courteous and respectful service:** from the very first contact, we answer your queries with respect and courtesy and we listen attentively;
- **Reliable service:** the information we provide is accurate, complete and presented in plain and simple language;
- **A service provided with rigour and diligence:** we respond with enthusiasm and check that the information provided meets your needs;
- **Confidentiality of personal information:** we ensure the confidentiality and protection of your personal information and only allow disclosure when permitted or required by law;
- **Simple steps to obtain a service:** we offer you a direct link with the employee in charge of a file and we guide you toward the relevant sources of information and appropriate resources;
- **Fair treatment in the provision of services:** we handle your request with the utmost concern for fairness and impartiality;
- **Accessible services:** we take the specific needs of our customers into consideration in order to facilitate access to our services;
- **Updating our websites:** we update the information on our websites.

RESPONSIBILITIES, APPEALS AND COMPLAINTS

In order to receive the services in accordance with the commitments presented, users, sports organizations and commercial clients are responsible for providing, within the prescribed time limits, the relevant information and the required completed documents containing reliable and accurate information in order to facilitate the proper processing of their request.

As part of its mission, the Institut national du sport du Québec has a responsibility to protect its users by offering them a safe and fair environment in which they can feel at ease.

This is why INS Québec has adopted a *Protection of Integrity Policy* to manage cases of abuse, harassment, neglect and physical, psychological or sexual violence, as well as Codes of Conduct. This Policy applies to all persons involved with the Institute.

The Institut national du sport du Québec also has an independent complaints management mechanism for all cases that are not abuse, harassment, neglect or physical, psychological or sexual violence.

CONTACT INFORMATION AND OPENING HOURS

To serve you effectively, the Institut national du sport du Québec favours email communications directly to the employee in charge of the file.

We will respond to your inquiries during our opening hours, Monday to Friday, from 09:00 to 12:00 and 13:00 to 17:00.

Outside of these hours, you are provided with a voicemail and an email address so that you can forward your request.

We remain available outside of opening hours upon request.

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HELP US SERVE YOU BETTER

We invite you to contact us by email or by phone if you would like to share your feedback on the quality of our services.