



***OCSA's Commitment to Care Awards***  
***Presented by Lough Barnes Consulting Group***

***Award Nomination Contents***

Nominations must be submitted online. Details and submission link are available at <https://www.eiseverywhere.com/ehome/ocsa/312184/>

**1. OCSA Award for Commitment to Leadership**

Executive Summary (maximum 750 characters)

Please provide a short description of the nominee and a summary of their achievements. This section is for information only and will not be evaluated, though it should be suitable for publication.

- How many years has the nominee been involved with the organization?
- What significant contributions have the nominee or their team made to the home and community support sector? (maximum 1250 characters)
- How does the nominee inspire and motivate others? (maximum 750 characters)
- How does the nominee facilitate increased collaboration within the home and community support sector and across the health system? (maximum 750 characters)
- How does the nominee ensure their organization provides care which is client and family-centred? (maximum 750 characters)

**2. OCSA Award for Commitment to Volunteer Administration**

Executive Summary (maximum 750 characters)

Please provide a short description of the volunteer program and a summary of its achievements. This section is for information only and will not be evaluated, though it should be suitable for publication.

- Please provide a high-level description of your volunteer program, including how long it has been in place, the number of volunteers engaged and the types of volunteer positions available.

- What innovative approaches are used to recruit, retain and motivate volunteers? How do you ensure volunteers engage in rewarding experiences and feel like a vital part of the organization? (maximum 1250 characters)
- What specific systems, processes or training are used to ensure a safe and enriching experience for clients and volunteers? (maximum 1250 characters)
- Describe how the program promotes volunteerism within its community and/or volunteer administration as a profession. (maximum 750 characters)
- Please provide a letter of support from one of your organization's volunteers. Must be a maximum of 250 words and in PDF format.

### **3. OCSA Award for Commitment to Quality**

Please describe a recent improvement project in your Home Care or Community Support organization that focuses on improving services provided to clients/caregivers/families.

Your submission must include the following information:

1. Executive Summary (maximum 750 characters)

Please provide a short description of your organization and a summary of your achievements (i.e. your project aim, the QI methods and tools used, and a high-level summary of your results). This section is for information only and will not be evaluated, though it should be suitable for publication.

2. Describe the challenge or opportunity for improvement and why it was important to address it. (maximum 750 characters)

3. What client outcome measure were you trying to improve (must fall within one of the following Dimensions of Quality: Safe, Effective, Accessible, Client-Centred, Integrated):

- Quality dimension:
- Outcome measure:

4. List your change ideas and the process measures used to evaluate implementation. (maximum 750 characters)

5. Describe the results achieved on your outcome measure to date. (maximum 750 characters)

6. Describe the QI methods and tools used. (maximum 750 characters)

7. Describe who you engaged as part of the improvement work and their role. (maximum 750 characters)

Supporting documents: You may provide up to 3 attachments to demonstrate progress on your Quality project (i.e. run charts or graphic display of results on measures). Documents must be in PDF format.

#### **4. OCSA Award for Commitment to Exceptional Care**

Executive Summary (maximum 750 characters)

Please provide a short description of the nominee and a summary of their achievements. This section is for information only and will not be evaluated, though it should be suitable for publication.

- Please summarize the story of how the nominee(s) went above and beyond the call of duty to provide exceptional care. (maximum 1250 characters)
- How will this care make a lasting impact in the lives of client(s) and their families? (maximum 750 characters)
- How has this care inspired others in the nominee’s organization or community? (maximum 750 characters)

#### **Selection Criteria**

##### **1. OCSA Award for Commitment to Leadership**

<b>Criteria for Rating Submissions</b>
The nominee demonstrates leadership skills that inspire and motivate staff and volunteers.
The nominee fosters collaboration, integration and partnership between staff, volunteers, health system partners and other community stakeholders.
The nominee contributes to OCSA’s mission to strengthen and promote home and community support as the foundation of a sustainable health care system.
The nominee has made client and family-focused care central to their organization.
The nomination is clearly written, well-organized and compelling.

##### **2. OCSA Award for Commitment to Volunteer Administration**

<b>Criteria for Rating Submissions</b>
The volunteer program demonstrates a commitment to engaging and motivating volunteers.
The volunteer program recognizes volunteers and demonstrates volunteer retention.
The volunteer program makes volunteers feel included and key to the success of the organization.
The nominee has developed substantial systems, processes and training to recruit volunteers and create a safe and effective experience for clients and volunteers.
The program promotes volunteerism within the community and/or volunteer administration as a profession.
The nomination is clearly written, well-organized and compelling.

### 3. OCSA Award for Commitment to Quality

<b>Criteria for Rating Submissions</b>
The nominee has demonstrated improvement in one or more of the following Dimensions of Quality: <ul style="list-style-type: none"> <li>• Safe</li> <li>• Effective</li> <li>• Accessible</li> <li>• Client-centred</li> <li>• Integrated</li> </ul>
Components of the project align well with leading practices for Quality Improvement.
The nominee demonstrates the use of an improvement method such as the Model for Improvement or Lean.
The nominee has meaningfully engaged clients/families.
The nominee has meaningfully engaged front-line staff and leadership.
The nomination is clearly written, well-organized and compelling.

### 4. OCSA Award for Commitment to Exceptional Client and Family Care

<b>Criteria for Rating Submissions</b>
The nominee went above the call of duty to provide excellent care and create a positive client experience.
The nominee showed commitment to providing care that was client and family-centred.
The nominee's actions have inspired colleagues or others in their community.
The nominee's actions will have a lasting positive effect on the quality of life of client(s).
The nomination is clearly written, well-organized and compelling.

## **Timeline:**

Awards launched; nominations open - **August 4, 2015.**

Deadline for nominations - **August 30, 2015, 11:59 pm EST**

Notice sent to award winners - **October 5, 2015**

## **QUESTIONS?**

### Award Nomination Contents:

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### Award Nomination process:

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