



Volunteer Award: Department/Division Outstanding Volunteer

2025 Award Nomination Criteria

Award will recognize one adult volunteer from each Department with a nomination. Volunteers in this category are recognized for their dedication and accomplishments within the program, division or department where they volunteer.

SERVICE WITH CARE (Questions 1-4)

Value: Customer Service and Professionalism

Volunteer has demonstrated outstanding concern for and commitment to meet the program's needs and ensure satisfaction when performing their volunteer service.

Criteria:	Questions:
<ul style="list-style-type: none"> Nominee has the appropriate reaction to the needs and expectations of internal and external customers; and can identify needs and potential problems before they occur. 	<p>1. Describe how the nominee met the needs of the public, staff, or team members? Share specific examples of how they have anticipated or prevented problems.</p>
<ul style="list-style-type: none"> Nominee understands program policies, procedures and expectations (as they apply to volunteers) and consistently models while working with peers, staff and the public. 	<p>2. Describe how the nominee has shown an understanding of program policies and expectations when working with others.</p>
<ul style="list-style-type: none"> Nominee takes their volunteer role seriously and demonstrates by fulfilling the commitments they have made. Nominee sought ways to continuously improve while performing their volunteer duties and had excellent communication with staff or team leader. 	<p>3. Describe how the nominee has shown a strong commitment to their volunteer role? Please share examples of how they follow through and communicate effectively with staff and other volunteers.</p>
<ul style="list-style-type: none"> Nominee had a direct impact on your ability to serve the public and the outcomes/outputs we were able to achieve (numbers served, shifts filled, training hours completed, etc.). 	<p>4. Describe the impact the nominee has had on your team's ability to serve the public? Please share measurable results such as shifts filled, training hours completed, or other notable outcomes.</p>



Volunteer Award: Department/Division Outstanding Volunteer

2025 Award Nomination Criteria

Award will recognize one adult volunteer from each Department with a nomination. Volunteers in this category are recognized for their dedication and accomplishments within the program, division or department where they volunteer.

DOING THE RIGHT THING (Questions 5-8)

Value: Integrity

Volunteer has gone “above and beyond” the call of duty in a particular situation, acting with honesty and integrity at all times.

Criteria:	Questions:
<ul style="list-style-type: none"> Nominee contributed an extra-ordinary amount of time and energy for the good of the overall program, in a specific area, or event. Nominee consistently assists beyond normal expectations of volunteers in the same role. 	<p>5. Describe how the nominee has put in extra time, energy, or effort beyond what’s normally expected of volunteers in their role.</p>
<ul style="list-style-type: none"> Nominee is reliable and holds themselves to account, inspiring trust by saying and doing what is right. 	<p>6. Provide examples of how the nominee has shown they are dependable and hold themselves accountable.</p>
<ul style="list-style-type: none"> Nominee is empathetic, and fosters mutual respect among staff, peers and members of the public. 	<p>7. Provide examples of how the nominee shows empathy and respect when working with others.</p>
<ul style="list-style-type: none"> Nominee has faced and overcome extraordinary challenges or circumstances to fulfil their volunteer duties. 	<p>8. Describe how the nominee has faced challenges in their volunteer role. Share examples of how they handled them with honesty and integrity.</p>



Volunteer Award: Department/Division Outstanding Volunteer

2025 Award Nomination Criteria

Award will recognize one adult volunteer from each Department with a nomination. Volunteers in this category are recognized for their dedication and accomplishments within the program, division or department where they volunteer.

CRITERIA: DRIVING CHANGE AND INNOVATION (Questions 9 – 12)

Value: Stewardship

Nominee acts as a champion for change, readily embracing new ideas or adapting to change to better serve the program.

Criteria:	Questions:
<ul style="list-style-type: none">Nominee assisted with or suggested a new process, further acting in the best interests of the work/program.	9. Describe how the nominee has adapted to change or supported new ideas.
<ul style="list-style-type: none">Nominee looks for viable solutions to challenges and has contributed to the effective and successful implementation of new services, programs, and/or systems.	10. Describe how the nominee implemented or embraced a new process, system or service that helped improve program operations or outcomes.
<ul style="list-style-type: none">Nominee works well with staff, peers, and members of the public to remove barriers, problem solve and improve the way the work gets done.	11. Describe how the nominee helped to solve a problem or remove a barrier for others and the impact of their actions.
<ul style="list-style-type: none">Nominee demonstrates excellent situational awareness, often self-correcting or seeking additional training or direction from staff.	12. Describe the nominee's willingness to learn and grow in their role. Include examples such as when they have asked for help, sought training, or made changes to their own actions or behaviors.



Volunteer Award: Department/Division Outstanding Volunteer

2025 Award Nomination Criteria

Award will recognize one adult volunteer from each Department with a nomination. Volunteers in this category are recognized for their dedication and accomplishments within the program, division or department where they volunteer.

CRITERIA: COLLABORATION (Questions 13 -16) Value: Collaboration & Cooperation Nominee exemplifies collaboration and cooperation.	
Criteria:	Question:
<ul style="list-style-type: none"> Nominee encouraged cooperation and collaboration, working with others to achieve a shared goal. 	13. Describe how the nominee worked well with others (staff, other volunteers, or the public) to reach a goal or support a team effort.
<ul style="list-style-type: none"> Nominee consistently offered support, assistance and encouragement to peers, often without being asked to do so. Nominee willingly shares knowledge and learning with others. 	14. Describe how the nominee offered help, encouragement, or support without being asked. Share how it made a difference.
<ul style="list-style-type: none"> Nominee served as role model to others through positive and productive relationships with staff. 	15. Describe how the nominee shared their skills or knowledge to help others. Please give specific examples.
<ul style="list-style-type: none"> Nominee is proactive and upfront, and readily offers constructive feedback to staff when differences, issues or problems arise. 	16. Describe how the nominee has handled challenges or differences when working with others. Provide examples of how they set a good example through positive communication or constructive feedback.