



Volunteer Award: Department/Division Outstanding Volunteer

2024 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: Service with Care	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.	
1. 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.	
2. Nominee understands program policies, procedures and expectations (as they apply to volunteers) and consistently models while working with peers, staff and the public.	
3. 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.	
4. 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.).	
Criteria: Doing the Right Thing	VALUE: INTEGRITY
Volunteer has gone “above and beyond” the call of duty in a particular situation, acting with honesty and integrity at all times.	
1. 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.	
2. Nominee is reliable and holds themselves to account, inspiring trust by saying and doing what is right.	
3. Nominee is empathetic, and fosters mutual respect among staff, peers and members of the public.	
4. The nominee faced and overcame extraordinary challenges or circumstances to fulfil their volunteer duties.	



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Criteria: Driving Change and Innovation Nominee acts as a champion for change, readily embracing new ideas or adapting to change to better serve the program.	VALUE: STEWARDSHIP
<ol style="list-style-type: none"> 1. Nominee assisted with or suggested a new process, further acting in the best interests of the work/program. 	
<ol style="list-style-type: none"> 2. Nominee looks for viable solutions to challenges and has contributed to the effective and successful implementation of new services, programs, and/or systems. 	
<ol style="list-style-type: none"> 3. Nominee works well with staff, peers, and members of the public to remove barriers, problem solve and improve the way the work gets done. 	
<ol style="list-style-type: none"> 4. Nominee demonstrates excellent situational awareness, often self-correcting or seeking additional training or direction from staff. 	
Criteria: Collaboration Nominee exemplifies collaboration and cooperation.	VALUE: STEWARDSHIP
<ol style="list-style-type: none"> 1. Nominee encouraged cooperation and collaboration, working with others to achieve a shared goal 	
<ol style="list-style-type: none"> 2. Nominee consistently offered support, assistance and encouragement to peers, often without being asked to do so. Nominee willingly shares knowledge and learning with others. 	
<ol style="list-style-type: none"> 3. Nominee served as role model to others through positive and productive relationships with staff. 	
<ol style="list-style-type: none"> 4. Nominee is proactive and upfront, and readily offers constructive feedback to staff when differences, issues or problems arise. 	