

2017 AUGUSTANA AWESOME AWARDS

**Do you know someone who is
“Augustana Awesome”?**

**Nominate them for an
Augustana Awesome Award!**

Five inspiring categories:

- Excellence in Customer Service
 - Excellence in Leadership
 - Excellence in Volunteerism
 - Resident Fullness of Life
- Tim Tucker Spirit of Collaboration Award

Category One: Excellence in Customer Service

Purpose: To honor those who greatly foster fullness of life for seniors and their Augustana Care community through direct care or support services to residents/tenants/clients. This award is open to individuals in a wide range of service roles including (but not limited to):

- Activities Assistant
- Business Office/Administrative Support
- Caregivers/Home Health Aides/Nursing Assistants/Universal worker
- Care Manager, Nurse
- Dietary/Nutritional Services
- Environmental Services
- Facility Management (who do not directly supervise staff)
- Health Information
- Human Resources
- Information Technology (I.T.)
- Laundry/Housekeeping
- Marketing/Admissions
- Rehabilitation/Physical Therapy
- Social Worker
- Spiritual Care
- Volunteer Coordinator

Eligibility and Requirements: Any employee, except Senior Management, who has direct contact with a resident or in a supporting role to direct caregivers, is eligible to be nominated. Nominee must be employed with Augustana Care for minimum of one year. Any individual can make the nomination. Each nomination must include a supporting letter from the nominee's supervisor.

Criteria. When making your nomination, cite specific examples of at least one of the following:

- Demonstrates exceptional commitment to those entrusted to his/her care and or operational functions of Augustana Care that supports the customer
- Specific actions taken to foster fullness of life for those served
- Outstanding actions or attitudes displayed in treating the whole person
- Demonstrates commitment to SHARE, Augustana Care's Customer Service and Experience Program: Serve, Honor, Anticipate, Relate, Empower.

Category Two: Excellence in Volunteerism

Purpose: To honor volunteers who foster fullness of life for Augustana Care seniors and their Augustana Care communities by partnering with staff and enriching the lives of those served.

Eligibility and Requirements: Any individual or distinct group that is an active Augustana Care Volunteer for at least one year is eligible to be nominated. Any individual can make the nomination. Each nomination must include a supporting letter from the volunteer coordinator or designee.

Criteria. When making your nomination, cite specific examples of at least one of the following:

- Demonstrates exceptional commitment to fostering fullness of life to seniors
- Outstanding in promoting the mission and goals of Augustana Care
- Demonstrates commitment to SHARE, Augustana Care's Customer Service and Experience Program: Serve, Honor, Anticipate, Relate, Empower.

Category Three: Excellence in Leadership

Purpose: To honor a person whose actions and leadership greatly enhance the work environment in their housing, LTC building or community service location, and foster fullness of life for their residents, and have taken action to provide leadership to their employees or coworkers.

Eligibility and Requirements: Any individual that supervises an employee or volunteer, with a minimum of two years employment with Augustana Care, is eligible to be nominated. Any individual can make the nomination. Each nomination must include a supporting letter from the nominee's supervisor.

Criteria. When making your nomination, cite specific examples of at least one of the following:

- Demonstrates commitment to community engagement
- Specific actions to enhance and enrich the lives for those they serve, i.e. clients, tenants, residents, families, staff, volunteers and vendors
- Outstanding in promoting the mission and goals of Augustana Care
- Demonstrates commitment to SHARE, Augustana Care's Customer Service and Experience Program: Serve, Honor, Anticipate, Relate, Empower.

Category Four: Fullness of Life

Purpose: To honor a resident/tenant/client or a group of residents (resident council, resident volunteer group, etc) of an Augustana Care community that exemplifies the concept of positive and active aging; has overcome obstacles, has remained active and engaged in their passions; or has explored new passions as they have aged.

Eligibility and Requirements: Any resident or a group of residents who resides in an Augustana Care community for a minimum of one year is eligible to be nominated. Any individual can make the nomination. Each nomination must include a supporting letter from the Administrator or Housing Director.

Criteria. When making your nomination, cite specific examples of at least one of the following:

- Exemplifies the concept of active aging by engaging in activities that challenge the traditional stereotypes of aging, and/or makes a positive impact in the lives of other seniors
- Demonstrates specific actions to foster the fullness of life in the lives of others and/or in their own life
- Has overcome obstacles in their life with grace and positivity.

Category Five: Tim Tucker Spirit of Collaboration Award

(See special Spirit of Collaboration Award section that follows.)

To make a nomination, complete the attached 2-page form with supporting letters and return to Briana Deschambault by March 17, 2017

Augustana Awesome Awards Individual Award Nomination Form

Don't forget to complete the form and provide a letter (or letters) of support. Use examples in describing how the nominee displays the category's criteria. See sample letter for examples.

If you have questions about making a nomination, email Briana Deschambault at blidescha@augustanacare.org. **All entries must be received in the Augustana Care office or postmarked by midnight March 17, 2017.**

Person/group you are nominating (Nominee)

| | | |
|---------------------------------|---|--------------|
| Person/group you are nominating | Title | Organization |
| Street Address | City/State/Zip | Phone Number |
| Email Address | Nominee's Years of employment at Augustana Care | |

This nomination is for the following award (Check only one):

- Excellence in Customer Service
- Excellence in Leadership
- Excellence in Volunteerism
- Fostering Fullness of Life

Carefully follow the award criteria for your nomination in preparing your supporting documents. Be as specific as possible. Each nomination must include the following items:

- 1) This nomination form, completed
- 2) The required letter of support citing specific example(s) related to category criteria. NOTE: Each nomination can have a maximum of two supporting letters.

Why are you nominating this person for the Augustana Awesome Awards?

How have they demonstrated the mission and goals of Augustana Care?

Describe at least one example of how this person has displayed the criteria for the award category you are nominating them

Circle the criteria that apply below (only in the category in which you are making your nomination)

Excellence in Customer Service

- Commitment to those entrusted to their care and/or operations functions that support the Augustana Care customer
- Fosters fullness of life for those served
- Outstanding actions or attitudes in treating the whole person
- Demonstrates commitment to SHARE, Augustana Care's Customer Service and Experience Program: Serve, Honor, Anticipate, Relate, Empower.

Excellence in Volunteerism

- Fosters fullness of life for those served
- Outstanding in promoting Augustana Care goals and mission
- Demonstrates commitment to SHARE, Augustana Care's Customer Service and Experience Program: Serve, Honor, Anticipate, Relate, Empower.

Excellence in Leadership

- Commitment to community engagement
- Enhances and enriches the lives of those they serve
- Outstanding in promoting Augustana Care goals and mission
- Demonstrates commitment to SHARE, Augustana Care's Customer Service and Experience Program: Serve, Honor, Anticipate, Relate, Empower.

Fullness of Life

- Exemplifies the concept of active aging by challenging the traditional stereotypes of aging and/or make a positive impact in their lives or the lives of other seniors
- Fosters fullness of life in the lives of others or themselves
- Has overcome obstacles in their life with grace and positivity.

Your Information

Name

Title

Organization

Address

City/State/Zip

Phone

Email Address

Three ways to make your nomination:

You can fax your entry to: 612-238-5055

Or you can submit your nomination electronically, by email to Briana Deschambault at bldescha@augustanacare.org

You can mail this form, along with your letter of nomination and supporting letter (or other materials as indicated in the award criteria) to:

Augustana Care
Attn: Briana Deschambault
1007 East 14th Street
Minneapolis, MN 55404

Individual/Group
Nomination Form
Page 2 of 2

TIM TUCKER

Spirit of Collaboration Award

The Tim Tucker Spirit of Collaboration Award recognizes the outstanding achievement and dedication to collaboration that leads to partnerships with organizations outside of Augustana Care. This award recognizes the outcome of that collaboration.

Selection Criteria

When making your nomination, cite specific examples of the following:

Collaboration that:

1. Propels Augustana Care and its partner towards excellence in clinical services, fostering fullness of life, and/or innovation/creativity in a way that improves services to older adults.
2. Builds Augustana Care and partner's capacity to meet mutual Mission and/or Strategic Objectives through implementing new solutions or addressing complex problems in new ways.
3. Demonstrates synergy between organizations that can serve as a role model for others.
4. The collaboration/initiative should be something that has moved beyond a conceptual idea to something that has been implemented within the last two calendar years. With this particular award, it is the outcome of the collaboration (vs. an individual or group) that will be awarded.

Augustana Awesome Awards

Tim Tucker Spirit of Collaboration Award

If you have questions about making a nomination, email Briana Deschambault at bldescha@augustanacare.org. **All entries must be received in the Augustana Care office or postmarked by midnight March 17, 2017.**

Collaboration/Outcome You Are Nominating

Name or Outcome of the Collaborative Effort

Group/Organization that Augustana Care is Collaborating With

Contact Name

Street Address

City/State/Zip

Phone Number

Email Address

Augustana Care Entity/Person Involved in the Collaboration

Contact Name

Phone Number

Email Address

1) Why are you nominating this collaboration for the Augustana Awesome Awards?

2) Letter of nomination: Include a letter of nomination that explains how the collaboration demonstrates the four selection criteria on the first page of this "Spirit of Collaboration" section.

Your Information

Name

Title

Organization

Address

City/State/Zip

Phone

Email Address

Three ways to make your nomination:

You can fax your entry to: 612-238-5055

Or you can submit your nomination electronically, by email to Briana Deschambault at bldescha@augustanacare.org

You can mail this form, along with your letter of nomination and supporting letter (or other materials as indicated in the award criteria) to:

Augustana Care
Attn: Briana Deschambault
1007 East 14th Street
Minneapolis, MN 55404

Sample Letter of
Support from Peer

January 23, 2017

Dear Nomination Committee,

I would like to nominate Polly Pureheart for the Augustana Awesome Excellence in Volunteerism Award. Polly has been volunteering for Augustana Health Care Center of Minneapolis for the past 5 years. She initially started to come to the facility while her mother was a resident. After her mother discharged, Polly continued to come to the facility. As a volunteer she visits with residents and helps with weekly with bingo. She has made a lot of friends, both with the staff and residents.

Polly visits with some of the more needy residents and she always is sweet and encourages the residents to remain active and participate in events, and even alerts the staff when new residents want to continue their game playing pursuits, like cribbage and bridge.. Even when residents are down or having a bad day, Polly's positive, can-do attitude is contagious and she makes them feel better. Because of things her mother went through, she can relate to some of the resident's frustrations and listens to the residents when they need to talk. Polly has the ability to anticipate the residents needs - like the time Polly brought in a large print Bible for one of our residents when their eyesight was deteriorating. Polly knew the important of this resident's ability to continue to read scripture each day.

Polly volunteers on the floor that I am stationed, and I have noticed that even the staff are happier when Polly is around. She is always willing to help the staff and the residents. I think she is deserving of recognition for all the work she does at Augustana.

Sincerely,

Ima Worker

**Sample Letter of Support
from Supervisor**
(in this case, volunteer coordinator)

January 24, 2017

Dear Nomination Committee,

I would like to nominate Polly Pureheart for the Augustana Awesome Excellence in Volunteerism Award. I have had the privilege of working with Polly for the last five years. Polly volunteers twice a week. As a volunteer she visits with residents and assists with bingo. She is a reliable and dedicated volunteer.

Polly is comfortable visiting with residents of all skill levels, including residents that aren't able to verbally communicate. She is always kind and thoughtful. Her greatest gift is her ability to look on the bright side of any situation. Her enthusiasm and positive attitude are contagious, both for our residents and our staff. For example, she works with one of our residents who won't participate in any other activities, but I always see him at bingo when Polly is there. Not only does he attend, but he has a smile on his face while chatting with Polly. I have overheard Polly reminding this resident how much he enjoys playing bingo when he complains that he might want to skip because he is having a bad day. She never forces a resident, but does encourage them to continue to do as much as they are able.

Polly has a strong faith, but never pushes her religion on any of the residents. In fact, she encourages each resident where they are spiritually. I have seen Polly read scripture with one resident and discuss the Koran with another resident.

Polly is willing to visit with new residents, especially those that are having a difficult time in their life. A transition from living at home to living in a skilled nursing facility seems to be made easier when you have a friend like Polly. Polly is a delight both for the staff and the residents. I would love to see her positivity and dedication to our residents and facility recognized.

Sincerely,

Ima Boss