

human touch awards

— 2019

A guide to the
2019 Human
Touch Awards
nomination
process



nomination process

What are the Human Touch Awards?

CCO, through Cancer Care Ontario and the Ontario Renal Network, is proud to recognize exemplary and compassionate patient care by people who work or volunteer in the cancer and kidney care systems to improve the care and experience of patients in Ontario.

Since 2007, the Human Touch Awards have been made possible as a result of those in the healthcare community who participate by nominating their outstanding colleagues for this achievement. This year, we look forward to your continued support and participation.



Please review this document prior to beginning your online nomination.

Nomination Deadline: March 12, 2019

How will nominations be evaluated?

Nominations will be evaluated against the criteria below. Nominations that do not meet at least two of the following criteria in their category may not be considered for the award.

Individuals who **work** in the cancer and kidney care systems

- Demonstrates exemplary compassionate, person-centred patient care.
- Actively participates in or leads programs or initiatives to improve patients' experience, quality of life, quality of care and/or knowledge of the healthcare system.
- Demonstrates exceptional leadership in their area of work by acting as a role model for others.
- Helps to improve access to services, including responding to the diverse needs of patients.
- In general, goes above and beyond the expectations and responsibilities as an individual who works in the kidney or cancer care system and demonstrates sustained contribution.

Individuals who **volunteer** in the cancer and kidney care systems

- **Note:** Only individuals who offer their time without remuneration will qualify as a volunteer.
- Demonstrates a commitment to care through exceptional volunteer work that enhances the quality of life and/or access to care for patients with cancer or chronic kidney disease.
- Works to improve the patient experience at any stage in their cancer or kidney care.
- Demonstrates creativity and innovation in their volunteer contributions, beyond that which would be expected of volunteers in their organization.
- Has a meaningful impact on the lives of patients with cancer or chronic kidney disease and/or the healthcare professionals who care for them.



While long service is commendable, awards will not be issued based on duration of service.

Please consider the extent of the nominee's outstanding contributions to many patients.

nomination form

Completing the online nomination form

When completing the nomination using the online tool, be prepared to input all of the nomination information at one time. **Once you start an application, you must complete it at one time. You cannot save your work as you proceed.** To save time and ensure you are able to submit the nomination, we recommend you prepare your nomination ahead of time.

Below you will find a list of questions that are asked in the nomination form, a nomination checklist and an FAQ segment.



Nomination Form Questions

Individuals who **work** in the cancer and kidney care systems

- Please provide at least two examples that demonstrate how the nominee provides exemplary compassionate, person-centred care.
- Has the nominee actively participated in programs or initiatives that support improving patients' experience, quality of life, quality of care and/or knowledge of the cancer or kidney care system? If yes, please provide more information and examples of how the nominee meets this criteria.
- Has the nominee demonstrated exceptional leadership in their area of work and acted as a role model for others? If yes, please provide more information and examples of how the nominee meets this criteria.
- Has the nominee's work focussed on helping to improve access to services, including responding to the diverse needs of patients? If yes, please provide more information and examples of how the nominee meets this criteria.
- A successful nomination should demonstrate how the nominee makes a sustained contribution in going above and beyond the expectations and responsibilities as an individual who works in the cancer or kidney care system. Please summarize how the individual meets this criteria.

Individuals who **volunteer** in the cancer and kidney care systems

- Please provide at least two examples of how the nominee demonstrates a commitment to care through exceptional volunteer work that enhances the quality of life and/or access to care for patients with cancer or chronic kidney disease.
- Has the nominee actively worked to improve the patient experience at any stage in their cancer or kidney care? If yes, please provide more information and examples of how the nominee meets this criteria.
- Does the nominee demonstrate creativity and innovation in their volunteer contributions, beyond that which would be expected of volunteers in their organization? If yes, please provide more information and examples of how the nominee meets this criteria.
- Has the nominee had a meaningful impact on the lives of patients with cancer or chronic kidney disease and/or the healthcare professionals who care for them? If yes, please provide more information and examples of how the nominee meets this criteria.
- A successful nomination should demonstrate how the nominee goes above and beyond the expectations and responsibilities of their volunteer role. In the text box below please summarize how the individual meets this criteria.

nomination checklist

To complete this nomination form, you will need to provide:

- Your name and email/phone contact information
- The name, title, location of employment and email/phone contact information for the nominee
- Where possible, the name and email/phone contact information of the nominee's supervisor
- Any supporting documentation (e.g., patient and colleague testimonials, articles) you wish to attach to the online nomination submission
- * **Recommended:** draft responses to the questions listed above so you can easily type or paste these responses into the online form

* If you would like support in completing the online nomination form or are having technical difficulties, please contact communications@cancercare.on.ca.



frequently asked questions

1. Who can be nominated for a Human Touch Award?

Nominees can include part-time or full-time individuals who work or volunteer in the cancer and kidney care systems whose work has substantial impact on patients with cancer or chronic kidney disease and their care. Nominees can work at a regional cancer centre, a regional kidney program or within the broader healthcare system – including home care, palliative care, public health, community hospital and primary care. For example, nominees can be volunteers, physicians, nurses, regulated health professionals, patient educators, administrative staff and support staff.

2. Who can submit a nomination?

Nominations can be submitted by anyone, including: patients, patients' families, peers, Regional Vice-Presidents, Regional Directors, supervisors, managers and colleagues.

3. Who is considered a volunteer?

A volunteer is someone who, without personal financial gain, provides benefit or support to patients and families receiving care in the cancer or kidney care system. Their contribution can be direct or indirect, and can be offered as an individual or as part of a team. Volunteers can be part of a recognized, not-for-profit organization or part of a volunteer program within a healthcare organization. Paid employees of not-for-profit organizations, although serving the communities in question, are not considered volunteers and are not eligible for a Volunteer Human Touch Award but instead would fall under the individuals who work in the cancer or kidney care system category.

4. Who will review the nominations and decide on the award recipients?

A panel of regionally diverse and interdisciplinary members with representation from the cancer and kidney care communities will review the nominations and recommend who should receive the awards.

The panel includes clinicians, patient and family advisors, social workers, past award recipients, volunteers, administrators and members of associated organizations. Recommendations made by this panel will be presented to CCO's Executive Team for endorsement.

5. How are the nominations evaluated?

The evaluation is based on the criteria outlined in the nomination instructions and will be determined by the strength of the submission. Strong submissions include real-life examples that demonstrate the nominee's impact. Statements/testimonials/stories from patients are encouraged.

6. How many awards will be presented?

Up to 10 awards will be presented: three for individuals working in the cancer care system, three for individuals working in the kidney care system, two for individuals volunteering in the cancer care system and two for individuals volunteering in the kidney care system. Each recipient receives an etched glass plaque to commemorate their achievement at the HTA celebration event.

7. When is the submission deadline?

Please complete the nomination form and submit it with your nomination package by **March 12, 2019**.

8. Who should I contact if I have questions about the nomination process?

If you have questions about the nomination process or have technical difficulties with the nomination form, please contact CCO at **communications@cancercare.on.ca**.