LeadingAge North Carolina invites members to honor individuals, organizations, and initiatives that advance the mission of both the member and the Association. Members are invited to submit as many nominations as they deem appropriate, and may nominate themselves and/or those associated with them for achievements they judge to be outstanding. Awards are intended to shine a light on accomplishments and celebrate models of excellence that can serve as inspiration for even greater accomplishment. Members may submit as many nominations for the Service Excellence Award as they deem appropriate, and may submit multiple nominees from the same department.

SEND YOURS TODAY!
Nominations will be accepted electronically at: www.LeadingAgeNC.org. Click on the Annual Conference & Expo tab and select Awards. Nominations are due by February 28, 2020.

PREPARE
The following items will be required for online submission by February 28, 2020.
- Name and contact information of nominee
- Name of award
- Name and contact information of person submitting nomination
- One-page description (in PDF) of nominee’s qualifications as specified under each award category
- Three to five photos of the nominee to be used in awards slideshow if selected

TIPS
- Be clear, specific, and as concise as possible.
- Speak from the heart without worrying too much about the quality of the writing. Use bullets whenever possible.
- Provide concrete examples of what is meritorious about your nominee.
- Include measurable results when possible.
- Remember that effort and risk taking may also be award-worthy even if the results were not those originally envisioned.

Use the Qualifying Criteria provided for each award to focus your thoughts on the merits of your nominee. Feel free to insert points not set out in the Qualifying Criteria that you believe further commend your nominee for recognition.

NOTIFICATION
The person submitting the nomination will be contacted by email with the results of the Awards Selection Committee.

leadingagenc.org/2020awards
**Career Excellence Award for Lifetime Achievement**

LeadingAge North Carolina’s highest award is presented to a distinguished employee of a member community who has demonstrated exemplary leadership in aging services and whose long-term commitment to learning, leadership, and the not-for-profit mission has elevated the greater work of LeadingAge North Carolina.

**Eligible Nominees**
This award honors an executive leader (for example: President, Vice-President, Corporate Officer, Executive Director, Department Director) whose length of service and exceptional contribution to the field of aging services and to the quality of life of residents and staff have established a legacy from which others may draw career inspiration.

**Qualifying Criteria**
- History of commitment, leadership and service to a member community
- History of leadership in, service to, and/or active support of the Association
- A demonstrated record of excellence in development of best practices and promulgation and implementation of ideas that have elevated the field of aging services
- Significant positive impact through advancement of understandings about aging, service delivery, mission enrichment, and nonprofit philosophy
- A distinguished record of service, dedication, caring, and foresight generally recognized both by immediate associates and among peers and colleagues statewide

**Excellence in Leadership**

This award recognizes those employees who, regardless of their role within a member organization, demonstrate an aptitude for and commitment to professional growth and provide leadership within their team that is impactful, effective, motivational, and consistent.

**Eligible Nominees**
This award is given to an employee from any organizational level within a member community.

**Qualifying Criteria**
- History of exceptional leadership that has facilitated, encouraged, or motivated other employees to deliver expanded benefits to residents
- Commitment to personal and professional development in preparation for future potential leadership opportunities within the field of aging services
- Capacity to form harmonious and influential relationships with coworkers through the organization
- Significant contribution to improving quality within the member organization
- Distinguished record of service, dedication and caring; an outstanding leadership role model
- A mentor known to share knowledge and experience generously for the purpose of motivating others to higher levels of performance
- Willingness to go “above and beyond” the conventional parameters of an established role for the sake of helping and inspiring others
Excellence in Governance

This award is given to voluntary leaders who have served with distinction on the governing board of a LeadingAge North Carolina member organization and thereby made an outstanding contribution to the well-being of seniors, to the employees who serve them, and to the organization’s nonprofit mission.

Eligible Nominees
Past or present members of the governing board of a member community

Qualifying Criteria
- A visionary leader who has, as a member of the governing board, advanced the mission of the member community
- A significant contributor of time, effort, and expertise
- Exceptional service beyond the call of duty
- A history of personally significant financial contributions, or an exceptional act of philanthropy through which the mission of the organization has been advanced
- Demonstrated expertise in and openness to best practices in nonprofit governance
- Outstanding leadership in achieving specific goals and objectives of the member organization

Excellence in Community Service

This award recognizes outstanding community service rendered under the auspices of a member community as an expression of the organization’s commitment to the broader nonprofit mission.

Eligible Nominees
Individuals, groups, employees and/or residents of member communities

Qualifying Criteria
- Effective implementation of a program of outreach serving a meaningful and recognized need beyond the walls of the organization
- A creative, innovative and effective approach to solving a recognized challenge within the greater community
- Cumulative impact on the community over a prolonged period of time reflecting a history of compassionate response to the needs of disadvantaged citizens
- Deliberate extension of the organizational mission as an outreach to underserved individuals or groups
- An exceptional instance or a history of philanthropy targeted to underserved populations and/or a recognized community need
Service Excellence Award

This award honors those in direct service, either as employees or volunteers, who demonstrate extraordinary talent, expertise, and dedication in provision of exceptional service to residents.

Eligible Nominees
Non-managerial frontline, direct service employees of any department or volunteers within a member community

Qualifying Criteria

- Consistent excellence over time in provision of a service or set of services that impact the daily quality of life of residents
- Willingness to exceed the boundaries of an established role in order to deliver the exceptional rather than the expected
- Personal commitment above and beyond that which is normally expected to enrich life for another or for others
- Cultivation of relationships as an expression of love and personal caring
- Demonstrated ability to exceed expectations while also working effectively and supportively as a member of a team
- Exceptional commitment to resident-centered care and support for resident choice and autonomy
- An extraordinary instance of rising to a particular challenge and doing so in a manner that reflects the highest ideals of service and caring
- The ability to inspire others to higher levels of service excellence

Excellence in Innovation

This award recognizes programs and/or best practices implemented by a member community or among organizations that address significant needs in the pursuit of expanded possibilities for aging.

Eligible Nominees
Member communities their employees, and/or specific practices, models, and program initiatives and/or partnerships between organizations, one of which is a member community.

Qualifying Criteria

- An innovative approach to service delivery or community operation through which quality of life is enhanced and the field of aging services is advanced
- Collaboration within the community or with external entities acting in consort to address a need or challenge
- Environmental enhancements through which quality of life is enriched for residents and/or staff
- Extraordinary new services, programs, or practices that make life better and/or work more effectively and/or efficiently
- A financially feasible model program with demonstrated benefits that can be widely replicated by others
Excellence in Advocacy

This award honors an individual or member community for exceptional achievement in advocacy that has advanced the nonprofit mission, expanded the possibilities for aging; and/or improved the legal, public policy and/or the regulatory environment influencing the provision of aging services.

Eligible Nominees
Individuals or groups associated with a member community or a member community itself

Qualifying Criteria
• Effective employment of the collective voice of residents, staff, volunteers and others associated with a member community to impact legislation, regulation, or policy
• Effective motivation of power and influence to impact legislation, regulation or policy affecting the field of aging services
• Effective educational or personal outreach to promote and defend not-for-profit status
• Summoning of influence and resources for the purpose of highlighting and addressing an unmet need
• Commitment to eliminating and/or advancing legislation and regulation for the purpose of improving resident quality of life and expansion of the possibilities for aging

Workplace Excellence-NEW

This award recognizes a member community that demonstrates investment in their staff and workplace environment in fostering a healthy workplace culture and environment that promotes the recruitment, retention and development of staff at all levels of the organization through innovative workforce development practices.

Eligible Nominees
Member community

Qualifying Criteria
• Demonstrates, in policy and practice, that investing in the staff and the workplace environment is critical to the delivery of quality care and services
• Demonstrates innovation in its workforce development practices
• Ensures that all levels of staff receive education, training and growth opportunities
• Regularly assesses staff satisfaction and acts promptly on the results with positive outcomes
• Shows noteworthy achievement in staff retention, as evidenced by longevity and professional growth of employees