



## Commitment to Excel Awards

Commitment to Excel (C2E) is The Regional Municipality of Durham's (the Region's) annual recognition program to appreciate employees for outstanding: Service Excellence, Leadership, Innovation, and Community Volunteer.

### Purpose:

The C2E program is intended to:

- a) Drive excellence by recognizing employees for their contributions to the Region and its communities in the delivery of service excellence.
- b) Contribute to the attraction and retention of staff.
- c) Contribute to a supportive work environment and culture of recognition where employees feel valued for the work that they do.

### Categories:

Nominations are available in four categories:

#### 1. Innovation

This award honours individuals or teams for outstanding creativity and successful implementation of an initiative resulting in exceptional improvement to the Region's programs or services.

#### 2. Service Excellence

This award honours individuals or teams for exceptional performance and commitment to exceeding the needs and expectations of internal or external customers in the delivery of Region's programs or services.

### **3. Leadership**

This award honours individuals who have had significant positive impact in the organization through demonstrated outstanding leadership.

### **4. Community Volunteer**

This award honours individuals who embody the Region's vision and values through their outstanding community service and dedication beyond the workplace.

### **Award levels:**

All nominations are awarded one of three levels based on the final scoring.

#### **Level 1: Award of Excellence**

- Awarded for clearly meeting and/or exceeding established criteria for the category through outstanding contributions.
- Top tier award, reach 75% or higher of the total score.

#### **Level 2: Making the Difference Award**

- Awarded for considerably meeting established criteria for the category through outstanding contributions.
- Second tier award, reach 50%-74% of the total score.

#### **Level 3: Star Achiever Award**

- Awarded for meeting established criteria for the category through outstanding contributions.
- Third tier award, reach 49% or less of the total score.

The C2E Committee has completed evaluating each of the 46 nominations for 2023. All awards recognize the tremendous dedication, effort, and commitment of the nominees. Please refer to the next pages for a full list of 2023 award recipients and a summary of their outstanding accomplishment.

## 2023 C2E Award Recipients

### Star Achiever Award

#### For Leadership, to...

- **Anne Birrell**, Works – for continually taking on new tasks and challenges and taking time to share knowledge and assist co-workers in all of Works.
- **Erin Hawkins**, Health – for always having the time to assist others with grace and professionalism.

#### For Service Excellence, to...

- **Danielle Pineda**, CAO's Office – for developing a forum for grass roots community organizations to learn how to access funding opportunities.
- **Judy Christianson**, CAO's Office – for developing an online guide to help staff create accessible documents.
- **Michelle White**, Corporate Services - IT – for working tirelessly on the Deployment Team committed to ensuring the Region's technology is updated.

### Making the Difference Award

#### For Community Volunteer, to...

- **Clarette Escobar**, Transit – for volunteering to be a driver for the Pickering and Ajax Santa Clause Parades, the Whitby Parade, as well as being involved in other initiatives at DRT.

#### For Innovation, to...

- **Alexander Harras, Babak Habibi, Cheryl Bandel, Leigh Fleury, Neil Harkness, and Priyanka Singh**, Corporate Services - Legislative Services – for providing a solution to upgrade the Council Chambers equipment that would allow for remote participation.
- **Bernadette Riordan, Cathie Snider, Danielle Peirce, Jessica Jenkins, Lori MacLean, Sara Bower, and Tricia Dallaway**, Health – for developing the new "Pathways to Wellness" virtual service for women who are pregnant/had a baby up to 18 months of age, helping provide relevant and much needed service to a generally under-serviced population.
- **Rebecca Bockhop**, Corporate Services - IT – for implementing an Automated Locker pilot project, facilitating easy and contactless equipment transfer.

## Making the Difference Award (continued)

### For Leadership, to...

- **Andrew Gorman**, Works – for stepping in to cover several supervisory duties after the sudden loss of the Project Supervisor, managing to keep the project moving and ensuring that the work was completed on time.
- **Chanel Chai**, Finance – for creating a fantastic team environment moving between the roles of coach, advisor, mentor, and subject matter expert when required.
- **Hanna Mohammed**, CAO's Office – for managing the Orange Crosswalk and the annual Youth Pride celebration; two large-scale projects that brought the Region new recognition and respect from the wider community and staff.
- **Rebecca Rew**, Health – for adapting to changes and fostering an environment of openness and collaboration within the immunization program.
- **Samantha Francis**, Social Services – for creating work systems for the PLAY project, becoming a representative for communication between our trainers, and for continuing to find ways to make the service more efficient and accessible to our clients.

### For Service Excellence, to...

- **Cheryl Carroll**, Works – for liaising with Finance and IT and investing countless hours to ensure that the Works Department was taken care of.
- **Courtney Carter**, Finance – for helping and coaching staff through the financial maze while being personable, easy going, with a causal sense of humour.
- **Danielle Wormald**, CAO's Office – for successfully organizing all materials in the DEI division and supporting all the events hosted.
- **Dillon Koolhaas**, Works – for helping the Road Safety team to become self-reliant and expedite several flagship projects including Automated Speed Enforcement and Red-Light Camera programs.
- **Julie Roza and Olivia Dupuis**, Finance – for successfully leading and implementing the Yardi Voyageur Software.
- **Melanie Abrey**, Corporate Services - Legislative Services – for being a champion for accessibility and continuous improvement, developing accessible resources, forms, reports, and guidance templates.
- **Michael Prevedel**, Works – for handling unique situations and working diligently to find answers to hard questions, receiving constant praise.

## Making the Difference Award (continued)

### For Service Excellence, to... (cont'd)

- **Patricia Hines**, CAO's Office – for designing and facilitating cultural intelligence training, diversity and anti-racism education and initiatives.
- **Riley McCormick**, Works – for spearheading/leading the procurement process for acquiring a Heavy Equipment Simulator.
- **Roberta Honeyford**, Planning and Economic Development – for providing exceptional support not only to the Planning and Economic Development Department but also to Durham OneNet (DONi).
- **Sandra Wiltshire**, Corporate Services - Legislative Services – for striving to provide exceptional service, consistently finding ways to offer value, answering any questions, anticipating, and responding to needs, and producing helpful materials explaining best practices and processes.
- **Sharon Coelho, Teena George, and Wendy Lumb**, Finance – for providing incident management and technology support to the Utility Finance Team, ensuring customers are billed accurately and receive excellent customer service.
- **Vidal Guerreiro**, Finance – for leading interdepartmental engagement around the Corporate Energy Conservation and Demand Management Plan, and the Corporate Climate Action Plan, ensuring that we have the information we need.

## Award of Excellence

### For Community Volunteer, to...

- **Emily Barker**, Planning and Economic Development – for volunteering to support swimming programming in Durham Region, as well as for the national and international swimming community.
- **Lori Riviere-Doersam**, Planning and Economic Development – for volunteering with Durham Parents of Multiples (DPOM), receiving the “Making A Difference Award” from MBC, and the “Shining Star” Award for her contributions to DPOM.
- **Roxanne Beattie**, Corporate Services - Service Durham – for fostering diversity, equity, and inclusion, coupled with an unwavering belief in public service, positioning as a beacon of positive change within our community.

## Award of Excellence (continued)

### For Innovation, to...

- **Amanda Bathe, Aneesah Luqman, Anthony Caruso, Chris Leitch, Colleen Goodchild, Danielle Culp, David Perkins, Gary Muller, Graham Wilson, Heather Finlay, Jonah Kelly, Kody Vickers, Lisa Pienta, Michael Blake, Michael Scott, Perry-Rose Flash, Roberta Honeyford, Ron Carter, Steve Kim, Tao Ye, and Vannitha Chanthavong**, Planning and Economic Development – for completing a new Regional Official Plan that provides policies and strategic directions that will guide future growth, infrastructure and service delivery, land use planning, and development related matters.
- **Andrew MacIntosh, Jennifer Mac, and Joanne Caswell**, Works – for playing a critical role in the successful realization of the Workplace Modernization Project.
- **Kevin Connelly and Wendy Marsh**, Social Services - LTC – for implementing rapid response isolation rooms and better infection control measures to assist in moving out of outbreaks faster and making PPE more readily available in the event of an emergency.

### For Leadership, to...

- **Brittany Brunt**, Corporate Services - IT – for steering the myDurham311 project towards success, taking the reins during a critical phase, reviving the project, and setting a benchmark in effective project management and leadership.
- **Carie Eldon**, Health – for immersing in the role of Ncast expert trainer and being Durham Region HBHC PHN Leader in this field.
- **Joanne Cermak**, Finance – for empowering people through words and providing the guidance and support they need to understand their potential, taking on the role of mentor and coach.

### For Service Excellence, to...

- **Adnan Naeem, Alexander McPherson, Marc Dallaire, Natallia Klimava, Ragavan Thuraisinganathan, Sandra Mathews, Stephanie Longbottom, Tobe Otvos, and Viji Mathi**, Works – for using an innovative "Early Acquisition Strategy" approach to incentivize landowners to sell the required portions of their property, the team worked closely together to deliver the impossible.

## Award of Excellence (continued)

### For Service Excellence, to... (cont'd)

- **Abigail Maddocks, Amy Forbes, Amy Tanner, Andrea Cain, Ashley Laswick, Ashley L. Smith, Brandy Henderson, Brianna McMichael, Elaine Gardner, Emily Taylor, Gemma McColm, Haley Guthrie, Heather Graham, Helen Serevetas, Jamila Remani, Jenna Crawford, Jennifer Wynne, John Kimmerly, Jordyn Schisler, Kalene Moreira, Katey Watson, Katie Hill, Kelly Bishop, Kim Hutchison, Kristina Bartos, Laurie Larcombe, Laurie Lefurgey, Lindsay Hannah, Lisa Roberts, Loredana Bianco, Lorraine Kelly, Mackenzie Dupont, Marilu Pryce, Marita Wassenaar, Mary Taylor, Meaghan Middleton, Melissa Nowitski, Michelle Marsh, Morgan Ferry, Sarah Brockie, Sarah Devlin, Shawnee-Lee Tracey, Shelley Florio, Stephanie Burks, and Susan Lawrence**, Social Services – for volunteering to be part of the original Human Trafficking Response Teams.
- **Anne Birrell, Billie Chen, Cheryl Carroll, Cheryl Debosky, Courtney Carter, David Mirny, Dean Vergados, Debbie Ryan, Donna Burnett-Beckford, Gillian Devereaux, Giselle Wheeler, Heather Richardson, Jaime Sterling, Jason Roza, Jennifer McDonald, John Fice, Jordan Shields, Julie Schoenfield, Karen Chatten, Karen Facca, Lynda Nadeau, Melanie Derdaele, Michelle Breault, Rowena Concessao, Sasi Shanmugalingam, Shannon Logeman, Sharon Coelho, Tina Li, Tom Parker, Troy Jones, Warren Learn, and Wendy Lumb**, Finance – for upgrading PeopleSoft (PS) Financials, ensuring needs were met in terms of requirements and functionality.
- **Bernadette Riordan, Cathie Snider, Danielle Peirce, Jessica Jenkins, Lori MacLean, Lori Pinkerton, Sara Bower, and Tricia Dallaway**, Health – for collaborating with a key community partner to identify a gap in service for perinatal mood disorder and implementing evidence-based 9-week sessions of public health nurse-led perinatal mood disorder cognitive behavioural therapy group series to meet the needs of the population.
- **Brian Forbes, Chris Potter, Elissa Faiazza, Glen Campbell, Jamere Bembridge, Jesse Nault, Jordan Sellers, Jordan Wilson, Josh Libby, Kelly Staples, Kevin Dimech, Megan Lair, Mike Fish, Nick Wilvert, Nicole Philips, Nicole Vandenheuvel, Ryan Totaram, Sue Hughes, Trevor Robeson, and Trish Sawh-Dunnigan**, Health – for volunteering time, as a member of the Peer Support Team (PST), providing support for Paramedics.

## Award of Excellence (continued)

### For Service Excellence, to... (cont'd)

- **DRT-Business Services team, DRT-General Manager's Office, DRT-Maintenance team, DRT-Operations team, CAO-Corporate Communications team** – for implementing immediate strategies to successfully mitigate the impact of the fire at the Raleigh Transit campus in Oshawa on Transit customers.
- **Keith Rew and Wendy McLean**, Health – for work with the community, offering services that address the needs of diverse and priority populations, specifically in the school community, and for relentless contributions internally through mentorship of our own nursing staff.
- **Stella Banh**, Health – for facilitating the rollout and implementation of COVaxON and Verto scheduling system for the Health Department during the challenging times of the pandemic, while maintaining Profile documentation system and providing training and support to new staff.
- **Thomas McKinnon**, CAO's Office – for making significant contributions to advancing and promoting the role of a Prosecutor within the Region of Durham.
- **Tina Li**, Finance – for demonstrating professionalism and composure beyond that of a typical Business Analyst as they dealt with multiple challenges and crises as the Kofax Upgrade Project unfolded, especially during the go-live weekend.

**Congratulations to all our Award Recipients!!**