

Sample Individual Nomination 1

Nominee

Linda Benson (2010 Individual Recipient)

Recent Work History

Linda has been an integral member of the David Braley Sport Medicine and Rehabilitation Centre team as our Billing Coordinator and Administrative Assistant. She is responsible for billing students, staff and community members a gross yearly revenue of over one million dollars. Linda also co-ordinates the administrative aspects of the clinic which include the organization of 40 health care practitioners, numerous student volunteers and interaction within external healthcare sites. Prior to her current role she was the Administrative / Graduate Secretary for Engineering Physics (01-02), Continuing Education Receptionist (98-01) and as the Campus Health Appointment Receptionist (89–98).

Enhancement of the Reputation of McMaster University

Linda's innovation and strong communication skills have assisted in the recognition of the David Braley Sport Medicine Centre as a world-class health facility. Her strong liaisons with private health insurers and national funding agencies have allowed professional, Olympic and national level athletes to rehabilitate and train at our facility year round. Prior to coming to work at McMaster she worked in the x-ray and MRI departments at the Hamilton General for 15 years, where she actively maintains her contacts to help facilitate timely access to diagnostic testing for our current clientele. The respect that she is afforded by the healthcare community in Hamilton and Southern Ontario has added immeasurable credibility to our facility and has helped establish a reputation of excellence.

Provision of Excellent Service

Linda's ability to communicate with clients and medical staff alike is the foundation for her exemplary customer service. She personally assists every client at our facility, which often means lengthy conversations with insurance companies, family members or funding agencies. Her extensive medical background allows her to recognize medical emergencies and triage them quickly to the appropriate healthcare professional. She is praised yearly at numerous sports banquets for the personal and professional manner she deals with students in crisis and for the positive impact she imparts on everyone she works with and assists. In an extremely busy and often hectic work environment she is the focal point of organization and heavily relied on by students and staff.

Demonstrated Innovation

Linda's innovation and initiative have been the cornerstone of our administrative expansion. She has developed numerous documents to support OHIP billings, external referrals and scheduling of consultants and part time staff. She played a critical role in the introduction of a paperless workplace that allows electronic communication between healthcare practitioners across Southern Ontario and coordinated billing between several external agencies. She helped establish protocols for motor vehicle accident patients, expanding our clientele and has implemented several planning tools to help achieve both the long and short-term goals of the clinic. Since Linda joined our staff, revenue has increased from \$80, 000 yearly to over \$1 million yearly, largely due to her efforts.

Impact of Work

At a time when fiscal concerns are driving the climate of business, Linda's work in billing and organization has allowed our center to expand and grow. We are lucky to be one of the very few University areas whose revenue continues to grow largely in part to Linda's expertise with private funding agencies. The efficient billing of clients and increase in revenue associated with her work has attracted experts in the medical field expanding the services available to students, staff and community members. Her commitment to customer service and organization has created an adaptable work place where staff can be treated on their lunch hours or students between classes, increasing the overall productivity of their day.

Enhancement of Student Success

Linda's primary concern is for the health and well being of our student athletes and clientele. Her work allows our clients access to healthcare services without the worry of coordinating personal finances. She arranges diagnostic appointments and medical bookings that would otherwise take months, in a matter of days. Her strong medical background provides a calming first encounter with students who are often distressed or in pain. She is perceptive in recognizing students in crisis and facilitates their needs with the utmost confidentiality and empathy. She is constantly changing our business to better meet the needs and schedules of our students and provides an environment enabling student success.

Effective and Harmonious Working Relationships

Organizing a large and diverse staff is a challenge that Linda has managed with confidence and diplomacy. She is compassionate to the needs of her coworkers while holding everyone to equal and fair standards. Since she began with our facility, the size of the administrative staff has quadrupled to keep up with our ever-expanding business while allowing employees flexibility. The administrative staff is often heard laughing amongst themselves or with clients and is the first to participate in events outside of work hours, a testament to the positive and enthusiastic environment Linda has created. Several student employees have stayed with us until graduation and otherwise there is very little turnover.

Volunteerism

Despite her extremely busy schedule that often includes evenings and weekends, Linda continues to volunteer within the University and her community. She has helped organize the Annual Athletics and Recreation Children's Christmas party for the last few years and has served on Health and Safety committees in her own time. She is a familiar face at weekend sporting events and can often be found promoting the department and the clinic at educational booths and special events. At home she is a regular volunteer at her United Church's charity drives and is heavily involved with the Canadian Cancer Society especially in a fundraising capacity annually as part of Cancer Awareness month.

Diversity & Inclusivity

Our facility sees individual of all ages, races, and socioeconomic and religious backgrounds. Linda's motto is that she treats everyone as if they were a professional athlete. This often means that she will spend as much time securing funding for a student with no other means of payment as she does coordinating the private agencies associated with our Olympic athletes. She finds additional time and space for individuals with religious or cultural restrictions in our busy clinic. She has arranged for translations for individuals with English language deficits and has found creative solutions to help individuals who would not otherwise have access to private healthcare. Essentially her work does not discriminate.

Sample Individual Nomination 2

Nominee

Art Yeas (2014 Individual Recipient)

Recent Work History

Art Yeas approached Dr. Susan Dudley and I in the fall of 2014 asking to buy a plant that grows over 6 feet tall and smells of rotten flesh in order to promote the greenhouse. He convinced us and he was right. Art is in his 38th year in Biology at McMaster. He grows all of the plants for research and teaching in Biology. His knowledge of rare and unusual plants is valuable as he fills our greenhouse with specimens that enthrall tour groups and students alike. Art manages the day-to-day operations that keep our greenhouse safe for visitors and pest-free (Art is licensed to apply pesticides when needed). In the last two years Art has become a one-man public relations expert promoting the greenhouse and its rich and diverse plants.

Enhancement of the Reputation of McMaster University

Art's public relations prowess has extended the greenhouse's visibility to the greater Hamilton community and the Golden Horseshoe through several initiatives. (1) Art worked with the Toronto Zoo to help supplement the diet of the zoo's panda bears using bamboo shoots grown at McMaster. (2) He investigated and purchased three Titan Arum corms (similar to plant bulbs) one of which flowered to much fanfare this January. The event that was heavily promoted by Art through the local media and attracted over 1400 visitors! (3) Art has connected our facility with the Niagara Parks Commission Floral Show House and he has been interviewed by the McMaster Daily News and the Hamilton Spectator about the greenhouse and its plants. These activities have all boosted the great reputation of McMaster University.

Provision of Excellent Service

Our greenhouse plant collection is Art's pride and joy. He uses the diversity of our greenhouse plants for outreach initiatives. His excellent work in mixing soil, applying pesticides and cultivating and watering each plant according to its preferences has resulted in a show-case greenhouse for research, teaching and public tours. On the radio, television or in print, Art acts professionally and he is both informative and entertaining when describing the plant in question. He will grow specific plants for teaching (sensitive plants for the Biology undergrads, tobacco to feed the aphids in the ISCI program) and act as a consultant for programs that need his expertise (plant growth for Shad Valley, bio-energy for an ISCI-run high school workshop).

Demonstrated Innovation

Art's innovation stems from his recent contacts to outside greenhouses and growers to (a) further our contacts with other plant experts and (b) to purchase unique plants (e.g. Titan Arum) for use in promotion. Traditionally the greenhouse was a facility that supplied plant material for the biology department only. Now it is a facility that is known to the general public. Through donations we have already recouped the cost of two of the three corms. Art has also grown plants for selling through our Biology Society. This generates income for the society and also draws student attention to the greenhouse. As our department's status and visibility grow, so will the reputation of McMaster.

Impact of Work

Art's reputation and expertise is now well-known. He has become a valuable resource and he was asked to be a co-applicant on a Forward With Integrity grant to improve the greenhouse facility, its visibility and the greenhouse website. His contributions have already paid dividends. Art was also asked to be a placement supervisor for the Science 3EP3 course. Thus his work and expertise are being discovered by students, staff and faculty across the campus.

Enhancement of Student Success

By propagating plants to sell for the Biology Society (our undergraduate society), maintaining healthy and unique plants for use in undergraduate labs (like the 8 foot high beanstalk!) and filling the greenhouse with diverse and interesting plants to enthrall tour groups, Art has made innumerable student connections. Students in our plant courses leave educated and interested. School tours reach the next generation of students who may decide that McMaster is the place for an excellent and wide-ranging education. He also advises graduate students on growing their research plants.

Effective and Harmonious Working Relationships

Art is always welcoming and loves to chat about the plants he cultivates and the history of the greenhouse on campus. As his supervisor I have asked Art to help in other undergraduate courses and he is always willing and able. His excellent work results in the success of our labs. He works wonderfully with colleagues and he is always cheerful, courteous, punctual and

efficient. Undergraduate and graduate students alike learn from Art and he helps them in every aspect of their projects. Art is a true team player.

Volunteerism

Much of what Art does for students and outreach lies on a continuum between "beyond the call of duty" and volunteerism. He assists with tours associated with Let's Talk Science, Take Our Kids to Work, Environmental Wellness Week, and Venture Engineering Camp. He has given advice and help for restoration work. During a unique public relations opportunity, the corpse flower or titan arum bloom, Art volunteered his time to extend the greenhouse hours so that the public had a chance to see the plants after normal working hours. It was not uncommon for Art to stay until 10:30 pm in the evenings for one week yet still be at work at 7:00 am the next day.

Diversity & Inclusivity

Art welcomes everybody with the same openness and courtesy to the greenhouse. He has helped to make the greenhouse more accessible to students who use a wheelchair by offering them an adjustable bench with samples of plant material from the main greenhouse.

Exceeding Expectations

Art has taken the role of greenhouse spokesperson to heart. He makes himself freely available to news agencies when promoting the greenhouse and he does interviews very well. He frequently tries to forge new connections to other plant biologists and cultivators throughout North America. His goal is to increase the diversity of our plant collection, not only for public relations, but for undergraduate and graduate teaching as well.

Sample Team Nomination 1

Nominee

Mark Loeb Research Group (2011 Team Recipient)

Recent Work History

The team has been responsible for conducting multiple complex and large scale research studies. One example was a CIHR study in Hutterite communities across Alberta, Saskatchewan and Manitoba. This study, which included over 3,000 participants, involved vaccinating children against influenza in order to demonstrate the effect of herd immunity. The logistics of the study were enormous, ranging from developing strategies to have specimens shipped, complex arrangements to maintain the cold chain of the vaccine, and being closely attuned to cultural and social aspects of the Hutterite community. Another key study has been an NIH genetic study to assess whether genetic variants are associated with severe forms of dengue. The team has had to employ rigorous quality control, given the acquisition of specimens from eight countries (Colombia, Honduras, Nicaragua, Mexico, Thailand, Vietnam, Myanmar, Sri Lanka). Complex protocols involving various study designs have been implemented by the team. Given the diverse communities, the team has had to adapt to local resource work patterns to successfully conduct the study.

Enhancement of the Reputation of McMaster University

The team has enhanced the reputation of McMaster University by successfully conducting research that has made a large impact in the field. The randomized controlled trial among the Hutterites is a good example. This study demonstrated essentially that by immunizing healthy children and adolescents, there is indirect benefit to non-vaccinated individuals that this level of protection (60%) is similar had they been directly vaccinated. The study was given wide media attention, including a full article in the New York Times. The team has been responsible for the implementation of two large genetic studies funded by the U.S NIH (total funding ~ \$ 30 million). These are prestigious awards that few Canadian institutions receive. McMaster's reputation has been enhanced internationally through these projects given the exposure that has been generated to international researchers and research organizations. The work of the team has led to spin-off studies by diverse groups of investigators internationally, which further has enhanced McMaster's reputation.

Provision of Excellent Service

Through multiple collaborations, the team has been able to provide service to other researchers and research organizations. For example, specimens received from a genetic study on West Nile virus were shared with investigators at the University of California. The team efficiently generated the patient data needed by these investigators to further their project. The team has also served as an important key node in Canadian surveillance for outcomes and adverse events related to vaccination and has been identified as one of the premier sites in the country (e.g. PHAC/CIHR Influenza network). The NIH selected our site to host a meeting about West Nile virus given the collaborative links that we had set up with other investigators. The team has also provided the support for the analysis of dengue in young children from Myanmar who died of dengue. These activities reflect service to the broader scientific community and to public health.

Demonstrated Innovation

The team has developed quality assurance methods geared specifically to capture and transmit data from remote study sites. This includes use of data fax, real-time quality checks, and rapid feedback to nurses in the field. The team conducted formal comparisons of self-reported data to medical records to assess accuracy of surveillance definitions of influenza which led to publication. To analyze viral shedding data from Hutterite children, the team developed algorithms to link results of viral specimens to onset of symptoms. A study that found surgical masks to be as effective as costly N95 masks utilized web service technologies for easy tracking and had a profound impact on national health economic policy. The team has used combinations of the latest server software and hardware technologies to develop and deploy secure custom surveillance data collection software that is sophisticated and user-friendly for easy implementation across the dengue study's diverse global surveillance centres.

Impact of Work

The team's work impacts McMaster University in that it has led to the development of increased resources that are shared with multiple other research teams. For example, the team was awarded a CFI grant to allow for efficient receipt, tracking, and dissemination of specimens to various McMaster laboratories. These resources enable other researchers to collect specimens and store them in biobanks. The team has developed extensive SOPs for lab activities. The team has collaborated with multiple investigators from various faculties and fields including mathematics, immunology, CEB and geography. Through expertise in information technology, the team lends support to other investigators, for example, in genomics. Through the dengue study,

McMaster is becoming internationally respected in the field of dengue research, thanks to collaboration with global experts. The team's generation of a high amount of research funding directly impacts and elevates McMaster's public image as a leading and thriving research institute.

Enhancement of Student Success

The team has hosted students at various levels, including undergraduates, graduate MSc and PhD students, as well as fellows. In the last five years, the team has hired 8 undergraduate students for summer jobs and has assisted 10 MSc students and 6 PhD students. The team has enhanced the success of these students by providing the necessary support to access and explain study documents (case record forms, informed consent, medical record data), and helped support the students' hardware and software needs. Several of these students (Binod Neupane, Jennie Johnstone, Angela Barbara) have won either internal Faculty awards (excellence for presentations) or prestigious external awards (Jennie Johnstone – CIHR and ATS awards). The most recent undergraduate student spent 2 years working in the office and has gone on to medical school. Employment arrangements are made for graduate students for whom a Teaching Assistant position is either inappropriate or unavailable.

Effective and Harmonious Working Relationships

The team has demonstrated the ability to establish and maintain harmonious working relationships both internally and externally. Internally, there are regular team meetings and appreciation lunches and dinners which help to foster a spirit of communal effort. These are extended to other research teams, such as those in immunology, fostering cohesion. Externally, the establishment of harmonious working relationships is evidenced by the large number of collaborations locally, nationally, and internationally. The team for example, has recently led a multi-province collaboration of vaccination of Hutterite children. This involved a large number of players including public health officials, laboratories, and clinicians in Alberta, Saskatchewan, and Manitoba. This collaboration resulted in another successful proposal (Team Grant) with many of the same individuals. For the dengue project, through the team's ability to establish excellent working relationships, three new sites (Vietnam, Myanmar, Bangladesh) have been added to the project.

Volunteerism

Within the University, the team has volunteered to serve as a training centre for clinical trials research training that is organized by the University. The team has volunteered to serve as a placement centre for students from Mohawk College learning administration and research skills. The team has volunteered to be a pilot site for a new Faculty of Health Sciences email system. Within the community, the team has volunteered to serve as a representative site for an influenza surveillance network. The team has previously offered support to patients infected with West Nile virus by providing information sessions. The team understands the importance of research and the difficulties associated with recruitment and as individuals, willingly participate in local studies wherever possible. The team supports volunteerism by providing opportunities to students. Currently, a volunteer assists with office work for 3 hours per week, and a volunteer assisted with lab activities last year.

Diversity & Inclusivity

The team has shown acceptance of diversity and inclusivity at McMaster by accommodating and assisting students from a broad range of nationalities and cultural backgrounds including students from Southeast Asia, South Asia, and South and Central America. The team was host to an investigator from Myanmar for six weeks last summer and has had intensive interaction with investigators from Southeast Asia and Central America. The team is finely tuned to cultural differences and understands subtle nuances that play an important role in effective communication. The team itself is made up of individuals of diverse ethnic and academic backgrounds who work extremely well together to accomplish common goals. Diversity and inclusivity are strongly encouraged during pot luck gatherings, as well as day to day in the office, as the team is sensitive to and accepting of the choices of the three vegetarian staff members.

Sample Team Nomination 2

Nominee

McMaster University 125th Anniversary Committee (2012 Team Recipient)

Recent Work History

In July 2011, a diverse group of McMaster staff started looking toward 2012 and the University's 125th anniversary. With a year of celebrations to plan and execute, it was important to have a strong leadership team representing and engaging all aspects of the University community as McMaster honoured its institutional history and tradition. The 125 Committee attracted an energetic group of staff volunteers including representatives from the MSU, GSA, MAPS and McMaster Alumni Association along with staff from every faculty, Student Affairs, Athletics & Recreation, the Registrar's Office, University Advancement and other areas. Collectively, they committed to delivering a comprehensive year-long program that included events on campus and off, multi-media projects, community engagement, philanthropy and public awareness building. They also committed to leaving a planning legacy with a final report containing recommendations for McMaster's next major celebration. Each member served on the main 125 Committee and at least one sub-committee.

Enhancement of the Reputation of McMaster University

The 125 celebrations enhanced McMaster's reputation by informing and engaging the University community in a program designed to publicize Mac's accomplishments, impact and legacy. Anniversary-themed government relations events in Hamilton, Toronto and Ottawa attracted elected officials and senior public servants. Dr. Deane hosted anniversary-themed alumni events across Canada and the US. Founder's Day – on the anniversary of the "McMaster Act" in 1887 – launched the Community Campaign. The events attracted over 5,000 participants. Welcome Week adopted a 125 theme as did Open Streets. Online, the 125 Committee produced five tradition-themed videos including a William McMaster biography that is already a staple in student recruiting. The 125 website featured the "People of Impact" program which invited input on the most influential members of the McMaster family. Finally, the committee guided Mac's anniversary media presence with a dedicated 125 issue of the *McMaster Times* and was successful at earning a two-page spread in the *Hamilton Spectator*.

Provision of Excellent Service

While the Committee's goals were ambitious, the resources available were not. There was a modest anniversary budget, but the majority of expenses throughout the year were absorbed by the participating departments and offices into their existing budgets. This demanded excellence

in planning, collaboration and budget control. The celebration activities were also of the highest caliber. The series of 125 Anniversary videos is now award-nominated and in a couple of months may be award-winning. Events that were part of the Anniversary series consistently exceeded attendance projections, marked most dramatically by the year-ending celebration at McMaster Hall in Toronto, an event which attracted more than 700 attendees against an initial goal of 150. The Committee also created the 125 Bursary for student support, raising \$147,607 against an initial goal of \$20,000 and helping the 48 hour bursary challenge raise \$312,533 overall in total from more than 1000 donors around the world.

Demonstrated Innovation

The 125 Committee brought significant innovation to a celebration of the past. It brought together history and digital technology by posting films from 1930, 1943, 1959 and 1987 on YouTube and introducing the Mac family to a digitized Chancellor Whidden as well. The Committee produced videos and employed Web 2.0 strategies to select McMaster's "People of Influence" and collect alumni stories. In a more traditional setting – the stage in McMaster Hall for the final celebration event –the Committee de-emphasized the expected speeches in favour of a performance art "dialogue" that saw student actors playing roles from four different eras and discussing the evolution of McMaster. Finally, and perhaps most impressively, the Committee employed social media, specifically Twitter, in an innovative, intensive and phenomenally successful 48-hour fundraising campaign for the 125 Bursary. In total, that Twitter campaign reached 126,500 accounts with 311,173 impressions.

Impact of Work

The 125 Committee's work had a significant impact on McMaster and its communities. It enhanced the appreciation of McMaster's history with Founder's Day events on main campus, Ron Joyce Centre and the Downtown Centre. The Committee helped highlight diverse campus areas through Doors Open McMaster, participated in Open Streets Hamilton and created the MAC in Time exhibit. The 125 celebrations strengthened partnerships with, for example, the Hamilton Chamber of Commerce which co-presented a McMaster history themed luncheon downtown. More than 30 125-themed stories on the DailyNews drew more than 5,000 page views. The Mac125Bursary.ca site drew attention from around the world with hits from countries like China, Saudi Arabia and Australia. A double-page history-focused insert in *the Hamilton Spectator* reached more than 250,000 readers. And the 125 Bursary and the contributions of the Committee to the CityKidz toy drive helped build a legacy that lasts beyond 2012.

Enhancement of Student Success

The 125 Committee engaged students in every aspect of the anniversary celebrations. The Committee decided that the long-term legacy of the 125th celebrations should be an endowed bursary to support students in financial need. The subsequent campaign raised \$147,607 for the fund. The Committee also launched a number of initiatives specifically designed to help students learn about and appreciate the influence of Mac's history on their contemporary experience. The 125-themed Welcome Week and the historical McMaster playing cards give-away at the McMaster Welcome were two tactics the Committee used to connect with students. Dozens of individual students also benefited from the experience of being directly involved with 125 activities as volunteers. Students served on the Committee, contributed to video production, led a penny drive, help create the time capsule, and took on a central role in the final celebration event in Toronto at McMaster's original home.

Effective and Harmonious Working Relationships

One of the lasting legacies of McMaster's 125th anniversary celebrations is likely to be a network of new and enhanced working relationships across campus and even off campus. The Committee itself, with its diverse cohort of more than three dozen members, brought together many people and departments that might otherwise have never worked together. Those relationships are now extending into other projects. The volunteer spirit of the team brought the individual volunteers together and the necessities of the tight timelines, ambitious goals and limited budgets created an environment where each person and office/association had to depend on the others to achieve success.

Volunteerism

All 39 members of the 125 Committee were volunteers who added anniversary commitments to their regular staff duties. It was important that the process of planning the 125 celebrations honoured the tremendous legacy of philanthropy and volunteering that were so central to the founding of the University. Senator William McMaster dedicated both his time and personal fortune to creating the university he envisioned, so the strategy for the anniversary celebration was to build the program around volunteers. That plan found natural extensions in activities like the anniversary alumni events and Open Streets which relied heavily on the contributions of alumni and student/community volunteers respectively. Additionally, the 125 Committee saw its role as not only delivering the core anniversary programming, but – in the volunteer spirit of William McMaster – also supporting at least one community cause which was, in this case, conducting a toy drive for a local Hamilton charity.

Diversity & Inclusivity

McMaster's 125th anniversary celebrations were designed from the bottom-up as a grass-roots program that included all aspects of the campus community and reached out to the local, national and even international communities. The Committee itself incorporated staff, faculty, alumni and students (full-time, part-time, graduate and undergraduate). Rather than dictate a program, the approach was to engage and supplement the activities of a variety of campus departments and associations. One of the Committee's imperatives was to involve as many aspects of the Mac family as possible in every activity. Two of the best examples of this were Open Streets McMaster where students, community members and Mac leaders all played prominent roles, along with the final celebration event at McMaster Hall where the University's top donors, most prominent alumni, students, staff, faculty, and elected officials all participated in the free event.

Exceeding Expectations

Because of the unique nature of the 125 celebrations, few specific goals were set, with two notable exceptions. The event at McMaster Hall in Toronto had an initial goal of 150 attendees (slightly more than a typical Mac event in Toronto). Final attendance exceeded 700. The other example was the 125 Bursary. With no precedent to follow, the Committee set an admittedly modest fundraising goal of \$20,000 – the minimum required to endow a single bursary. The result more than quadrupled the goal, creating multiple bursaries that can be awarded earlier. Finally, from a qualitative perspective, the Committee excelled as well. The 125 videos, the bursary campaign, and the Toronto celebration event are all in the process of being nominated for Canada-wide awards while the 125-themed President's Club event in downtown Hamilton in October has been nominated for an international award for event planning excellence.