

How Will CARES Nominees Be Recognized?

All deserving **CARES nominees** will be recognized at the monthly Commander's Awards Ceremony by receiving a Certificate of Appreciation. Additionally, a group photo will be displayed on the "People Who Care" board.

The monthly **CARES Award Honoree** will receive:

1. Commander's Coin of Excellence.
2. Their name added onto the MEDDAC CARES Award Plaque.
3. Their photograph displayed on the "People Who Care" board and placed on the BJACH intranet website.
4. Parking space for one month.
5. GS civil service/NSPS recipients will be presented with an eight (8) hour time-off award to be used at the discretion of their supervisor.
6. Military recipients will be presented with a 3-day pass to be used at the discretion of their supervisor.
7. Recognition in the Guardian.

If you have any questions, please contact:
Department of Nursing: 337-531-3148



Bayne-Jones Army Community Hospital

The goal of the CARES Customer Service Program is to facilitate a customer/patient friendly culture by always providing **Courteous, Attentive, Responsive, Enthusiastic Service!**

THE CARES AWARD

FOR OUTSTANDING STAFF

Nominate A BJACH Team Member
for
The CARES AWARD



The BJACH philosophy emphasizes that exceptional customer service is more than a philosophy or set of policies; it is an experience. It's about displaying **Courteous, Attentive, Responsive, Enthusiastic Service** to promote personal health for our customers and staff every day. Each staff member is expected to provide efficient, friendly service, creating a comfortable, welcoming environment for our customers and is responsible for creating an environment of teamwork and collaboration.

The CARES Award for Outstanding BJACH Team Members

NOMINATION FORM

What is The CARES Award Program?

CARES stands for:

- Courteous
- Attentive
- Responsive
- Enthusiastic
- Service

This award recognizes BJACH staff members who demonstrate outstanding acts of customer service. The "customer" includes our patients and families, visitors and other BJACH staff members.

These BJACH team members consistently demonstrate excellence through their professional expertise, outstanding courteous and compassionate care. The BJACH experience is one that inspires our customer's trust, instills well-being, and above all, exceeds their expectations.

How To Nominate An Outstanding BJACH Team Member

Patients, visitors, volunteers and all BJACH employees may nominate a deserving BJACH staff member by filling out this form and placing it into any comment box or delivering it to either the Patient Advocacy Office (2nd floor) or the Department of Nursing (1st floor).

I would like to nominate:

_____ from the
_____ unit/department
as a deserving recipient of The **CARES Award**.

This BJACH staff member exemplified the kind of employee our patients, their families, and our staff recognize as an outstanding role model. She/he personified the following criteria:

- Courteous
- Attentive
- Responsive
- Enthusiastic
- Service

Please describe the specific event/circumstance involving the BJACH team member who you are nominating that demonstrates he/she meets the criteria for **The CARES**

Award:

Thank you for taking the time to nominate an outstanding BJACH team member for this award. Please tell us about yourself, so that we may include you in the celebration of this award should the BJACH team member you nominated be chosen.

Your Name _____

Phone _____

Email _____

I am a (please check one): Patient ___

Family/Visitor ___ Staff ___ Volunteer ___

