

## Organization's Contact Information

Name:

Job Title:

Organization:

*(program only for Lower Mainland organizations)*

Email:

Phone:

SafeCare BC recognizes that workplace incivility negatively impacts staff well-being and undermines the quality of care provided. We are excited to subsidize two member organizations through the SCORE program.

The SCORE program (Strengthening a Culture of Respect and Engagement) is designed to strengthen workplace cultures by promoting civility, respect, and engagement by helping frontline staff learn a sustainable model to overcome negative dynamics that weaken a culture of respect.

Selected organizations are expected to engage in monthly sessions, weekly huddles, and assessment surveys – with guidance from the SCORE facilitator. Your organization's investment in the SCORE program is \$10,000. SafeCare BC will match that to cover the full cost of the program. The 9–12-month program includes ongoing coaching, mentoring and facilitation by a trained facilitator, a final report, and a certificate of completion.

We're delighted that you're interested in participating. Please answer the questions below to help us get to know you better.

## About your organization

### 1. Why is your organization interested in participating in the SCORE program?

Provide a brief explanation of how *Strengthening a Culture of Respect and Engagement* fits with your organization's values, mission or purpose.

- 2. What, if any, other improvement efforts on workplace civility has your organization tried?**  
*Also include any observations regarding components of past improvement or change efforts that were or were not effective in creating sustained change.*

## About the leaders involved

Organizations that have seen the most success with SCORE are ones that have active and visible support by the site's leaders. These leaders talk about, and praise the SCORE program when possible, and encourage employees to participate. There's typically at least two leaders involved:

- I. A **project sponsor**, who is a senior leader in the organization (the more senior, the better) and:
  - a) Has authority to approve the financial and time investment
  - b) Is willing to declare support for the SCORE program and encouraging people to participate
  - c) Is willing to look for and publicly acknowledge (in small and large group settings) workgroup behaviour improvements throughout the course of the SCORE program
  - d) Is willing and able to have monthly check-in conversations with the workgroup leaders and SCORE program facilitator. Note: the total monthly time commitment would be no more than one hour
  
- II. A **workgroup leader** (i.e. front line leader in the specific workgroup) that is:
  - a) Respected by the participating workgroup and keen to facilitate improvements in the workgroup's culture
  - b) Willing and able to participate in the monthly meetings, guide the weekly huddles (note: support and mentoring from the SCORE program facilitator will be provided). They're also willing and able to participate in monthly debrief and planning conversations with the facilitator. Note: the total monthly time commitment would be 2-4 hours
  - c) Engaged, optimistic and committed to expanding their capacity to effectively lead, and to persevere even when things aren't so easy or it doesn't seem like anything is changing

### 3. Who are these individuals?

Project Sponsor:

Workgroup Leader(s):

*Note: It's ok to have more than one workgroup leader participating.*

### About the workgroups involved

SCORE supports workgroup members to overcome the forces that weaken the culture of civility and respect. Each selected organization can have up to 2 workgroups with a maximum of 15 participants per workgroup.

### 4. What staff workgroups are you wanting to participate in the SCORE project?

### 5. What specific challenges or areas for improvement are you hoping to address through SCORE for your workgroups (e.g., team communication, respect, workplace culture)? How do you anticipate the SCORE program will impact your organization, residents, leaders, and workgroup members?

*Feel free to include any specific metrics you're hoping to improve.*

Foundational to SCORE's success is that staff participation is **voluntary**, and research shows it quickly spreads. SCORE isn't passive and participants don't simply endure or tolerate SCORE. Improving respect occurs through new action, not good intentions, and change is more likely through shared effort than individual initiatives.

**6. It's expected that staff participation in SCORE**

**would be about two hours/month for each participant and would include:**

- a) Attending and fully participating in monthly 50-minute SCORE meetings (full participation = speaking up, participating in group activities including experimenting with new behaviours),
- b) Outside of meetings, taking action on commitments and behaviourally specific learnings from the monthly meetings,
- c) Attending and fully participating in weekly 15-minute SCORE huddles,
- d) Noticing and encouraging others taking on the SCORE principles.

**7. If selected, my organization acknowledges that**

- A \$10,000 fee will be required to participate.
- Project Sponsors are expected to commit one hour per month supporting workgroup leaders and the SCORE program facilitator.
- Identified workgroup leaders are expected to invest 2-4 hours per month on SCORE-specific activities (i.e. participate in monthly meetings, guide the weekly huddles, and participate in monthly debrief and planning conversations with the facilitator).
- Staff participation is voluntary.
- Staff participants will have time and support to attend the monthly meetings and weekly huddles.

Yes

No

Submit your completed application to Jennifer Derksen, Manager, Occupational Health and Safety at: [jderksen@safecarebc.ca](mailto:jderksen@safecarebc.ca).

We will review your application and setup a 30-minute interview with your identified Project Sponsor and Workgroup Leaders to discuss your application.

Successful program applicants will be contacted within 15 business days.

**Thank you for your interest in the SCORE program! We look forward to reviewing your completed application.**