

# THE ORCA COMMERCIAL PARTNER OF THE YEAR AWARD

## AWARD DESCRIPTION

The **ORCA Commercial Partner of the Year Award** recognizes an exceptional commercial partner who has gone above and beyond in their contributions to ORCA Operator member communities. This award celebrates a partner whose products, services, or initiatives have significantly enhanced the quality of life for residents and/or have provided outstanding support to retirement community operations.

## REQUIREMENTS

### NOMINEE ELIGIBILITY REQUIREMENTS:

1. Nominee must be an ORCA member in good standing.
2. Nominations must be received before the published deadline.

### NOMINATOR ELIGIBILITY REQUIREMENTS:

1. Nominations can be submitted by Operators members only.
2. Commercial partners **can not** self-nominate.

## SUBMISSIONS

To submit a nomination, please fill out the form [here](#).

The submission deadline is **July 27, 2025**.

The awards will be presented during the Banquet & Awards Night at **ORCA CON** on **September 10, 2025**. Finalists will be contacted before the event.

To learn more about the ORCA Member Awards Program, please visit our website [here](#).

## QUESTIONS?

## NOMINATION CRITERIA

Nominations for this award must come from ORCA Operator members and should demonstrate how the commercial partner has excelled in one or more of the following areas:

### INNOVATION AND IMPACT

- Introduced groundbreaking products or services that significantly enhance resident quality of life, health or safety.
- Revolutionized retirement home operations or engagement strategies, creating measurable benefits for retirement home staff or residents.

### EXCELLENCE IN PRODUCTS OR SERVICE

- Provided high-quality solutions that deliver exemplary value and enhance the efficiency or effectiveness of retirement community operations or significantly enhance resident quality of life, health, or safety.

### EXCEPTIONAL CUSTOMER SERVICE

- Extended their influence beyond standard service delivery to create meaningful and lasting impacts for both staff and residents.
- Delivered unparalleled customer service and support to ORCA member communities, consistently exceeding expectations.

### COMMITMENT TO QUALITY OF LIFE

- Made exceptional efforts to support resident well-being or enhance retirement home operations in a way that improves quality of life.

### COLLABORATION AND COMMITMENT

- Exemplified collaboration and demonstrated a sustained commitment to the success of ORCA operator member communities.
- Partnered with communities to design and implement unique, impactful programs that directly benefit residents.

**CONTACT:** [NOMINATIONS@ORCARETIREMENT.COM](mailto:NOMINATIONS@ORCARETIREMENT.COM)