

Sparking Change in the Appropriate use of Antipsychotics Awards Program Official Terms and Conditions

1. About HEC

Healthcare Excellence Canada (“**HEC**”) is a not-for-profit organization primarily funded by Health Canada. HEC collaborates with people and organizations across the country to spread innovations, build capability and catalyze policy changes that improve healthcare safety and quality. The views expressed herein do not necessarily represent the views of Health Canada.

2. Sparking change in the appropriate use of antipsychotics awards program

For the purposes of the **Sparking Change in the Appropriate Use of Antipsychotics Awards Program** (the “**Program**”), HEC is calling on long-term care homes (each, a “**Home**”) to support person-centred care across Canada through appropriate use of antipsychotics (“**AUA**”) and innovative, non-pharmacological interventions. The Program will take place over twenty (20) months, commencing on November 20, 2024 and concluding on July 31, 2026.

3. Eligibility of Site, Teams, Team Leads and Team Members

Eligible Sites:

For the purposes of the Program, a site must consist of a single Home located in Canada, whether such Home is public or private (for-profit or not-for-profit) (each, a “**Site**”). Retirement homes are not eligible to participate in the Program. Multi-Site teams, including multiple Homes that belong to one organization or corporation will not be accepted as a group into the Program and each Home must register as a single Site with an established Team (as defined below). Without limiting the generality of the foregoing, any Site located in British Columbia must be pre-approved by Health Quality BC to register for the Program. For more information on the registration of Sites in British Columbia, please contact longtermcare@healthqualitybc.ca.

Teams and Team Leads:

For the purposes of the Program, a team must be created and registered for each participating Site (a “**Team**”) on the Program portal, available at:

https://hec-esc.smapply.ca/prog/sparking_change_AUA

(the “**Portal**”), by an individual who meets the eligibility criteria set out below and who is designated as a Team leader (“**Team Lead**”). Each Team must, at minimum, be comprised of: (a) up to two (2) Team Leads; and (b) at least one (1) person who is a senior officer or director from the Site’s organization and can approve the Site’s participation in the Program on behalf of such organization.

To be eligible, each Team Lead must: (a) be a resident of Canada; (b) have reached the legal age of majority in their province or territory of residence; (c) have the unencumbered authority, authorization and permission from their Site and each Team Member (as defined below) to: (i) register any such Site and Team Member for the Program as part of their Team; (ii) provide to HEC any and all required information and/or documentation that relates to such Site and Team Member for the purposes of administering the Program in accordance with these Official Terms and Conditions (the “**Terms**”); and (iii) legally bind such Site and Team Member including, without limitation, to these Terms and to any other required documentation as contemplated in these Terms; (d) not be ineligible to participate in accordance with the exclusions in Section 4; and (e) agree to be legally bound by these Terms and to any other required documentation as contemplated in these Terms.

The Team Lead(s) will: (a) be the primary point(s) of contact for HEC and for Team Members (as defined below) throughout the Program; (b) act as coordinator(s) for all of the Team’s activities (including, but not limited to, submission before the appropriate deadlines, cooperation in any verification process and Award (as defined in Section 7) distribution); (c) be responsible for the Team’s Registration (as defined in Section 5); and (d) agree to receive correspondences on behalf of the Team at the email address(es) provided at Registration, which serve as the primary mechanism through which HEC communicates with the Team.

Team Members:

The Team Lead(s) shall invite at least one (1) other individual to participate on their Team (each, a “**Team Member**”), provided each such Team Member: (a) is a resident of Canada; (b) has reached the legal age of majority in their province or territory of residence; (c) agrees to be listed on the Portal as a member of the Team; (d) is not ineligible to participate in accordance with the exclusions in Section 4; and (e) agrees to be legally bound by these Terms and to any other required documentation as contemplated in these Terms. Additional roles and expertise in areas such as provision of front-line care, patient and/or family engagement, pharmacology, and measurement and data collection may be beneficial for Team Members.

An individual may hold more than one (1) role on a Team and can be a Team Member on more than one (1) Team. There is no limit to the number of Team Members on a Team.

4. Additional eligibility rules

Excluded from Participating – Individuals:

For the purposes of the Program, an individual is not eligible to participate if: (a) they are a director, officer, employee, representative or agent (each, a “**Representative**”) (or living with any such Representatives, whether related or not) of HEC or any other individual(s), entity or entities involved in the development, production, implementation, administration, evaluation or fulfillment of the Program (collectively, the “**Program Parties**”); and/or (b) they do not otherwise satisfy the requirements set forth in these Terms (as determined by HEC in its sole and absolute discretion).

Excluded from Participating – Sites:

For the purposes of this Program, a Site is not eligible to participate if it: (a) is located outside of Canada; (b) is a department or agency of the Federal Government of Canada; and/or (c) does not otherwise satisfy the requirements set forth in these Terms (as determined by HEC in its sole and absolute discretion).

Verification:

HEC reserves the right, in its sole and absolute discretion, to require proof of identity and/or eligibility (in a form acceptable to HEC) for the purpose of verifying eligibility to participate in the Program. Failure to provide such proof to the complete satisfaction of HEC within the timeline specified by HEC may result in disqualification in the sole and absolute discretion of HEC.

Further, HEC reserves the right, in its sole and absolute discretion at any time, to disqualify any Team, Site, Team Lead and/or Team Member, including, but not limited to, if, for example, HEC determines that the participation of the Team, Site, Team Lead and/or Team Member (as applicable) in the Program could bring HEC into public disrepute or in any way impact the good standing or reputation of HEC in the eyes of the general public. HEC’s decisions on all matters arising in this regard shall be final and binding without the right of appeal.

Any individual or entity deemed by HEC to be in violation of HEC’s interpretation of the letter and/or spirit of these terms for any reason is subject to disqualification in the sole and absolute discretion of HEC at any time.

Conflicts of Interest:

By participating in the Program, each Team Lead and Team Member is signifying their agreement that they have read and understands HEC’s [Conflict of Interest Policy](#) (including, but not limited to, rules regarding the eligibility of HEC employees, directors, registrants and agents). Sites from which any members of HEC’s [Board of Directors](#), or HEC agents or employees, receive remuneration are eligible to participate in the Program. All participants must fully disclose any relationship with members of HEC’s Board of Directors.

5. Team Registration

Registration will open on November 20, 2024, at 12:00 a.m. Eastern Time (“**ET**”) and close on October 1, 2025, at 11:59 p.m. ET (“**Registration Period**”). Registration for the Program will remain open throughout the Registration Period. A Team Lead from each Team will be required to complete the registration process for their Team through the Portal in accordance with these

Terms (“**Registration**”). In addition to any other information specified on the Portal, during Registration, a Team Lead will be required to submit the:

- name and contact information of the Team Lead(s);
- name and contact information of the Site that will be associated with the Team;
- name and contact information of the senior officer or director within the Site, demonstrating endorsement of participation in the Program;
- name and contact information of each Team Member that will be associated with the Team;
- the organization (business name) that will receive the Award(s) (as defined in Section 7), if successful; and
- name and contact information of the financial contact within the organization who can provide all necessary banking information for depositing Award funding, if successful.

After all required information has been submitted through the Portal by a Team Lead, the Team will be registered in the Program (subject to the verification and approval of HEC (in its sole and absolute discretion), the Registration Cap and the Territorial Cap (each as defined below)) (each, a “Registered Team”). If a Team is identified as a Registered Team by HEC, in its sole and absolute discretion, its Team Lead will be notified accordingly. Each Registered Team’s ability to participate in an Award (as defined in Section 7) will depend on when it completes its Registration and is deemed qualified by HEC.

A maximum of 500 Registered Teams may participate in the Program (the “Registration Cap”), with no more than 75 Registered Teams being from a single province or territory (“Territorial Cap”).

6. Changes to Team composition after Registration

After completing Registration in accordance with Section 5, the Team Lead(s) will be permitted to make the following changes to the composition of their Team throughout the Program via the Portal:

- add new Team Members, provided any such new Team Members satisfy the eligibility requirements as set out in these Terms;
- remove Team Members; and/or
- withdraw the Site from participation in the Program.

In addition, a Team Lead may assign their designation as Team Lead to another Team Member, provided that such Team Member satisfies the eligibility requirements to become a Team Lead as set out in these Terms.

7. Awards

For the purposes of the Program, there will be a total of at least \$1,125,000 CAD in awards (collectively, the “**Awards**”) available to be earned in accordance with these Terms. The amount of each Award is set out in Section 8.

Important notes:

- A Registered Team must achieve a minimum threshold to be eligible to receive an Award. The threshold applicable to each Award is as set out in Section 8.
- A Registered Team is only eligible to earn a maximum of one (1) Kickstarter Award (as defined and set out in Section 8).

Once confirmed by HEC in accordance with these Terms, Awards will be deposited into an account designated by the Team Lead(s) once appropriate banking information is provided to HEC, upon request. Such account must: (a) reside at a Canadian financial institution; (b) be an interest-bearing account; and (c) be in the legal name of the organization, as provided at Registration. Only Registered Teams selected for an Award will be asked to provide banking information. Once a Registered Team has been notified that it has been selected to receive an Award, it will have four (4) weeks to provide the necessary banking information to HEC for receipt of the Award. If such banking information is not provided within such timeframe, HEC reserves the right, but does not have the obligation, in its sole and absolute discretion, to select an alternate Registered Team for the applicable Award in accordance with these Terms (in which case the foregoing provisions of this Section shall apply to such newly selected alternate Registered Team) and the originally selected Registered Team will be deemed to have forfeited the applicable Award.

All Awards provided by HEC pursuant to this Program are inclusive of all applicable taxes.

HEC may require, in its sole and absolute discretion, that a Registered Team Lead of a Team that is eligible to receive an Award first sign and return HEC's form of declaration and release, as provided by HEC from time to time, prior to the Registered Team being confirmed as an Award recipient.

8. Awards description & adjudication criteria

For the purposes of the Program, the Awards set out in Table 1 below are available to be earned in accordance with these Terms. Notwithstanding the foregoing, HEC may, in its sole and absolute discretion, increase the number of Awards available in connection with the Program and/or increase the value of any particular Award.

Table 1: Awards Summary

Awards	Award Submission Opens	Award Submission Closes	Total Awards Available (CAD)
Kickstarter (Round 1)	Nov 20, 2024	Feb 28, 2025	55 Awards of \$2,000 each
Improvement Plan Award	Jan 28, 2025	Mar 21, 2025	30 Awards of \$5,000 each

Awards	Award Submission Opens	Award Submission Closes	Total Awards Available (CAD)
Person-Centred Care Award	Mar 26, 2025	May 23, 2025	30 Awards of \$5,000 each
Kickstarter (Round 2)	Mar 1, 2025	Jun 27, 2025	30 Awards of \$2,000 each
Progress Award	May 28, 2025	Aug 22, 2025	30 Awards of at \$5,000 each
Workforce Safety Photo Essay Award	Aug 26, 2025	Oct 17, 2025	30 Awards of \$5,000 each
Impact Award	Oct 23, 2025	Jan 9, 2026	30 Awards of \$10,000 each
Evaluation Survey Award	Feb 19, 2026	Mar 6, 2026	30 Awards of \$1,000 each
Sustainability Survey Award	Jun 8, 2026	Jun 26, 2026	25 Awards of \$1,000 each
Total Awards Available			290 Awards (at least \$1,125,000)

Kickstarter Awards:

Upon successful Registration in accordance with Section 5, Registered Teams will be entered into one (1) or more draws for Kickstarter awards of \$2,000 CAD (each, a “**Kickstarter Award**”) per the schedule outlined in Table 2 below. There will be two (2) Kickstarter Award draws (each, a “**Kickstarter Award Draw**”) throughout the Program in accordance with the schedule outlined in Table 2 below.

Each Registered Team will receive one (1) ballot to be entered into a Kickstarter Award Draw, based on the date that such Registration is received and approved by HEC.

On each of the Kickstarter Award Draw dates at approximately 12:00 p.m. ET in Ottawa, Ontario, HEC or its designated Representative will perform a random draw from among all eligible ballots received in accordance with these Terms prior to the close of the corresponding draw deadline listed in Table 2 below (each, a “**Kickstarter Award Draw Deadline**”). All unselected ballots in a Kickstarter Award Draw will carry over into any subsequent Kickstarter

Award Draw(s), as determined by HEC at its sole discretion. For certainty, a Registered Team that is drawn as an eligible recipient of a Kickstarter Award is not eligible for any remaining Kickstarter Award Draws and such Registered Team's ballot will not carry over into any subsequent Kickstarter Award Draw(s).

The odds of being selected depend on the number of eligible ballots received prior to the close of the applicable Kickstarter Award Draw Deadline.

Notwithstanding any other provision of these Terms, no more than sixty (60%) percent of the Registered Teams selected to receive a Kickstarter Award may be from a single province or territory (the "**Kickstarter Cap**"), provided that there are enough eligible Registered Teams for all Kickstarter Awards to be granted. If there are not enough eligible Registered Teams, in excess of the Kickstarter Cap, for all Kickstarter Awards to be granted, as determined by HEC in its sole and absolute discretion, the Kickstarter Cap shall not apply.

Recipients of the Kickstarter Awards will be drawn in accordance with the following schedule:

Table 2: Kickstarter Award Draw Schedule

Kickstarter Award Draw	Draw Deadline	Draw Date	Total Available Kickstarter Awards (CAD)
Round 1	February 28, 2025	March 5, 2025	55 Awards of \$2,000 each
Round 2	June 27, 2025	July 10, 2025	30 Awards of \$2,000 each
Total Kickstarter Awards			85 Awards (\$170,000)

Improvement Plan Award:

No later than March 21, 2025, at 11:59 p.m. ET ("**Improvement Plan Award Submission Date**"), Registered Teams may submit a completed improvement plan award submission form, as made available by HEC on the Portal, outlining a description and measurement plan relevant to their AUA project (each, an "**Improvement Plan Submission Form**"). Each Improvement Plan Submission Form must be submitted via the Portal in English or French.

All Improvement Plan Submission Forms received by the Improvement Plan Award Submission Date will be evaluated by HEC and/or its Representatives and given a submission score based on the following weighted criteria ("**Improvement Plan Submission Score**"):

IMPROVEMENT PLAN AWARD EVALUATION CRITERIA

Category	Description	Weighting
Team Approach	- Team has formed with clear roles and responsibilities, diverse opinions and experiences that will support HEC's AUA Approach (the “AUA Approach”) - Consideration has been given to the resident/family or essential care partner role as a Team Member or via an existing resident/family council at the Home	Up to 10%
Background, Aim Statement, and Change Ideas	- Background context and description of problem at the Home provided - Aim statement meets the Program requirements and reflects “SMART” criteria (specific, measurable, achievable, relevant/realistic, timebound) - Change ideas align with the AUA Approach including person-centred care and workforce safety related to the appropriate use of antipsychotics	Up to 40%
Measures and Data Collection	- Potential and targeted population groups enumerated and specified - Selected measures will demonstrate potential impact on targeted population, including the potential unintended impacts (balancing measures) - Selected measures align with the AUA Approach including person-centred care - Strategies for measuring and reporting selected indicators have been clearly articulated and data collection plans are feasible	Up to 30%
Creativity and Innovation	The Team demonstrates creative thinking and originality in their project description	Up to 10%
Project Management	- Realistic consideration of the timeline and resources needed - The project plan includes the testing of change ideas using ‘plan, do, study, act’ cycles - The project plan includes appropriate change management activities	Up to 10%

Category	Description	Weighting
Total Improvement Plan Submission Score (%)		Maximum 100%

Each Improvement Plan Submission Form must achieve a minimum Improvement Plan Submission Score of at least seventy-five (75%) percent, as determined by HEC and/or its Representatives, in their sole and absolute discretion (“**Minimum Improvement Plan Submission Threshold**”), to be eligible to receive an improvement plan award of \$5,000 CAD (each, an “**Improvement Plan Award**”). Each eligible Registered Team that submits an eligible Improvement Plan Submission Form that obtains one (1) of the top thirty (30) Improvement Plan Submission Scores (and satisfies the Minimum Improvement Plan Submission Threshold) will be eligible to receive an Improvement Plan Award.

The odds of being selected depend on the number and caliber of eligible Improvement Plan Submission Forms submitted and received that satisfy the Minimum Improvement Plan Submission Threshold. In the event of a tie between two (2) or more Improvement Plan Submission Forms based on total Improvement Plan Submission Scores, a new panel of evaluators will be appointed by HEC to break the tie in accordance with the preceding procedures.

Notwithstanding any other provision of these Terms, no more than sixty (60%) percent of the Registered Teams selected to receive an Improvement Plan Award may be from a single province or territory (the “**Improvement Plan Cap**”), provided that there are enough eligible Registered Teams for all Improvement Plan Awards to be granted. If there are not enough eligible Registered Teams, in excess of the Improvement Plan Cap, for all Improvement Plan Awards to be granted, as determined by HEC in its sole and absolute discretion, the Improvement Plan Cap shall not apply.

Person-Centred Care Award:

No later than May 23, 2025, at 11:59 p.m. ET (“**PCC Award Submission Date**”), Registered Teams may submit a completed person-centred care (“**PCC**”) award submission form, as made available by HEC on the Portal, demonstrating the effective implementation of its PCC initiatives that address one (1) of the following key topic areas (each, a “**PCC Submission Form**”):

- PCC Care Planning & Implementation – Integration of PCC principles into care planning and execution, including how these personalized plans contribute to reduced antipsychotic use as part of a comprehensive approach to resident care.
- Staff Training & Practice Change – Investment in training programs for staff, emphasizing education on PCC principles, non-pharmacological interventions, and strategies for reducing antipsychotic use. Highlights the impact of these programs on improving staff practices and resident outcomes, including measures to ensure that acquired knowledge and skills are translated into sustainable changes in practice.

- Resident and Family Engagement – Initiatives that effectively involve residents’ families and essential care partners in care decisions and activities. Efforts to build strong support systems around residents, reflect resident and family needs and preferences, and contribute to reduced use of antipsychotic medications through increased understanding, collaboration, and support.
- Team Collaboration – Recognizing initiatives that foster teamwork and communication across departments/groups of staff to deliver cohesive PCC. Fostering open communication and shared decision-making to improve coordination, elevate care quality, and enhance resident outcomes.

Each PCC Submission Form must be submitted via the Portal in English or French. All PCC Submission Forms received by the PCC Award Submission Date will be reviewed by HEC and/or its Representatives for completion and accuracy of information.

Eligible Registered Teams whose PCC Submission Form has been received by the PCC Award Submission Date and is deemed appropriately completed by HEC and/or its Representatives, all as determined by HEC and/or its Representatives in their sole and absolute discretion, will each receive one (1) ballot to be entered into a draw for the chance to receive a PCC award of at \$5,000 CAD (each, a “**PCC Award**”).

On the PCC Award draw date set out in Table 3 below, at approximately 12:00 p.m. ET in Ottawa, Ontario, HEC or its designated Representative will perform a random draw from among all eligible ballots received in accordance with these Terms prior to the PCC Award Submission Date.

The odds of being selected depend on the number of eligible PCC Submission Forms submitted and received by the PCC Award Submission Date that satisfy the PCC Award eligibility requirements set out above.

Notwithstanding any other provision of these Terms, no more than sixty (60%) percent of the Registered Teams selected to receive a PCC Award may be from a single province or territory (the “**PCC Cap**”), provided that there are enough eligible Registered Teams for all PCC Awards to be granted. If there are not enough eligible Registered Teams, in excess of the PCC Cap, for all PCC Awards to be granted, as determined by HEC in its sole and absolute discretion, the PCC Cap shall not apply.

Recipients of the PCC Award will be drawn in accordance with the following schedule:

Table 3: Person-Centred Care Award

Submission Deadline	Draw Date	Total Available Person-Centred Care Awards (CAD)
May 23, 2025	May 28, 2025	30 Awards of \$5,000 each
Total PCC Awards		30 Awards (\$150,000)

Progress Award:

No later than August 22, 2025, at 11:59 p.m. ET (“**Progress Award Submission Date**”), Registered Teams may submit a progress award submission, as made available by HEC on the Portal, demonstrating clear and measurable progress of improvements against the Program’s stated indicators, as outlined in Table 7 (see Section 10) (each, a “**Progress Submission Form**”).

Each Progress Submission Form must be submitted via the Portal in English or French.

All Progress Submission Forms received by the Progress Award Submission Date will be evaluated by HEC and/or its Representatives, in their sole and absolute discretion, and given a submission score based on the following weighted criteria (“**Progress Award Submission Score**”):

Progress award evaluation criteria

Category	Description	Weighting
Quantitative Progress	• All required Outcome Measures (as defined in Section 10) and Balancing Measure (as defined in Section 10) have been reported in accordance with Section 10, with at least three months of data since baseline measurement • Data indicate improvements, e.g. rate of potentially inappropriate antipsychotics decreased; residents have been reduced or discontinued from antipsychotics, etc. • Additional measures reported are relevant to the initiative and demonstrate progress toward the initiative aim(s)	Up to 40%
Progress Narrative	• Change ideas are aligned with the AUA Approach, have been tested and demonstrate impact • Improvements in the quality and experience of dementia care for residents, families and/or staff. Demonstrates impact on PCC. • Qualitative evidence is effectively used to complement and support quantitative data • Resident and/or family perspectives and experiences are considered	Up to 40%

Category	Description	Weighting
	Plans for the rest of the initiative are well thought out and achievable	
Sustainability & Spread Potential	Plans for ongoing implementation of the initiative are stated with strategies to facilitate such efforts	Up to 10%
Overall Clarity	Information is presented in a clear, concise manner, including all necessary details to evaluate progress of the initiative	Up to 10%
TOTAL SUBMISSION SCORE (%)		MAXIMUM 100%

Each Progress Submission Form must achieve a minimum Progress Award Submission Score of at least seventy-five (75%) percent, as determined by HEC and/or its Representatives in their sole and absolute discretion (“**Minimum Progress Award Submission Threshold**”), to be eligible to receive a progress award of \$5,000 CAD (“**Progress Award**”). Each eligible Registered Team that submits a Progress Submission Form that obtains one (1) of the top thirty (30) Progress Award Submission Scores (and satisfies the Minimum Progress Award Submission Threshold) will be eligible to receive a Progress Award.

The odds of being selected depend on the number and caliber of eligible Progress Submission Forms submitted and received that satisfy the Minimum Progress Award Submission Threshold. In the event of a tie between two (2) or more Progress Submission Forms based on total Progress Award Submission Scores, a new panel of evaluators will be appointed by HEC to break the tie in accordance with the preceding procedures.

Notwithstanding any other provision of these Terms, no more than sixty (60%) percent of the Registered Teams selected to receive a Progress Award may be from a single province or territory (the “**Progress Cap**”), provided that there are enough eligible Registered Teams for all Progress Awards to be granted. If there are not enough eligible Registered Teams, in excess of the Progress Cap, for all Progress Awards to be granted, as determined by HEC in its sole and absolute discretion, the Progress Cap shall not apply.

Workforce Safety Award:

No later than Oct 17, 2025, at 11:59 p.m. ET (“**Workforce Safety Award Submission Date**”), Registered Teams may submit a workforce safety photo essay award submission form, as made available by HEC on the Portal, demonstrating the impact of their AUA initiative on improving workforce safety in their Home and focusing on one (1) of the following topics (each, a “**Workforce Safety Submission Form**”).

- **Small Changes, Big Impact** – Explore how simple, everyday changes in long-term care settings can lead to significant improvements in workforce safety. Highlight small adjustments, like improved communication, better equipment, or minor environmental modifications, that make a big difference in creating a safer workplace for staff and residents alike.
- **Non-pharmacological Interventions** – Showcase the use of non-pharmacological interventions to manage resident care in long-term care facilities. Focus on methods like music therapy, sensory activities, and personalized care plans that reduce the reliance on medications, promoting a safer and more supportive environment for both staff and residents.
- **Creating a culture of safety** – Capture the efforts of long-term care providers to build a strong culture of safety. Highlight initiatives such as staff training, open communication, and collaborative practices that prioritize the well-being and security of both employees and residents, making safety a core value in the workplace.

Each Workforce Safety Submission Form must be submitted via the Portal in English or French, include between five (5) and ten (10) digital photos with accompanying captions, and follow the photo and word count requirements outlined on the applicable Portal submissions page. All Workforce Safety Submission Forms received by the Workforce Safety Award Submission Date will be reviewed by HEC and/or its Representatives for completion and accuracy of information.

Eligible Registered Teams whose Workforce Safety Submission Form has been received by the Workforce Safety Award Submission Date and is deemed appropriately completed by HEC and/or its Representatives, all as determined by HEC and/or its Representatives in their sole and absolute discretion, will each receive one (1) ballot to be entered into a draw for the chance to receive a workforce safety photo essay award of \$5,000 CAD (each, a “**Workforce Safety Award**”).

On the Workforce Safety Award draw date set out in Table 4 below, at approximately 12:00 p.m. ET in Ottawa, Ontario, HEC or its designated Representative will perform a random draw from among all eligible ballots received in accordance with these Terms prior to the Workforce Safety Award Submission Date.

The odds of being selected depend on the number of eligible Workforce Safety Submission Forms submitted and received that satisfy the Workforce Safety Award eligibility requirements set out above.

Notwithstanding any other provision of these Terms, no more than sixty (60%) percent of the Registered Teams selected to receive a Workforce Safety Award may be from a single province or territory (the “**Workforce Safety Cap**”), provided that there are enough eligible Registered Teams for all Workforce Safety Awards to be granted. If there are not enough eligible Registered Teams, in excess of the Workforce Safety Cap, for all Workforce Safety Awards to be granted, as determined by HEC in its sole and absolute discretion, the Workforce Safety Cap shall not apply.

Table 4: Workforce Safety Award Submission and Draw Date

Submission Deadline	Draw Date	Total Available Workforce Safety Photo Essay Awards (CAD)
Oct 17, 2025	Oct 22, 2025	30 Awards of \$5,000 each
Total Workforce Safety Photo Essay Awards		30 Awards (\$150,000)

Impact Award:

To be eligible for an Impact Award (as defined below), Registered Teams must have registered for the Program no later than October 1, 2025 (“**Impact Award Registration Period**”). This cut-off date ensures the Registered Teams are able to track and submit results related to the required measures for the required continuous three (3) month period, prior to the Impact Award Closing Date (as defined below).

No later than January 9, 2026, at 11:59 p.m. ET (“**Impact Award Closing Date**”), Registered Teams may submit an impact award submission form, as made available by HEC on the Portal, demonstrating clear and measurable progress of improvements against the Program’s stated indicators outlined in Table 7 (see Section 10) (each, an “**Impact Award Submission Form**”).

Each Impact Award Submission Form must be submitted via the Portal in English or French.

All Impact Award Submission Forms received by the Impact Award Closing Date will be evaluated by HEC and/or its Representatives, in their sole and absolute discretion, and given a submission score based on the following weighted criteria (“**Impact Award Submission Score**”):

Impact award evaluation criteria

Category	Description	Weighting
Quantitative Results	- All required Outcome Measures (as defined in Section 10) and Balancing Measure (as defined in Section 10) have been reported in accordance with Section 10, with at least three months of data since baseline measurement - Data indicate improvements, e.g. rate of potentially inappropriate antipsychotics decreased; residents have been reduced or discontinued from antipsychotics, etc.	Up to 40%

Category	Description	Weighting
	- Additional measures reported are relevant to the initiative and demonstrate improvement against the aim - Overall, the initiative met or exceeded the aim	
Impact Narrative	- Change ideas are aligned with the AUA Approach, have been implemented, and demonstrate impact - Improvements in the quality and experience of dementia care for residents, families and/or staff. Demonstrates impact on PCC. - Resident and/or family perspectives and experiences are considered - Qualitative evidence is effectively used to complement and support quantitative data	Up to 40%
Sustainability & Spread Potential	- The initiative demonstrates feasible plans and considerations for prolonged sustainability beyond the life of the Program - The Team has considered ways in which to spread the lessons and best practices from their initiative beyond their initial target population	Up to 10%
Overall Clarity	Information is presented in a clear, concise manner, including all necessary details to evaluate progress of the initiative	Up to 10%
TOTAL SUBMISSION SCORE (%)		MAXIMUM 100%

Each Impact Award Submission Form must achieve a minimum Impact Award Submission Score of at least seventy-five (75%) percent, as determined by HEC and/or its Representatives in their sole and absolute discretion ("**Minimum Impact Award Submission Threshold**") to be eligible to receive an impact award of \$10,000 CAD ("**Impact Award**"). Each Registered Team that submits an eligible Impact Award Submission Form that obtains one (1) of the top thirty (30) Impact Award Submission Scores (and satisfies the Minimum Impact Award Submission Threshold) will be eligible to receive an Impact Award.

The odds of being selected depend on the number and caliber of eligible Impact Award Submission Forms submitted and received that satisfy the Minimum Impact Award Submission Threshold. In the event of a tie between two (2) or more Impact Award Submission Forms based on total Impact Award Submission Scores, a new panel of evaluators will be appointed by HEC to break the tie in accordance with the preceding procedures.

Notwithstanding any other provision of these Terms, no more than sixty (60%) percent of the Registered Teams selected to receive an Impact Award may be from a single province or territory (the “**Impact Cap**”), provided that there are enough eligible Registered Teams for all Impact Awards to be granted. If there are not enough eligible Registered Teams, in excess of the Impact Cap, for all Impact Awards to be granted, as determined by HEC in its sole and absolute discretion, the Impact Cap shall not apply.

Evaluation Survey Award

Between February 19, 2026, at 12:01 a.m. ET, and March 6, 2026, at 11:59 p.m. ET (“**Evaluation Survey Award Submission Period**”), Registered Teams may submit a final evaluation survey, in such form as is made available by HEC on Microsoft Forms, in order to gather feedback on the program’s effectiveness and value to participants (each, an “**Evaluation Survey Submission**”).

Each Evaluation Survey Submission must be submitted via Microsoft Forms in English or French. All Evaluation Survey Submissions received during the Evaluation Survey Award Submission Period will be reviewed by HEC and/or its Representatives for completion and accuracy of information.

Eligible Registered Teams whose Evaluation Survey Submission has been received during the Evaluation Survey Award Submission Period and is deemed appropriately completed by HEC and/or its Representatives, all as determined by HEC and/or its Representatives in their sole and absolute discretion, will each receive one (1) ballot to be entered into a draw for the chance to receive an evaluation survey award of \$1,000 CAD (each, an “**Evaluation Survey Award**”).

On the Evaluation Survey Award draw date set out in Table 5 below, at approximately 12:00 p.m. ET in Ottawa, Ontario, HEC or its designated Representative will perform a random draw from among all eligible ballots received in accordance with this Addendum and the Official Terms during the Evaluation Survey Submission Period.

The odds of being selected depend on the number of eligible Evaluation Survey Submissions submitted and received that satisfy the Evaluation Survey Award eligibility requirements set out above.

Notwithstanding any other provision of this Addendum or the Official Terms, no more than sixty (60%) percent of the Registered Teams selected to receive an Evaluation Survey Award may be from a single province or territory (the “**Evaluation Survey Cap**”), provided that there are enough eligible Registered Teams for all Evaluation Survey Awards to be granted. If there are not enough eligible Registered Teams, in excess of the Evaluation Survey Cap, for all Evaluation Survey Awards to be granted, as determined by HEC in its sole and absolute discretion, the Evaluation Survey Cap shall not apply.

Table 5: Evaluation Survey Award Submission and Draw Date

Submission Deadline	Draw Date	Total Available Evaluation Survey Awards (CAD)
March 6, 2026	March 11, 2026	30 Awards of \$1,000 each
Total Evaluation Survey Awards		30 Awards (\$30,000)

Sustainability Survey Award:

Between June 8, 2026, at 12:01 a.m. ET, and June 26, 2026, at 11:59 p.m. ET (“**Sustainability Survey Award Submission Period**”), Registered Teams may submit a sustainability survey, in such form as is made available by HEC on the Microsoft Forms, demonstrating to what extent changes implemented during the program have continued to sustain the improvement gains (each, a “**Sustainability Survey Submission**”).

Each Sustainability Survey Submission must be submitted via Microsoft Forms in English or French. All Sustainability Survey Submissions received during the Sustainability Survey Award Submission Period will be reviewed by HEC and/or its Representatives for completion and accuracy of information.

Eligible Registered Teams whose Sustainability Survey Submission has been received during the Sustainability Survey Award Submission Period and is deemed appropriately completed by HEC and/or its Representatives, all as determined by HEC and/or its Representatives in their sole and absolute discretion, will each receive one (1) ballot to be entered into a draw for the chance to receive a sustainability survey award of \$1,000 CAD (each, a “**Sustainability Survey Award**”).

On the Sustainability Survey Award draw date set out in Table 6 below, at approximately 12:00 p.m. ET in Ottawa, Ontario, HEC or its designated Representative will perform a random draw from among all eligible ballots in accordance with this Addendum and the Official Terms during the Sustainability Survey Submission Period.

The odds of being selected depend on the number of eligible Sustainability Survey Submissions submitted and received that satisfy the Sustainability Survey Award eligibility requirements set out above.

Notwithstanding any other provision of this Addendum or the Official Terms, no more than sixty (60%) percent of the Registered Teams selected to receive a Sustainability Survey Award may be from a single province or territory (the “**Sustainability Survey Cap**”), provided that there are enough eligible Registered Teams for all Sustainability Survey Awards to be granted. If there are not enough eligible Registered Teams, in excess of the Sustainability Survey Cap, for all Sustainability Survey Awards to be granted, as determined by HEC in its sole and absolute discretion, the Sustainability Survey Cap shall not apply.

Table 6: Sustainability Survey Award Submission and Draw Date

Submission Deadline	Draw Date	Total Available Sustainability Survey Awards (CAD)
June 26, 2026	June 30, 2026	25 Awards of \$1,000 each
Total Sustainability Survey Awards		25 Awards (\$25,000)

9. Other Award opportunities

From time to time, HEC may, in its sole and absolute direction, make additional monetary and other awards available to Registered Teams. The details of, and the terms and conditions applicable to, any such other awards, if any, will be made available by HEC on the Portal and through written communication to all participating Team Leads.

10. Reported Data

Registered Teams are not required to submit the reported data identified in Table 7 below (collectively, “**Reported Data**”) to be eligible to participate in the Program. However, to be eligible for an Improvement Plan Award, Progress Award and/or Impact Award, a Registered Team must submit the Reported Data to HEC in accordance with these Terms.

To be eligible for a Progress Award and/or Impact Award, a Registered Team is required to submit Reported Data against the Program’s required outcome measures (“**Outcome Measures**”) and balancing measure (“**Balancing Measure**”), each as set out in Table 7 below. Registered Teams must submit Reported Data against the Program’s required Outcome Measures and Balancing Measure within the stated timeframes for each Award submission to be eligible to receive the applicable Award. All Reported Data must be submitted by the Team Lead(s) through the Portal in accordance with the applicable submission requirements set out in Section 8. In the event a Registered Team fails to submit all Reported Data in accordance with these Terms, the Award submission will be considered incomplete and therefore, ineligible for Award.

Table 7: Required Reported Data for Progress & Impact Awards

Required Outcome Measures	Required Balancing Measure	Required Data Collection Period
- Number and percentage of residents at the applicable Home on antipsychotics without a diagnosis of psychosis - Number and percentage of residents at the applicable Home in the target	Number and percentage of residents at the applicable Home in the target group in	Three (3) continuous months between: The month of

group with reduced dose of antipsychotics Number and percentage of residents at the applicable Home in the target group discontinued from antipsychotics and not returned	daily physical restraints	Registration; and The applicable Award submission deadline
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In addition to the Reported Data, Registered Teams may also include additional Outcome Measures and/or Balancing Measures on its Improvement Plan Submission Form, Progress Submission Form and/or Impact Award Submission Form. Such additional measures may be used to further exemplify the impact of the Registered Team's project. For greater certainty, these additional measures are not required to be eligible for the above-mentioned Awards.

11. Verification and audit of Data

HEC may verify, or appoint an auditor to verify, any Reported Data provided to help ensure compliance with these Terms at any time and for any reason. If any Reported Data cannot be verified to the complete satisfaction of HEC, then the applicable Team Lead(s) will be informed accordingly and will have five (5) business days to address the issue to the complete satisfaction of HEC. When addressing an issue relating to Reported Data, HEC will determine, in its sole and absolute discretion, the appropriate course of action, which may include, but is not limited to, disqualifying the Registered Team in question from the Program or taking whatever other action HEC deems to be appropriate in the circumstances by exercising any rights and remedies permitted by law.

12. License and indemnity

In relation to any and all materials submitted to HEC by a Registered Team in relation to the Program (including, but not limited to, Reported Data, Improvement Plan Submission Form, PCC Submission Form, Progress Submission Form, Workforce Safety Submission Form, Impact Award Submission Form, and any other submission materials submitted to HEC by a Registered Team in relation to the Program) (collectively, the “**Submission Materials**”), each Team Lead (on their own behalf and on behalf of their Site) and Team Member hereby:

- grants to HEC a perpetual, non-exclusive, sublicensable, royalty-free license to publish, display, reproduce, modify, edit or otherwise use the Submission Materials, in whole or in part, for administering or promoting the Program (including, but not limited to, by posting such information on the Portal) and such other business purposes as HEC may determine in its sole and absolute discretion;
- waives all moral rights in and to the Submission Materials in favour of HEC (and anyone authorized by HEC to use such Submission Materials);
- agrees to release and hold harmless the Program Parties and each of their respective Representatives, shareholders, members, successors and assigns (collectively, the “Released Parties”) from and against any and all claims, damages, liabilities, costs, and expenses (including, but not limited to, any claim based on publicity rights, defamation,

invasion of privacy, copyright infringement, trademark infringement or any other intellectual property related or other cause of action whatsoever) (collectively, "Claims") arising from use of the Submission Materials; and

- further understands, acknowledges and agrees that:
 - HEC is not considering the Submission Materials in confidence and may disclose the Submission Materials in accordance with these Terms and HEC's Privacy Policy (as defined in Section 16);
 - HEC is not, and will not be, bound by any confidentiality obligations, unless specifically stated in a written agreement executed with HEC;
 - HEC is not admitting that the Submission Materials are novel, proprietary, or original;
 - any Submission Materials, projects or other ideas submitted to HEC may be similar or identical to projects, ideas, or other materials that HEC may already be aware of and/or developed or in the process of developing; and
 - HEC is not, and will not be, under any obligation with respect to the Submission Materials (including, but not limited to, paying any compensation or otherwise providing any funding or other form of investment), unless specifically stated in a written agreement executed with HEC.

By participating in the Program, each Team Lead (on their own behalf and on behalf of their Site) and Team Member hereby agrees to release, indemnify and hold harmless the Released Parties from and against any and all Claims arising from any Released Party's use of the Submission Materials in accordance with these Terms. THIS RELEASE AND INDEMNITY SHALL CONTINUE IN FORCE FOLLOWING THE TERMINATION OF THE PROGRAM AND/OR AWARDING OF ANY AWARDS.

13. Requirements for submission materials

By participating in the Program, each Team Lead (on their own behalf and on behalf of their Site) and Team Member hereby warrants and represents to HEC that any and all Submission Materials submitted in connection with the Program:

- are original and/or that all rights have been properly obtained in and to such Submission Materials for the purposes of submitting such Submission Materials in relation to participation in the Program;
- do not violate any law, statute, ordinance or regulation;
- do not contain any reference to or likeness of any identifiable third parties, unless consent has been obtained from all such individuals and their parent/legal guardian if they are under the legal age of majority in their jurisdiction of residence;
- will not give rise to any Claims whatsoever; and
- will not contain, depict, include, discuss or otherwise involve any materials that are or could be considered inappropriate, unsuitable or offensive, all as determined by HEC in its sole and absolute discretion.

HEC reserves the right, in its sole and absolute discretion at any time and for any reason, to request a Team Lead to modify, edit and/or re-submit any Submission Materials related to their

Registered Team in order to ensure that such Submission Materials comply with these Terms, or for any other reason. If such an action is necessary at any point in time, then HEC reserves the right, in its sole and absolute discretion, to take whatever action it deems necessary based on the circumstances to ensure that the Program is being conducted in accordance with HEC's interpretation of the letter and spirit of these Terms.

14. Communications

HEC reserves the right to conduct public communications, announcements, events, outreach and promotional activities about the Program. Without limiting the generality of the foregoing, where HEC elects to engage jointly with Registered Teams to conduct public communications, HEC will give the Team Lead(s) of any such Registered Team ten (10) business days' advance notice and advance copies of public communications related to the Program.

Registered Teams reserve the right to conduct public communications, announcements, events, outreach and promotional activities about the Registered Team's participation in the Program. Without limiting the generality of the foregoing, where a Registered Team elects to engage jointly with HEC to conduct public communications, the Team Lead(s) will give HEC ten (10) business days advance notice and advance copies of public communications related to the Program.

Both HEC and the applicable Registered Team shall receive the appropriate credit and visibility when information about the Program is communicated to the public. HEC's role in leading the Program and providing funding through the Awards will be acknowledged through appropriate written, verbal and/or visual identity.

In recognition of the Government of Canada's financial contributions to HEC, which all Registered Teams acknowledge are used to support this Program, both HEC and the Registered Teams agree that the Government of Canada may disclose its role related to the Program without consent of any other party.

Notwithstanding anything to the contrary in these Terms, each Team Lead (on their own behalf and on behalf of their Site) and Team Member acknowledges and agrees:

- that HEC may share with its Representatives and/or the Government of Canada copies of any Submission Materials submitted by it in relation to the Program;
- that HEC and/or the Government of Canada may publish the fact that HEC and/or the Government of Canada contributed to the funding relating to the Program;
- that all research conducted involving individuals shall include a research protocol that is consistent with the principles set out in the Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans ("**Research Protocol**"); and
- to disclose any information reasonably requested in relation to the Program by HEC, its Representatives and/or the Government of Canada, and to do so in a timely manner in the form and format requested.

Further, each Team Lead shall, and shall cause its Site to, maintain and keep appropriate records of all Research Protocol and provide HEC and/or the Government of Canada with a copy, if requested.

15. General conditions

If a Registered Team who is eligible to receive an Award (a) fails to have required individuals properly execute and return any documentation mandated by HEC, in its sole and absolute discretion, to HEC within the time frame specified by HEC, (b) cannot accept (or is unwilling to accept) the Award for any reason, and/or (c) is determined to be in violation of these Terms (all as determined by HEC in its sole and absolute discretion), then such Registered Team may, in the sole and absolute discretion of HEC, be ineligible to receive the applicable Award. HEC reserves the right, but does not have the obligation, in its sole and absolute discretion, to select an alternate Registered Team for the applicable Award in accordance with these Terms (in which case the foregoing provisions of this Section shall apply to such newly selected alternate Registered Team).

If it is discovered by HEC (using any evidence or other information made available to or otherwise discovered by HEC) that any individual and/or entity has attempted to use any means not in keeping with HEC's interpretation of the letter and/or spirit of these Terms to participate in or to disrupt the Program, then such individual and/or entity may, in the sole and absolute discretion of HEC, be ineligible to participate (or to continue participating). HEC and the other Released Parties are not responsible for, and accept no liability whatsoever in relation to, any late, lost, stolen, misdirected, delayed, incomplete or incompatible Submission Materials (all of which are void).

The Program is subject to all applicable federal, provincial, territorial and municipal laws. The decisions of HEC with respect to all aspects of the Program are final and binding on all participants without right of appeal.

Anyone deemed by HEC to be in violation of HEC's interpretation of the letter and/or spirit of these terms for any reason may no longer be considered eligible to participate.

The Released Parties will not be liable for: (a) any failure of the Portal or any other portal or website; (b) any technical malfunction or other problems of any nature whatsoever, including, without limitation, those relating to the telephone network or lines, computer on-line systems, servers, access providers, computer equipment or software; (c) the failure of any Submission Materials and/or other information to be received, captured or recorded for any reason whatsoever, including, but not limited to late, lost, stolen or misdirected data, technical problems or traffic congestion on the internet or at any website; (d) any injury or damage to any individual's and/or entity's computer(s) or other device(s) related to or resulting from participating in the Program; (e) anyone being incorrectly and/or mistakenly identified as an Award recipient or an eligible Award recipient; and/or (f) any combination of the above.

No individual or entity is an award recipient unless and until HEC officially confirms such individual or entity as an award recipient in accordance with these terms.

HEC reserves the right, in its sole and absolute discretion, to require proof (in a form acceptable to HEC): (a) for the purposes of verifying the eligibility and/or legitimacy of any Submission Materials and/or other information submitted; and/or (b) for any other reason HEC deems necessary, in its sole and absolute discretion, for the purposes of administering the Program in accordance with HEC's interpretation of the letter and spirit of these Terms. Failure to provide such proof to the complete satisfaction of HEC within the timeline specified by HEC may result in the inability to participate (or to continue participating) in the Program. The sole determinant

of the time for the purposes of the Program will be the official time keeping device(s) used by HEC.

HEC reserves the right to withdraw, amend or suspend the Program (or to amend these Terms) in any way, in the event of any cause beyond the reasonable control of HEC that interferes with the proper conduct of the Program as contemplated by these Terms (including, but not limited to, any error, problem, computer virus, bugs, tampering, unauthorized intervention, fraud or failure of any kind whatsoever). Any attempt to undermine the legitimate operation of the Program in any way (as determined by HEC in its sole and absolute discretion) may be a violation of criminal and/or civil laws and should such an attempt be made, HEC reserves the right to seek remedies and damages to the fullest extent permitted by law. HEC reserves the right to cancel, amend or suspend the Program or to amend these Terms in any way without prior notice or obligation, in the event of any accident, printing, administrative, or other error of any kind, or for any other reason whatsoever.

HEC reserves the right to adjust any of the dates, timeframes and/or other mechanics stipulated in these Terms, to the extent deemed necessary by HEC, for purposes of verifying compliance by any participant, Submission Materials and/or other information with these Terms, or as a result of any technical or other problems, or in light of any other circumstances which, in the opinion of HEC, in its sole and absolute discretion, affect the proper administration of the Program as contemplated in these Terms, or for any other reason.

In the event of any discrepancy or inconsistency between these English Terms and disclosures or other statements contained in any Program-related materials (including, but not limited to, the Portal, French version of these Terms, television, print or online advertising and/or any instructions or interpretations of these Terms given by any Representative of HEC), the terms and conditions of these English Terms shall prevail, govern and control to the fullest extent permitted by law. The invalidity or unenforceability of any provision of these Terms shall not affect the validity or enforceability of any other provision. In the event that any provision is determined to be invalid or otherwise unenforceable or illegal, these Terms shall otherwise remain in effect and shall be construed in accordance with the terms as if the invalid or illegal provision were not contained herein.

To the fullest extent permitted by applicable law, all issues and questions concerning the construction, validity, interpretation and enforceability of these Terms or the rights and obligations of participants, HEC or any of the other the Released Parties in connection with the Program will be governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein, without giving effect to any choice of law or conflict of law terms or provisions that would cause the application of any other jurisdiction's laws. The parties hereby consent to the exclusive jurisdiction and venue of the courts located in Ontario in any action to enforce (or otherwise relating to) these Terms or relating to the Program.

16. Privacy

By participating in the Program, each Team Lead (on their own behalf and on behalf of their Site) and Team Member hereby expressly consents to HEC and/or its Representatives storing, sharing and using any personal information submitted for the purpose of administering the Program and in accordance with HEC's privacy policy available at: <https://www.healthcareexcellence.ca/en/privacy/> ("**Privacy Policy**"). This section does not limit

any other consent(s) that an individual or entity may provide or have provided to HEC or others in relation to the collection, use and/or disclosure of personal information.

17. Ethics

It is the responsibility of each individual or entity participating in the Program to determine if ethics approval from a research ethics board is required. Each Team Lead should identify at the Registration stage if they have determined that ethics board approval is or may be required. If applicable, plans to attain ethics approval must be described and factored into the Registration.

For more information about the Program, please contact:
AUA-UAA@hec-esc.ca