



Darrell Halladay

Supervisor ITS West



Darrell Halladay is an award recipient for demonstrating all six qualities of Service Excellence in his role as a Supervisor of Technical Support.

Culture of Care

Darrell has always fostered a culture of care in the workplace, not only with the staff he supervises, but all staff as he is always willing to help.

Individualized Care

When asked for one-one-one help, Darrell is more than happy to make time. Although things are always moving a million miles an hour, he seems to be able to "step out of it" for a bit to help anyone that asks.

Above and Beyond

Darrell goes above and beyond anything that could be asked of him at work. He makes time for one-on-one assistance and has even been seen guiding colleagues with personal home projects or technology hang ups they have.

Recognized and Valued

Darrell has contributed to a culture change within his group of technologists, moving from three distinct groups, to one cohesive group. Because of this, staff moral and sense of accomplishment increased dramatically.

Collaboration and Communication

The way that Darrell bonds with others, even strangers, is inspiring. His friendly and up-beat personality comes through on the phone and written communication.

Action Start to Finish

Darrell does not quit until the task is completed and held to his high standards. His method of supervision allows each one of his staff to take personal pride in how well the fleet of technology in schools are maintained, with enough trust and freedom to evaluate priorities.

For his excellent leadership and communication skills, the Upper Canada District School Board is proud to honour Darrell with a Service Excellence Award.