

Lisa Tustin - York Region/Newmarket POA – nominated for Leadership

Ability to Inspire & Lead

Lisa leads by example, bringing clarity, calm, and confidence to complex situations. Whether responding to operational pressures, facility incidents, or staffing challenges, she maintains a steady and supportive presence. Her leadership strengthens team cohesion and motivates staff to perform at their best.

Honesty, Integrity & Professional Standards

Lisa is widely respected for her fairness, transparency, and principled decision-making. She models the values expected of all supervisors and demonstrates unwavering integrity in every interaction—whether with staff, managers, justice partners, or members of the public.

Role on the Education Committee

As an active member of the MCMA Education Committee, Lisa contributes significantly to shaping province-wide training for new and existing supervisors. She:

- Reviews and helps develop curriculum and onboarding standards

- Advocates for consistent training practices across municipalities

- Supports the creation of innovative educational tools and resources

- Promotes leadership development for colleagues at all levels

Her contributions have had a measurable impact on improving the onboarding process for supervisors across the province, ensuring that training remains modern, practical, and aligned with court operational realities.

Exceptional Communication & Collaboration

Known for her approachable style and solution-focused communication, Lisa fosters a workplace environment where staff feel heard, respected, and supported. She collaborates effectively with management, frontline staff, justice partners, and external committees—often serving as the bridge between operational needs and strategic direction.

Positive Attitude & Team Support

Lisa consistently approaches challenges with professionalism, empathy, and optimism. Even during high-stress incidents such as facility concerns, environmental issues, or operational disruptions, she remains composed and constructive, guiding the team toward resolution.

Lisa embraces innovation and actively participates in initiatives that strengthen service quality. Her vision for improved onboarding, training, and cross-municipal learning reflects her belief in building a stronger, more unified POA community. For these reasons, Lisa Tustin exemplifies the qualities of a true leader and is highly deserving of recognition through the MCMA Leadership Award.

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She has proven to be an amazing leader—supportive, knowledgeable, and genuinely invested in day-to-day operations. Her coaching and mentorship are invaluable, and she empowers us to become the best versions of ourselves. She communicates honestly and carries herself with confidence, always making thoughtful decisions for the branch. She brings a consistently positive approach and champions innovation by collaborating closely with the team, listening to our ideas, and sharing meaningful suggestions with IT. She is a true advocate for improving our processes and actively promotes the team's ideas.