



**Monterey County Health Department**  
**Policy Title: Recognition Policy**  
**Effective Date: \_\_\_\_\_**



**I. PURPOSE:**

The purpose of this employee recognition program is to recognize and reward work and behaviors that support the mission, goals, values and initiatives of the Monterey County Health Department.

Employee recognition can be given in many ways—through saying thank you, giving praise, providing opportunity, or showing respect. Many studies on the work place have shown that being recognized for achievements, knowing that one's contributions matter to the organization, and the opportunity for growth and professional development have a considerable impact on employee satisfaction and commitment.

Recognition is most effective when it takes place on a regular basis and in a variety of different ways. The Employee Recognition Program provides you different opportunities for acknowledging staff members, peers and colleagues.

**II. DISCUSSION:**

*Informal Recognition*

Informal recognition can be used every day to acknowledge contributions of individuals, teams and work groups. As with all recognition, it should be tied to a specific behavior or activity.

The goal of informal recognition is to create a workplace culture in which staff feel their work is appreciated and they are given credit for their hard work.

The types of contributions that might be recognized are:

- helping boost morale or create a positive, inclusive work environment
- exceeding expectations for a goal or milestone in a long-term collaborative project

This program need not be expensive; there are many ways to recognize employees that take little money but can make a big impact. See Appendix A for ideas.

Certificates for informal recognition are available on the SharePoint site. See Appendix B for examples.

*Formal Recognition*

**Service Awards**

Permanent and seasonal employees shall be eligible for service awards at intervals of five years of service to the County. Service to the County shall be calculated based on criteria determined by the County Administrative Officer. An employee receiving a service award for twenty-five (25) years or more shall, following attendance at the presentation by the Board of Supervisors, receive the remainder of the day as paid time off.

**Department Awards**

All Health Department employees are eligible for recognition awards. Nomination forms may be submitted by any employee and must be signed and turned in by the due date. Anonymous nominations cannot be accepted.

Nominations forms include specific questions for each category. Nominations will be available on the Director's section of SharePoint and may be submitted electronically to (some email address) or to a designated person in Department Administration.

Bureau Chiefs and Assistant Bureau Chiefs may not be nominated for recognition awards.

### *Award Categories*

#### **The Award Categories reflect the core values of the Department.**

**Integrity** – A team that consistently conducts their work in a trustworthy and dependable manner.

**Respect** – An individual or team who is always there for others and makes customers, both internal and external, feel valued. This individual treats others as they would want to be treated themselves.

**Innovation** – A team that looks for creative solutions, is a great problem solver, is able to think outside the box and offers alternatives which save time and money.

**Health Equity** – A team that has created an outstanding program or a policy that improves health status of our communities by address the social determinants that impact individual and community health.

**Excellence** – A QI Team that has completed a QI process that has resulted in an important change improvement the way the Department does business.

### *Selection Process*

Nominations will be reviewed by the Bureau Chiefs to determine that the nominee meets the following criteria:

- Meets job standards in all areas in their performance
- Not currently on a corrective action plan related to their job performance

Nomination forms that meet all of the criteria will be forwarded to the selection committee. The committee will consist of no more than five persons, two of which are Executive Team members and three of which are volunteers. The Administration Bureau will contact and recruit selection committee members.

Those nominated must demonstrate some or all of the attributes listed under Award Categories. Multiple individuals or teams may be selected in each category.

Individuals and teams will be selected based on merit. There will not be a minimum number of honorees for any particular Bureau. The Selection Committee will review the nominations to determine which employees/teams will receive awards. A rating sheet will be used to assist the Selection Committee with rating the nominees.

### *Presentation*

The Awards will be presented once a year at the All Staff Meeting. The announcement of the recipients will be made via email to staff. Recipients will receive the following:

- Placement of their name on recognition posters displayed in Department locations
- A certificate recognizing their achievement with a copy placed in their personnel file.
- Their names published with other recipients in a future issue of the Director's Report.

Those employees nominated who are not selected will receive an honorable mention in a future issue of the Director's Report.

### *Bureaus*

Individual bureaus are encouraged to have bureau level awards. The awardees information should be shared with the Health Department's Public Information Officer, so that they may be mentioned in Health Department publications.

For an example of a bureau level award see Appendix C.

### III. REFERENCES:

- Monterey County Personnel Policies and Practices Resolution No. 98-394 Adopted September 15, 1998, Updated March 28, 2014
- University of Washington <http://www.washington.edu/admin/hr/roles/mgr/ee-recognition/award-ideas.html>

### IV. ORIGINATOR:

Karen Smith, Public Information Officer

## Appendix A – Informal Recognition Ideas

Ongoing, meaningful rewards and recognition provide an effective, low cost way of raising morale and encouraging higher levels of performance. Here are 75 ideas to help you embed employee recognition into your everyday work. (Adapted from the University of Michigan)

### *Employee Recognition Ideas (no cost)*

1. Post a thank you note on an employee's door or their cubicle computer.
2. Explain to new employees the norms and culture of your department.
3. Give special assignments to people who show initiative.
4. Arrange for a team to present the results of its efforts to upper management.
5. Encourage and recognize staff who pursue continuing education.
6. Create and post an "Employee Honor Roll" in reception or work area.
7. Acknowledge individual achievements by using employee's name when preparing a status report
8. Make a thank-you card by hand.
9. Establish a place to display memos, posters, photos and so on, recognizing progress towards goals and thanking individual employees for their help.
10. Establish a "Behind the Scenes" award specifically for those whose actions are not usually in the limelight.
11. Nominate the employee for a Department formal award.
12. Present reports periodically to your employees acknowledging the work and contributions of individuals and teams.
13. At a monthly staff meeting, award an Employee of the Month and invite co-workers at the meeting to say why that person is deserving of the award.
14. Recognize employees who actively serve the community.
15. Have staff vote for top manager, supervisor, employee and rookie of the year.
16. Name a continuing recognition award after an outstanding employee.
17. Include an employee in a "special" meeting.
18. Allow employees to attend meetings in your place when you are not available.
19. Create an Above and Beyond the Call of Duty (ABCD) Award.
20. Ask your boss to attend a meeting with your employees during which you thank individuals and groups for their specific contributions.
21. Pop in at the first meeting of a special project team and express your appreciation for their involvement.
22. Send a letter to all team members at the conclusion of a project, thanking them for their participation.
23. Plan a surprise achievement celebration for an employee or group of employees.
24. Privately recognize employee's personal needs and challenges.
25. Write a letter of praise recognizing specific contributions and accomplishments. Send a copy to senior management and the employee's personnel file.
26. When you hear a positive remark about someone, repeat it to that person as soon as possible (Face-to-face is best, e-mail or voice mail are good in a pinch).
27. Call an employee to your office to thank them (don't discuss any other issue).
28. Send information to the PIO so the employee can be recognized in the Health Dispatch or Director's Report.
29. Publicly recognize the positive impact on operations of the solutions employees devise for problems.
30. Acknowledge individual achievements by using employee names in status reports.
31. Express an interest in employee's career development goals.
32. Post a large "celebration calendar" in your work area. Tack on notes of recognition to specific dates.
33. Greet employees by name.
34. Practice positive nonverbal behaviors that demonstrate appreciation, such as smiles, or a handshake.

35. Encourage employees to identify specific areas of interest in job-related skills. Then arrange for them to spend a day with an in-house "expert" to learn more about the topic.
36. Encourage employees to participate in community volunteer efforts.
37. Share verbal accolades – forward positive voice mail messages.
38. Actively listen to co-workers, especially when discussing their accomplishments and contributions.
39. Use 3x5 cards to write "You're special because..." statements. People can collect the cards and refer to them when things aren't going perfectly.
40. Have a recognition event created by a peer group that decides what they will give and why they will give it.
41. Keep a supply of appropriately funny notes that can be given as immediate rewards. Keep the supply visible – in a basket or box in your office.
42. Widely publicize suggestions used and their positive impact on your department.
43. When someone has spent long hours at work, send a letter of thanks to his/her home.
44. Acknowledge and celebrate birthdays.
45. Arrange for an outstanding employee to have lunch with a bureau chief or director.
46. Allow an employee to choose his/her next assignment.
47. Recognize a team accomplishment by designating that team as consultants to other teams.
48. Recognize those committed to personal health and wellness.
49. Smile. It's contagious.

*Employee Recognition Ideas (minor to moderate cost)*

1. Plan a surprise potluck picnic.
2. Create a Hall of Fame wall with photos of outstanding employees.
3. Make a photo collage about a successful project that shows the people that worked on it, its stage of development and its completion and presentation.
4. Find out the person's hobby and buy an appropriate gift.
5. Make and deliver a fruit basket.
6. Inscribe a favorite book as a gift.
7. Give the person a membership or subscription to a journal that relates to their work
8. Design a "Stress Support Kit" that included aspirin, a comedy cassette, wind-up toys and a stress ball – or design your own.
9. Serve ice cream sundaes to all of your employees at the end of a project.
10. Once a year, have a "Staff Appreciation Day" where the managers supply, cook and serve food.
11. Serve a team a hero party sandwich at the end of an assignment, for a job well done.
12. Give flowers to an employee as a thank you.
13. Purchase a unique pin to serve as a memento for a task well done.
14. Hold informal retreats to foster communication and set goals.
15. Give a personalized coffee cup.
16. Give an employee a blue ribbon for achievement.
17. Design and give magnets with appropriate messages.
18. Give a deserving employee a mug filled with treats.
19. Give a framed poem (poster or card) as a thank you.
20. Throw a pizza lunch party for your unit.
21. Give a note reading, "Thank you. You are a \_\_\_\_\_!" Attach a roll of Lifesavers.
22. Give a puzzle as an award to a problem solver.
23. Have weekly breakfasts with groups of employees.
24. Treat an employee to lunch.
25. Give out gold (chocolate) coins for a job well done.
26. Bake/bring a gift (cookies, bread, etc

## Appendix B – Examples of Certificates of Appreciation

Certificates of appreciation are a simple way to acknowledge individuals and teams. The following examples are on the SharePoint site and conform to the Department Style Guide.



Certificate 1



Star



Basic Certificate



World's Best

## **Appendix C: Example of Bureau Level Award**

### **Robert Hoffman Customer Service Award**

The Robert Hoffman Customer Service Award is designed to honor Robert Hoffman, an employee who left a legacy of providing excellent customer service during his years of service with the Environmental Health Bureau. (EHB) In recognition of this legacy, the award will be given annually to one employee who best mirrors Robert's dedication and delivery of customer service.

#### *Criteria*

Excellent customer service in all aspects of work with the public, inter agency, inter department and inter EHB. This customer service should be that which goes beyond the norm and reflects the example set by Robert.

#### *Attributes*

- Consistent, genuine consideration and willingness to serve the public and provide consistent, exceptional customer service to co-workers, interdepartmental agencies and the public.
- Consistently serves the public through complicated or high stress situations outside the 'norm' of day to day operations.

#### *Required documentation*

Narrative with at least three examples of staff achievements that demonstrate the criteria described and documentation of exceptional service such as a letter, note, email, phone call, etc. from the public/other departments/agencies to support these achievements.

Consider also: EHB is staffed with excellent employees, but which individual (or individuals) stand out above and beyond others, and why?

#### *Nominations*

Nominations will be considered from each program and all employees nominated will receive recognition of merit certificate. By November 6th, all nominations and supporting documentation shall be forwarded to the AD's and Director, who will then forward to the Director of Health for the final decision as to who will receive the award.

#### *Award*

The Robert Hoffman Customer Service Award will be a small plaque with a name plate and possibly a picture of the annual recipient, and will be located on the wall in the kitchen/bulletin board area. Certificates of merit will be given to the nominees (up to seven certificates). Information will also be provided for the Health/County newsletter about the award and the recipient.

**Appendix D: Signature Page**

Originator: Karen Smith, Public Information Officer	Frequency of Review: <b>Two years</b>
Approved by:	

Approved and signed:  _____		Date:
<b>Ray Bullick, Director</b>		

Policy Numbered, Posted, and Distributed  _____		Date:
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**Revisions:**

<i>Author</i>	<i>Revised Section</i>	<i>Revision #</i>	<i>Date Released</i>

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