

## 02. PERSONNEL

### 2.26. Employee Appreciation and Recognition Program

BOS Adopted – July 1, 2015

**2.26.1. Purpose.** Fluvanna County recognizes the importance of developing, motivating, and rewarding employees. The Employee Appreciation and Recognition Program is intended to encourage employee excellence, acknowledge service milestones, and provides methods to recognize exceptional individual and team efforts.

The program provides opportunities for citizens, employees, supervisors, and others to recognize county staff members at all levels for individual and team achievements. Areas of recognition include customer service, beneficial suggestions, committee or task force involvement or activism, special skills, projects, superior performance, and for their years of service to the County.

**2.26.2. Background.** Employees are the County’s most valuable asset and play a critical role in achieving the Board of Supervisors’ mission, goals, and objectives. Fluvanna County recognizes the importance of motivating, rewarding, and developing employees. This program is intended to provide options to recognize the significant individual and team efforts that align with the **P.R.I.D.E.** values that guide Fluvanna County employees:

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|---------------------|---|
| <i>People First</i> | We will give priority to the needs of citizens, coworkers and employees.                                |
| <i>Respect</i>      | We will treat others with courtesy and dignity by valuing their ideas, opinions, needs and differences. |
| <i>Integrity</i>    | We will serve with honesty, diligence and responsibility and we will be accountable for our actions.    |
| <i>Deliver</i>      | We will follow through on commitments to self, staff, the community and exceed their expectations.      |
| <i>Excel</i>        | We will create a work environment that stimulates innovation and continuous improvement.                |

#### 2.26.3. P.R.I.D.E. Recognitions

##### A. Purpose

1. To recognize employees for their achievements and dedication to public service, and special contributions.

2. Recognizing the accomplishments of employees contributes to a supportive work environment and supports the attraction and retention of committed and engaged employees.

3. To promote team spirit and unity of purpose within the County based on shared achievement.

4. To instill a sense of “P.R.I.D.E.” in work (**P**eople **F**irst, **R**espect, **I**ntegrity, **D**eliver, and **E**xcel).

5. To involve the community and employees of Fluvanna County, as partners in the pursuit of excellence in customer service.

B. Eligibility. All full-time, part-time and seasonal employees are eligible for this program unless otherwise noted. Individual employees and employee team/groups are also eligible.

#### C. Recognition Process

1. Recognitions can be made throughout the year by any member of the public, employee, volunteer, contract employee/vendor, appointed or elected official.

2. Recognitions may be submitted by email, letter, recognition form, or using the on-line Employee Appreciation and Recognition System accessed through the County website.

3. Recognitions should provide detailed factual information and be specific about what makes the employee(s) outstanding. Recognitions should also explain how the employee(s) meets the ideal(s) identified in the selection criteria.

4. All recognitions, regardless of method of submission, will be added to the on-line Appreciation and Recognition System. This allows citizens and employees to view who and for what reason individuals and teams are being recognized throughout the organization.

#### **2.26.4. P.R.I.D.E. in Public Service Annual Award**

A. Annual Award Selection Criteria. Staff members selected for annual award recognition must have demonstrated one or more of the following in support of P.R.I.D.E. values:

1. A high level of service to the public or other staff;
2. Actions to improve relations - with the public, staff, and/or across department lines;
3. Leadership;

4. Substantial contribution that enhances the image of the County, improves efficiency, displays creativity, or employs innovation;
5. Outstanding and courteous performance in an emergency or safety situation;
6. Exceptional performance in a specific project or situation.

B. Annual Award Selection Committee. The committee will be comprised of a total of 13 representatives (management or non-management). Members will serve on the committee for one fiscal year and will meet at least one month prior to the annual Employee Recognition Dinner. The Committee will be comprised of:

1. One (1) employee from each Constitutional Officer's office
2. One (1) employee from Library staff
3. One (1) employee from Social Services staff
4. One (1) employee from the Registrar's office
5. One (1) employee from each of the following County Administration departments: Community Development, Finance, Parks & Recreation, Public Works, and the Special Assistants group.

C. Selection Process

1. The Selection Committee will review the nominations and recognitions given throughout the fiscal year and select six (6) nominees, who may be individuals or groups/teams, for the annual award consideration.
2. One individual from the six nominees will be selected for the annual "P.R.I.D.E. in Public Service" award. This individual will have:
  - a. Received P.R.I.D.E. nominations during the year.
  - b. Demonstrated performance that meets several of the selection criteria categories.
  - c. Consistently demonstrated P.R.I.D.E. in performing their job throughout the year.
3. Recipients of the annual "P.R.I.D.E. in Public Service Award" will not be eligible to receive the award two years in a row.

4. The five remaining individual or group nominees will receive recognition for one of the five P.R.I.D.E. values based on their demonstrated performance that met one or more of the selection criteria categories.

D. Recognition of Award Recipients

1. The finalists for the annual “P.R.I.D.E. in Public Service Award” will be announced prior to the annual Employee Recognition Dinner. At the dinner, the recipient of the annual “P.R.I.D.E. in Public Service Award” will be announced, along with the specific P.R.I.D.E. value category for which each of the other five nominees/teams were recognized.

2. The recipient of the annual “P.R.I.D.E. in Public Service Award” will receive:

a. Recognition at the annual Employee Recognition Dinner.

b. A one-time bonus payment of \$500 (to be divided among the members if a group/team is selected). The bonus will be paid in the pay period following the presentation of the award.

c. Recognition on the Fluvanna County P.R.I.D.E. plaque displayed in the County Administration building.

d. A Certificate of Commendation from the Board of Supervisors and public recognition at a Board of Supervisor’s meeting.

3. Each of the other five nominees (individuals and/or group/teams) will receive:

a. Recognition at the annual Employee Recognition Dinner.

b. A one-time bonus payment of \$250 (to be divided among the members if a group/team is selected). The bonus will be paid in the pay period following the presentation of the award.

c. A Certificate of Appreciation from the Board of Supervisors.

**2.26.5. On-The-Spot Recognitions**

A. These recognitions are given unexpectedly or “on-the-spot” for a variety of reasons, including work well-done, putting in extra hours on a project, a unique contribution to a specific project, a program enhancement, and other similar achievements.

B. Awards are at the discretion of the department/agency head. Examples include:

1. A personal thank you note.

2. A lunch ordered in for the team.

3. An hour or two of personal leave time to leave early or arrive late.

4. Praise either in private or during a team meeting.

5. A P.R.I.D.E. Recognition submission or other written acknowledgement of the specific behavior or action.

#### **2.26.6. Length of Service Recognitions**

A. Length of service is valued and recognized by the County. We recognize milestones in an employee's tenure through rewards, tokens of appreciation, and recognition at the annual Employee Recognition Dinner for staff and family members.

B. Years of Service awards are presented annually to regular full-time and regular part-time employees for cumulative years of service.

C. Active employees become eligible for a service award in the year in which they complete 5, 10, 15, 20, 25, 30, 35, 40, 45 and 50 years of service.

D. Appropriate commemorative gifts are presented along with a County certificate during the County's Annual Employee Recognition Dinner.

#### **2.26.7. Retirement Recognitions**

(Adopted by the Board of Supervisors on September 1, 2004, unless otherwise noted.)

A. Definitions. For the purpose of Retirement Recognitions, "Employee" is defined as a person filling a permanent part-time or permanent full-time position that is paid on the County's payroll.

#### **B. Recognition**

1. All employees retiring from Fluvanna County shall be honored at a reception and presented with a plaque noting their years of service to the County.

2. In addition, employees retiring with twenty (20) or more years of service shall receive a retirement gift chosen by their peers with a contribution of not more than \$100 from the Board of Supervisors.

3. A gift in excess of \$100 shall be funded by individuals with non-public money.

#### **C. Department Responsibilities**

1. At the beginning of budget preparation (November), each Department shall notify the County Administrator of possible retirements coming up in the next fiscal year.

2. The Department shall notify the Clerk to the Board of Supervisors three months prior to any retirement to make arrangements for a plaque to be ordered. Such notification shall include the employee's name, Department, and years of service to Fluvanna County.

3. The Department shall make all arrangements for the reception, including the date, time, location, food, set-up, and clean-up.

4. The Department shall prepare a flyer announcing the retirement reception and receive RSVP information in order to establish an accurate count of attendees.

5. The Department shall be responsible for any other forms of distribution of the reception invitation.

6. For employees retiring with twenty (20) or more years of service to Fluvanna County, the Department shall choose and order a gift appropriate for that employee.

#### D. Board of Supervisors Responsibilities

1. The Board shall fund the purchase of a plaque recognizing the years of service to Fluvanna County.

2. The Board shall fund the purchase of a cake and non-alcoholic beverages sufficient for the number of RSVPs. Any additional food may be provided, however, the Board shall not cover that expense.

3. For employees retiring with twenty (20) or more years of service to Fluvanna County, the Board shall contribute up to \$100 toward the purchase of a retirement gift.

4. When possible, the plaque and gift shall be presented at the reception by a member of the Board of Supervisors.

5. Upon receipt of all pertinent information, the Clerk to the Board of Supervisors shall order the plaque.