

# City of Summerside

## Reward & Recognition Program Policy

### # P-CS-09

*Approved June 18, 2001*

## **Policy**

### **1.1 Introduction**

The City of Summerside encourages the recognition of employees at all levels for the excellence of the work they perform, the exemplary behaviour they demonstrate and the positive results they achieve.

### **1.2 Purpose**

The Rewards and Recognition Program is a means to recognize and reward the contributions of City of Summerside staff members who distinguish themselves in the performance of their duties resulting in the provision of quality programs and services to the citizens of the City as well as contributions to the well-being of the organization. These are employees who have demonstrated the ability to promote Summerside Pride and who strive for the highest possible standards in that endeavor.

### **1.3 Guiding Principles**

- Recognition should be meaningful and respect the preferences of the recipients.
- Recognition should be timely, and every attempt should be made to recognize employees as close as possible to the action for which they are being recognized.
- Every employee has a responsibility to ensure that actions that merit recognition are brought to the attention of a supervisor.
- Recognition of any type must be fair and equitable across the whole organization.
- Both team and individual recognition are important.
- Spontaneous recognition will be done on a day-to-day basis, and involves words of praise or gratitude.
- Recognition should be given for a job well done and for additional responsibilities assumed and not solely for exceptional results.

### **1.4 Objectives**

- To create an atmosphere where people feel a sense of appreciation for their loyalty, service and contribution to the City.
- To create an atmosphere where people feel a sense of influence with both the City and fellow employees.
- To provide a foundation for recognition practices that the City can build upon.

### **1.5 Eligibility**

All permanent employees of the City of Summerside are eligible for rewards and recognition under this policy.

## **1.6 Roles and Responsibilities**

The following is an outline of the roles and responsibilities of City Council, CAO/Directors/Supervisors/ Union Representatives, and Employees:

1. **CITY COUNCIL**  
The City Council is responsible for:
  - adopting this Program as policy;
  - making available sufficient resources, human, financial and material.
2. **CAO / DIRECTORS / SUPERVISORS / UNION REPRESENTATIVES**  
Each director and/or supervisor is responsible for:
  - promoting the Program and encouraging employees to participate;
  - ensuring all employees are aware of the activities offered by the Program through individual department communication channels;
  - working with the QWL Committee and HR Director to identify strengths, weaknesses, and possible changes to the Program.
3. **EMPLOYEES**  
Each employee is responsible for:
  - participating in the Program activities;
  - creating a positive work environment that promotes employee recognition.

## **1.7 Criteria**

Guidelines for consideration include performance, achievements, and teamwork. Criteria include:

- Demonstrated quality performance;
- Recommended and implemented a new idea or procedure to increase efficiency or reduce costs;
- Demonstrated a keen appreciation of the City of Summerside's corporate culture through effective teamwork and cooperation;
- Community involvement and/or volunteering that contributes to the betterment of the community.

## **1.8 Recognition Approaches**

Providing recognition is an expectation of all Supervisors and Directors. However, it should not be seen as exclusively management's domain. All employees can and should provide recognition of their colleagues whenever it's warranted or deserved.

Recognition approaches may be formal, informal, +planned, and/or immediate. Supervisors may determine the recognition approach(es) that are of particular relevance to their areas. The recognition process may focus on the contributions of individual employees and/or teams.

### **1.8.1 Formal Recognition**

This approach is characterized by high profile, organization-wide events that occur at least annually and are solely for recognition purposes. These events are used to acknowledge achievement of

employees' contributions to the City of Summerside and may involve local media (newspaper photos and articles, etc). Examples include:

- Employee Service Awards
- Employee of the Year Awards
- Retiree Recognition Luncheon

#### 1.8.2 Informal Recognition

This approach refers to everyday issues of trust, self-worth and working relationships with others. Informal recognition is extremely important in fostering pride and supports an employee's identification with the organization.

The City of Summerside values the quality of the day-to-day interactions between staff members and thus, employees are encouraged through their behaviour to model elements of respect and appreciation towards others.

#### 1.8.3 Planned Recognition

This approach is characterized by pre-arranged, more frequently scheduled ways of acknowledging contributions and accomplishments of an individual or team. Examples may include awards for:

- Employee of the Month
- Customer Service
- Safety
- Attendance
- Productivity
- Outstanding Achievements

#### 1.8.4 Immediate Recognition

This approach provides recognition at any time for demonstration of behaviors and values of the City, contributions to the goals and objectives of the City or department and to acknowledge the individual or team accomplishments. Examples may include:

- Teamwork
- A special project
- A new or modified business practice
- Exemplary effort
- Employee appreciation

### 1.9 **Process**

#### 1.9.1 Outstanding Employee Recognition

- Any employee may nominate a co-worker or subordinate for recognition to the Quality of Work Life Employee Recognition Committee(QWLERC). See Nomination Form, Appendix 1.

The recommendation shall be submitted by a date yet to be established by the QWLERC. The recommendation must identify the specifics of the services or contributions that went beyond the job requirements and resulted in savings, efficiencies and/or improvements to the Department or City.

The individual selected to receive the recognition shall be based on the following criteria:

- The nominee is performing regular duties and assignments at the required level and the nominee's behaviour and conduct relating to work is consistent with the nominee's obligation to the Department. This information may be provided by the nominee's immediate supervisor.
- The nominee has provided services or made demonstrable contributions, which resulted in improvements, added efficiency or meaningful savings.

The individual selected will receive a certificate of appreciation and an appropriate gift award to be determined by the QWLERC.

#### 1.9.2 Length of Service Award

A Service Award will be granted to employees of the City of Summerside in recognition of:

- 10 years of service [The award yet to be determined]
- 15 years of service [The award yet to be determined]
- 20 years of service [The award yet to be determined]
- 25 years of service. The award, a gift to the value of \$250, will be granted to eligible employees during the calendar year in which the 25th year is attained.

The Department of Human Resources will initiate correspondence with departments to determine eligibility of employees, and will arrange for appropriate presentation ceremonies to be observed.

Other service awards may be introduced by the QWLERC.

#### 1.9.3 Employee Innovation Awards

The Employee Innovation Awards Program is a program to encourage and recognize employee ideas which result in improved service, lower costs and/or substantial improvements to workplace safety and wellness.

All City of Summerside employees are eligible to submit suggestions and to receive rewards through this program.

A suggestion is an idea which:

- identifies a problem, potential problem, or opportunity;
- presents a specific solution to the problem, potential problem, or opportunity;
- is written on the prescribed suggestion form (see Appendix 2) and signed by the suggestor;
- has been forwarded to the QWLERC PRIOR to implementation.

An acceptable suggestion must be feasible to implement and result in savings or other real benefits which include:

- saving money, time, material or resources;
- improving service, procedures, systems, or methods;
- reducing costs, materials, handling or waste;
- increasing productivity;
- improving workplace safety and wellness.

All ideas are to be submitted to the QWLERC. A member of the Committee may inform and/or discuss the idea with the Suggestor's Supervisor and will arrange a meeting with the Suggestor. This meeting is to ensure that the Recognition Committee fully understands the suggestion and that the Suggestor is aware of the progress of the suggestion.

This Committee member will inform the other QWLERC Committee members of their meeting with the Suggestor. At this time suggestions may be approved for continued processing, rejected or returned for further review.

The QWLERC is free to discuss suggestions with the appropriate Departmental Directors and/or CAO regarding:

- the feasibility of implementing the suggestion;
- the anticipated benefits or net benefits of implementation, if any;
- how the net benefits could be measured;
- how the suggestion could be implemented;
- whether further action to implement the suggestion is appropriate;
- how the department would like to address any savings.

If the Committee's decision is to proceed with a suggestion, the department will implement the idea and monitor resulting benefits. It is recommended that this be done through a team formed within the department.

Progress towards implementation will be monitored by the QWLERC. Periodic updates on progress will be forwarded to the Suggestor via a Committee member or representative.

At the end of the first year in which the suggestion was implemented, benefits will be measured by the appropriate department and reported to the QWLERC. This report will form a part of the Committee's recommendation of an award for the Suggestor.

#### AWARDS

Individuals who make suggestions which are successfully implemented are entitled gift rewards.

Criteria for receiving awards is to be developed by the QWLERC. Awards could include:

- gifts;
- vacation days;
- gift certificates.

Determination of awards could be determined in a variety of ways:

- percentage of net savings;
- spinning wheel;
- random draw.

## Appendix 1

### Outstanding Employee Recognition Nomination Form

Nominee's Name: \_\_\_\_\_

Nominee's Department: \_\_\_\_\_

Your Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Department: \_\_\_\_\_

What is your relationship with the employee you are nominating? (please check one)

co-worker  
employee's supervisor  
employee is my supervisor  
other (please explain) \_\_\_\_\_

What have been the nominee's significant contributions to the City of Summerside?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

In what ways has this person's performance been outstanding?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Briefly explain how the City of Summerside has benefitted from the work of the nominee.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Other comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Appendix 2

### Employee Innovation Awards Suggestion Form

Name: \_\_\_\_\_

Department: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email : \_\_\_\_\_

Department: \_\_\_\_\_

My suggestion is:

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The benefit will be:

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Other relevant information:

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Employee's Signature:

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