



City of Sebastopol

Employee Recognition Program Policy & Procedures

City Council Policy #70
Adopted on August 21, 2001
Amended on November 19, 2002

I. PURPOSE

To establish a policy to recognize and honor our exceptional City employees for *Years of Service Awards, Retirement Awards, Innovation Awards, Customer Service Awards, Inspiration Awards, and Employee of the Year Awards.*

II DISCUSSION

The City of Sebastopol recognizes and appreciates employees with years of dedicated service to the City, and for those employees who consistently perform in an outstanding and professional manner, and who project a positive image of the City.

III. AWARDS COMMITTEE

The awards committee is comprised of five representatives, plus an alternate, from different departments, including one City Council member, who volunteer to serve on the committee for a one year term. The recipient of the Employee of the Year Award will serve on the committee the following year. All employees are encouraged to volunteer for the committee between July 1st and December 1st of each year. If more than one person volunteers from a department, the appointment will be made by the outgoing committee. In the absence of employee volunteers, Department Heads may be requested to appoint a member from their Department to serve on the committee.

IV AWARDS

Employees can choose between (taxable) cash or (non-taxable) gift certificates to a vendor of their choice. If the employees chooses cash, they will receive a payroll check for the full amount of the award. The Mayor will present a letter of congratulations to the four employees who receive the Innovation Award, the Customer Service Award, the Inspiration Award, and the Employee of the Year Award.

A. Years of Service Award

1. At the Annual Employee Appreciation Luncheon, employees will be recognized for their years of service to the City of Sebastopol and its citizens. The Annual Employee Appreciation Luncheon will be held in July of each year.
2. Milestone anniversaries are five year, ten year, fifteen year, twenty year, twenty-five year, thirty years and each five year increment beyond.
3. All non-temporary City Employees are eligible for this recognition program.

4. Awards shall be as follows:

Five (5) Year Service Anniversary:

- A. A Certificate Recognizing Years of Service
- B. \$50.00 cash
- C. Recognition at the Annual Employee Appreciation Event
- D. Timely recognition at a City Council meeting

Ten (10) Year Service Anniversary

- a) A Certificate Recognizing Years of Service
- b) \$100.00 cash
- c) Recognition at the Annual Employee Appreciation Event
- d) Timely recognition at a City Council meeting

Fifteen (15) Year Service Anniversary

- a) A Certificate Recognizing Years of Service
- b) \$150.00 cash
- c) Recognition at the Annual Employee Appreciation Event
- d) Timely recognition at a City Council meeting

Twenty (20) Year Service Anniversary

- a) A Certificate Recognizing Years of Service
- b) \$200.00 cash
- c) Recognition at the Annual Employee Appreciation Event
- d) Timely recognition at a City Council meeting
- e) The employee's anniversary day off with pay, as permissible by scheduling.

Twenty Five (25) Year Service Anniversary

- a) A Certificate Recognizing Years of Service
- b) \$300.00 cash
- c) Recognition at the Annual Employee Appreciation Event
- d) Timely recognition at a City Council meeting
- e) The employee's anniversary day off with pay, as permissible by scheduling.

Thirty (30) Year Service Anniversary & each five year increment beyond

- a) A Certificate Recognizing Years of Service
- b) \$400.00 cash
- c) Recognition at the Annual Employee Appreciation Event
- d) Timely recognition at a City Council meeting
- e) The employee's anniversary day off with pay, as permissible by scheduling

B. Retirement Award

1. It shall be the policy of the City of Sebastopol to honor any employee retiring after completing ten continuous years of regular service with the City of Sebastopol.
2. The employee shall notify their Department Head of their anticipated retirement date and the type of celebration desired. It shall be the Department's responsibility to structure a social function compatible with the employee's wishes. Each Department is authorized to spend up to \$250.00 for an employee's farewell event, gift, or gift certificate.

C. Innovation Award

1. The nomination process is open to all City employees. All employees are eligible to nominate another employee for this award. Nomination forms will be available throughout the year in order to provide employees the opportunity to identify potential candidates. All completed nomination forms will be submitted to the Awards Committee by June 1st of each year.
2. Each year, the Award Committee will select an employee as the recipient of the Innovation Award. Only one award per year will be granted. The Award Committee will determine which candidate will receive the award based on the nominations and criteria.
3. Criteria may include a new idea, method, creative problem solving, and/or tool that was designed as a cost-saving measure, or to improve a departmental or City process, as well as the results, impact and/or benefit generated from the development of the new idea.
4. The Innovation Award recipient(s) will be recognized at the Annual Employee Appreciation Luncheon with a certificate and will be awarded \$100.00. The certificate will briefly state the employee's accomplishment(s) for receiving this award.

D. Customer Service Award

1. The nomination process is open to all City employees. All employees are eligible to nominate another employee for this award. Nomination forms will be available throughout the year in order to provide employees the opportunity to identify potential candidates. All completed nomination forms will be submitted to the Awards Committee by June 1st of each year.
2. Each year, the Award Committee will select an employee as the recipient of the Customer Service Award. Only one award per year will be granted. The Award Committee will determine which candidate will receive the award based on the nominations and criteria.

3. Criteria may include showing initiative in providing excellent service to the public by providing or obtaining requested information, responsive to requests for city services and/or improving procedures to enhance the efficient delivery of city services; providing customer friendly processes, with commitment and professionalism. The employee may demonstrate judgement and communication skills when dealing with customers under a variety of situations including circumstances of adversity. The efforts of this employee may generate lasting or significant positive customer relations.
4. The Customer Service Award recipient will be recognized at the Annual Employee Appreciation Luncheon with a certificate and will be awarded \$100.00. The certificate will briefly state the employee's accomplishment(s) for receiving this award.

E. Inspiration Award

1. The nomination process is open to all City employees. All employees are eligible to nominate another employee for this award. Nomination forms will be available throughout the year in order to provide employees the opportunity to identify potential candidates. All completed nomination forms will be submitted to the Awards Committee by June 1st of each year.
2. Each year, the Award Committee will select an employee as the recipient of the Inspiration Award. Only one award per year will be granted. The Award Committee will determine which candidate will receive the award based on the nominations and criteria.
3. Criteria may include employees who demonstrate a positive attitude which contributes to a beneficial work environment. Nominees may possess work habits that help to reinvigorate the workplace, contribute to a "can-do" attitude, achieve high work standards in cooperation among fellow employees and make a difference in getting the job done through their example. These are employees who strive to keep and cultivate a positive working environment.
4. The Inspiration Award recipient will be recognized at the Annual Employee Appreciation Luncheon with a certificate and will be awarded \$100.00. The certificate will briefly state the employee's accomplishment(s) for receiving this award.

F. Employee of the Year Award

1. Every year, all City employees may nominate another employee(s) for the Employee of the Year Award. The Employee of the Year will be selected from those nominations as the recipient who best represents ongoing, outstanding service, or noteworthy service above and beyond the call of duty.

2. The Employee of the Year will be recognized at the Annual Employee Appreciation Luncheon and will be awarded a Plaque and \$150.00. All other nominees will also be recognized at the Annual Employee Appreciation Luncheon.
3. Selection of the Employee of the Year Award is conducted in the following manner:
 - a. Eligibility: All regular, temporary/seasonal employees, volunteer firefighters and reserve police officers are eligible. The Employee of the Year Award recipient is not eligible to receive the award the following year.
 - b. Nomination Procedure: Nomination forms will be available throughout the year in order to provide employees the opportunity to identify potential candidates. Nominations should include a brief justification of the employee's outstanding performance and may be based on a single event or a sustained effort by the employee. All completed nomination forms will be submitted to the Awards Committee by June 1st of each year.
 - c. Evaluation Committee: Nominations will be evaluated by the Award Committee, from which the Employee of the Year will be selected based on the criteria submitted.
 - d. Nomination criteria may include but is not limited to:
 1. Good attendance record
 2. Extraordinary customer service
 3. Productivity
 4. Ability to get along with fellow employees
 5. Outstanding performance and high quality of work
 6. Special commendations

G. Annual Employee Appreciation Luncheon

1. In July of each year, all City employees are invited to attend the Annual Employee Appreciation Luncheon. This luncheon will be sponsored by the City and will award the opportunity to recognize employees for the following awards: Years of Service Award, Innovation Award, Customer Service Award, Inspiration Award, and Employee of the Year Award. The event will also allow the opportunity to express appreciation and recognition to all City employees for their dedication and hard work throughout the year.

H. Other Recognition

1. Verbal recognition and memos may be given anytime they are warranted as "thank you's" or as acknowledgment for a job well done. Memos may

be given by peers or supervisors in recognition and appreciation for extra effort, high quality work, initiative, creativity, etc. Copies of memos should be sent to the recipient's supervisor and/or department head, as well as a copy put into their personnel file.

2. In addition to the Annual Employee Appreciation luncheon, there will be an employee luncheon held during the holiday season. This luncheon will be sponsored by one City Department each year. The hosting department will pass on the hosting duties to another department (of their choice) during the announcement ceremony following the holiday luncheon. A full rotation of departments will occur. The defined departments are:

Building/Fire
Engineering/Planning
Finance/Administration
Police
Public Works

These departments will be responsible for hosting the luncheon once every five years.

3. Other employee get together events are encouraged throughout the year.

This policy may be reviewed annually by the outgoing committee members in August, for preparing recommendations to the City Council for changes.

Attachments:

Nomination Forms:

- A. Award Nominations
- B. Application to serve on the Award Committee

EMPLOYEE RECOGNITION AWARDS COMMITTEE

The awards committee appointed by the City Manager shall screen, evaluation and prioritize the nominations. The committee will be comprised of five representatives, plus an alternate, from different departments, including one City Council member, who volunteer to serve on the committee the following year.

PURPOSE OF COMMITTEE

III. Innovation Award

Each year the award committee will select an employee as the recipient of the Innovation Award. Only one award will be given per year. The award committee will determine which candidate will receive the award based on the nominations and criteria.

IV. Customer Service Award

Each year the award committee will select an employee as the recipients of the Customer Service Award. Only one award will be given per year. The award committee will determine which candidate will receive the award based on the nominations and criteria.

V. Inspiration Award

Each year the award committee will select an employee as the recipients of the Inspiration Award. Only one award will be given per year. The award committee will determine which candidate will receive the award based on the nominations and criteria.

VI. Employee of the Year

Nominations will be evaluated by the Award Committee, from which the Employee of the Year will be selected based on the criteria submitted.

VOTING PROCEDURES FOR COMMITTEE

Committee members can nominate any employee for any award. At voting, a committee member would abstain (from that award vote) *only* if they are one of the nominees. Committee members can vote for their own nominees. All eligible committee members are required to vote. There maybe less than five votes recorded for an award. The alternate committee member will vote only if one of the committee members is nominated (therefore ineligible to vote), or in the event of a tie vote.

SUGGESTED TIME LINE

Call for Nominations: March 1st - May 31st
(Nominations may also be submitted anytime during the fiscal year)

Deadline to Submit Nominations: June 1st

Review Period: June 1 - June 15th

Notify Nominees: June 16th

Employee Appreciation Luncheon: mid-July
(Winners will be announced at the luncheon)