



Employee Recognition Policy

THIS POLICY

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Policy Statement:

Wesley Woods Senior Living is committed to promoting a positive workforce by recognizing and rewarding work and behaviors that support and further the mission, vision and goals of the Organization and to ensure that employees feel appreciated for their work.

Purpose:

Wesley Woods Senior Living provides a corporate wide, structured recognition program that is designed to complement the existing on-site recognition programs that are individualized for each local community. The purpose of the corporate program is to acknowledge, recognize and reward employees, to encourage positive behavior, to create a positive work environment, and to motivate employees to continuously strive to do their best. This program is designed to be cross functional peer recognition program and may be initiated from any level in the organization.

Administrative Responsibility:

President/CEO

Human Resources Director

Corporate Quality Team

Community Quality Team

Executive Director or Facility Administrator

Forms

Employee Recognition Nomination Form

Levels of Recognition Awards

The corporate level recognition program consists of the following types of awards:

DOVE Award (Deeds Of Valued Employees)

The DOVE Award is a way to provide regular feedback for everyday behavior and actions in a way that recognizes staff and encourages others to model the recognized behavior. The awards are provided by any staff member to another staff member through a written certificate displayed on a Community bulletin board.

Each Community as well as the Corporate office will receive a bulletin board to serve as the display board for the DOVE Awards at their location. Included with the board will be a starter set of recognition certificates. The electronic template for printing more of these certificates can be found on SharePoint under the WWSL Quality Teams, CQT – Staff Development, Employee Recognition

Folder. The certificates should be printed on different pieces of colored paper to create an appealing visual to draw attention to the Board.

The board should be placed in an area of the Community that is accessible to all staff. One person at each community should be designated by the Executive Director/Administrator to be responsible for decorating the Board and ensuring that there are blank certificates and other supplies so that staff can be easily recognized.

The board may also be used to display notes of appreciation and recognition received by residents and their family members.

Each Community has discretion as to how they decorate their bulletin board but each board must adhere to the following guidelines:

- Boards must be titled – **DOVE (Deeds Of Valued Employees) Awards** – displayed in large letters across the top.
- The Board must use the branded recognition template for the DOVE Awards located on SharePoint.

Employee actions that exemplify grace, further our mission, help us accomplish our goals, etc. should be recognized on the Board. The recognition form should include the name of the employee to be recognized, the specific behavior or action being recognized, and the employee completing the form. Recognition should be specific and should avoid any general language such as “for doing a good job” or for “being a great team player.” Examples of specific behavior include:

- “Thank you for helping me set up for the resident luncheon today”
- “Thank you for making sure Mr. Smith was able to get back to his apartment after lunch today”
- “Thank you for running the bingo game today when I had to run out for an emergency”

The Executive Director/Administrator at each Community should remind the leadership team regularly about the program and the leadership team should in turn discuss with their staff so that all employees are aware of the Program and know where to find the DOVE Awards Board. The Executive Director/Administrator should lead by example and ensure that they are recognizing staff at all levels at least once a week. Supervisors should make efforts to recognize at least one member of their team each week but recognition may be initiated by staff at any level and recognition is NOT limited to staff within your department. The effectiveness of this program will be monitored through ongoing discussions with the Executive Director/Administrator team and through informal conversations with employees at all levels at the communities.

At the end of each month, the Executive Director/Administrator for each community will take down the recognition certificates for the month and do the following:

- Read all recognition awards at the next Community wide staff meeting.
- Randomly pick 1 recognition award for submission to the HR Director for inclusion in the Shout Outs Section of the Wesley Woods Senior Living newsletter and the recipient will



receive a \$25 gift card. Executive Directors/Administrators should purchase these gift cards and charge the expense to 7620-600.

Adoption and utilization of the Program will be considered as a factor in performance evaluations for all leaders and supervisors. The Program will be adjusted as needed to ensure employees feel recognized, appreciated and rewarded for their performance.

Above and Beyond Award

The Above and Beyond Award is a community level award that is given in the form of a gift card in the amount of \$175.00. Recipients for this award are selected through the nomination process of each community's Local Quality Team.

The Criteria for this award would be measurable, such as:

- An idea or suggestion that would generate a moderate to significant financial savings to the community.
- An idea or suggestion that provides a moderate to significant efficiency benefit to the community.
- An innovative idea/best practice that significantly improves the lives of those we serve through quality measures.
- Or a significant work performance that is above and beyond the call of duty.

Each Community's local Quality Team should meet on a quarterly basis at a minimum. Nomination of potential recipients should be included on the Agenda for each meeting. The Executive Director/Administrator should complete and sign the Employee Recognition Award Nomination Form and submit to the HR Director. The HR Director will review the nomination form with the CEO, CFO and VP of Operations. When approved, the HR Director will notify the Executive Director/Administrator, sign the form and submit to payroll so that the value of the gift card will be included in the Employee's taxable wages on their next pay check. The Executive Director will purchase the gift card and delivery to the Employee with a handwritten note explaining why they are receiving the card and thanking them for their service.

