

SDG Staff Recognition Awards



Policy No. 1-21 Staff Recognition Policy (*applicable sections included below for information purposes*)
For the United Counties of Stormont, Dundas & Glengarry
Effective Date: November 2012, Revised: October 2018

The County recognizes that its employees are its greatest asset. Many of its employees often go above and beyond the regular expectations of their day-to-day responsibilities, and many of its employees have remained dedicated and loyal in serving the residents of Stormont, Dundas and Glengarry throughout their career.

This policy's intent is to provide a framework to pay tribute to these employees based on three pillars of staff recognition: Staff Recognition Awards for special contributions and achievements, years of service, and retirement. Recognition awards for staff for each of these pillars will occur in conjunction with a regular County Council meeting each spring. This policy will be managed and maintained by the Chief Administrative Officer, except where otherwise stated herein.

1. Staff Recognition Awards

Staff Recognition Awards provide an opportunity for employees to be duly recognized by their peers for any actions or undertakings that are above and beyond the expectations of their regular job responsibilities. Such contributions may occur in a variety of environments and circumstances that result in new ideas, work processes and/or standards, or policy initiatives that benefit the municipality and its taxpayers. As such, three award categories have been created to reflect this diversity. One award will be presented per category, per year. The categories are as follows:

- Customer Service Excellence
- Safety Smart
- Innovation, Sustainability, and Leadership

Customer Service Excellence

The intent of this award is to recognize that all County employees provide customer service to a variety of clientele, whether it is an internal (Council support, payroll and benefit support, etc.), or external (the public or other stakeholders) customer. The Customer Service Excellence award recognizes an employee who:

- Consistently displays high levels of expertise, enthusiasm, and initiative in dealing with internal or external customers;
- Is pro-active in taking action to ensure a customer or client is satisfied before there is a problem;
- Provides a service in which customers or clients express, or show, a high level of satisfaction; and/or
- Displays exceptional follow-through in the handling of requests and/or complaints.

Safety Smart

The Safety Smart award recognizes an employee who:

- Consistently exhibits safe work practices;
- Identifies and reports potential hazards which could affect an employee or group of employees; and/or
- Regularly goes above and beyond the expected safety standards.

Innovation, Sustainability, and Leadership

The Innovation, Sustainability, and Leadership award recognizes an employee who:

- Displays outstanding creativity and/or innovation;
- Volunteers their time for the benefit of the community, while portraying a positive image of the County;
- Has demonstrated superior leadership or mentoring skills with fellow employees; and/or
- Has provided a suggestion that results in increased productivity, reduced expenses, increased revenues or improved services.

Employees who are a recipient of a Staff Recognition Award will be invited to the spring staff recognition ceremony to be duly recognized by County Council and senior staff for their contribution to the municipality.

Governance

Nominations for Staff Recognition Awards may be made by any staff member of the County or resident of Stormont, Dundas and Glengarry. Nominations must be made by someone who has directly observed the effort and/or contribution made by the nominee, and must be seconded by a colleague concurring with the nomination. Public nominations are not required to be seconded.

Employee nominations for Staff Recognition Awards may only be made in one award category per employee per year. Neither the Chief Administrative Officer (CAO) nor Directors are eligible for nomination in any award category.

