



CITY OF CHESAPEAKE, VIRGINIA

NUMBER: 2.36

CITY DIRECTIVE

EFFECTIVE DATE: 11/20/2020

SUBJECT: DEPARTMENT OF HUMAN RESOURCES
RECOGNITION AND REWARDS POLICY

SUPERCEDES: 2/24/2017

I. PURPOSE

To establish a policy for recognizing and rewarding eligible City employees under the direction of the City Manager whose exemplary overall performance and/or outstanding customer service supports and furthers the mission, goals, values and initiatives of the City of Chesapeake. Other employees not under the direction of the City Manager may be covered by certain provisions of this policy through separate arrangements with the City. The need for accountability, the desire for measurable results, and the continuous move toward greater productivity maintains an emphasis on rewarding specific outcomes and employee actions. The responsibility to encourage participation in this rewarding program rests with all employees.

The City Manager may choose to recognize employees outside of the award levels stipulated in this policy.

The Director of Human Resources is responsible for the official interpretation of this policy.

II. AWARD LEVELS

U-Care Award – This award is designed to acknowledge employees who exemplify the City’s CARE standards (Courteous, Attentive, Responsive, and Empowered). This recognition is significant as it may come directly from peers expressing appreciation and support of co-workers’ efforts to provide exceptional customer service. Examples of the attributes for this award include making internal and external customers feel appreciated and respected, taking time to identify the customers’ needs and concerns and acting upon those in a timely manner, and obtaining the knowledge to address those needs with resourcefulness and creativity.

Customer Service Award – This award is designed to reinforce the City's mission and commitment to provide the highest quality service to all internal and external customers equitably, in a responsive and caring manner. This award is for going above and beyond one’s job duties in providing outstanding service to the community, following up on services provided, and taking initiative to assist other City employees.

Innovation Award – This award is intended to recognize employees who support the City’s goals and objectives by improving efficiencies, streamlining processes, conserving taxpayer dollars, minimizing risk exposure, increasing compliance to applicable standards and

regulations, and/or attaining tangible and measurable savings of time, labor, space, equipment or supplies.

Any monetary awards that are received may be taxed under applicable payroll laws.

III. ADMINISTRATION

These awards are designed to promote equitable recognition of employees who demonstrate superior service and performance in advancing the City's overall mission, goals, values and initiatives. Awards are not granted to employees for the performance of their typical work duties in the scope of their position, for accomplishments that are within the duties outlined in their class specification/position description or behavior that is generally expected of City employees. Each department has the discretion to develop a nonmonetary informal rewards program (e.g. on-the-spot awards, peer-to-peer recognition) to address departmental needs and enhance employee morale.

This program and the awards therefrom are dependent on funding.

IV. ELIGIBILITY

All of the above-mentioned awards are open to all classified City employees, regardless of tenure with the organization.

V. NOMINATION PROCEDURES

Any City employee may nominate an eligible employee for the U-Care, Customer Service, and Innovation Awards, using the appropriate nomination form. Team nominations must be submitted on separate nomination forms with detailed information on each nominee's individual contribution.

The U-Care Award nomination forms are also available for download from the City's intranet website. Once the form is completed, it must be forwarded to the Customer Contact Center for review and processing. The Customer Service and Innovation Award nomination forms are available for download from the City's intranet website and must be completed in full. If applicable, any supporting documentation submitted will be evaluated by the employee's department/agency head and, if approved, forwarded to the Employee Recognition Committee (ERC) for consideration. Forwarding the nomination form to the ERC is at the sole discretion of the department/agency head of the nominated employee. If a nomination form is submitted for an employee in another department, the department/agency head of the nominator as well as the employee's department/agency head must sign the nomination prior to it being forwarded to the ERC for consideration.

VI. SELECTION PROCESS

The Customer Contact Center processes the U-Care awards. The ERC meets quarterly to review all submitted Customer Service and Innovation Award nominations. The ERC will review the

nominations, ensure compliance with program guidelines, evaluate supporting documentation, and decide the appropriate award level. Selections will be made during ERC meetings by majority vote. More than one nomination for an employee may be approved, provided the justification for each are significantly distinct. The ERC may request additional information on nominations to include disapproved nominations for potential consideration within six months from the initial submission date.

VII. RECOGNITION REWARDS

U-Care

- U-Care Award Certificate signed by department head.
- Verbal acknowledgment by the department/agency head.
- Employee's department head and immediate supervisor are provided with a copy of the recognition form.

Customer Service Award

- Customer Service Award certificate;
- Verbal acknowledgement by the department/agency head;
- Recognition in the 'Recognition & Rewards' section of the City's intranet and internet websites;
- For leave-eligible employees, one day of special recognition leave to be taken within 12 months of receipt (not to exceed eight hours for eligible full-time employees or five hours for eligible part-time employees, based on regular scheduled hours)
- \$100 monetary award (subject to budget and City Manager's discretion)

Innovation Award

- Innovation Award certificate;
- Verbal acknowledgement by the City Manager's Office;
- Recognition in the 'Recognition & Rewards' section of the City's intranet and internet websites;
- For leave-eligible employees, one day of special recognition leave to be taken within 12 months of receipt (not to exceed eight hours for eligible full-time employees or five hours for eligible part-time employees, based on regular scheduled hours);
- Feature in the "Team Chesapeake" employee newsletter;
- \$500 or \$750 monetary award, depending on the quantifiable value of the employee's contribution to the organization (subject to budget and City Manager's discretion)

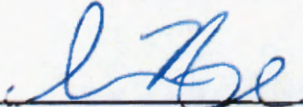
VIII. PROGRAM ADMINISTRATION

The City of Chesapeake Recognition & Rewards program is administered by the Department of Human Resources. The five voting committee members shall be classified full-time and part-time employees nominated by department/agency heads. Employees selected for the committee shall represent a cross-section of the workforce and shall serve a two-year term to begin on July

1st and end on June 30th. The committee members are not eligible for reappointment to successive terms.

Responsibilities of the ERC include promoting/marketing the program to all City departments; managing the budget; measuring the program's effectiveness and success; receiving, reviewing and processing nominations; selecting award recipients to include award level; and performing other activities as necessary for the program.


APPROVED AS TO FORM AND CONTENT:



Andrea Ruege, Assistant City Attorney II

11/12/2020
Date

APPROVED AND ADOPTED:



Christopher M. Price, City Manager

11-20-20
Date