

# CITY OF HEALDSBURG EMPLOYEE APPRECIATION AND RECOGNITION PROGRAM

## *Serving with P.R.I.D.E.*

Employees are the City's most valuable asset and play a critical role in contributing to the attainment of the Council's goals, objectives and mission. The City of Healdsburg recognizes the importance of motivating, rewarding and developing employees. As such, this program has been developed to recognize individual and team efforts and to encourage and empower employees to work to the fullest extent of their capabilities. These are the values that guide the employees for the City of Healdsburg:

**P – People First:** We will display selflessness by giving priority to the needs of citizens, coworkers and employees.

**R – Respect:** We will treat others with courtesy and dignity by valuing their ideas, opinions, needs and differences.

**I – Integrity:** We will serve with honesty, trust, fair play and hard work and we will be accountable for our actions.

**D – Deliver:** We will follow through on commitments to self, staff, the community and exceed their expectations.

**E – Excel:** We will create a work environment that stimulates innovation and continuous improvement.

### **Program Specifics**

The Employee Recognition Program provides opportunities for citizens, employees and supervisors to recognize staff, subordinates, supervisors, peers and co-workers for individual and team achievements in areas such as customer service, suggestions, committee memberships/roles or activism, special skills, tasks forces, projects, superior performance, and heroism.

### **Objective**

- ◆ The objective of the award is to recognize employees for their achievements and dedication to public service, and special contributions.
- ◆ Recognizing the accomplishments of employees contributes to a supportive work environment and supports the attraction and retention of committed and engaged employees.
- ◆ To promote team spirit and unity of purpose within the City based on shared achievement.

- ◆ To instill a sense of “P.R.I.D.E.” in work.
- ◆ To involve the community and employees of the City of Healdsburg, as partners in the pursuit of excellence in customer service.

### **Nomination Process**

- ◆ Nominations can be made throughout the year by any member of the public, employee, volunteer, contract employee, appointed or elected official.
- ◆ Nomination(s) must be submitted on the Nomination Form. Give detailed factual information and be specific about what makes your nominee(s) outstanding. Explain how nominee meets the ideal(s) identified in the selection criteria. Nomination forms will be available in all departments and online.

### **Eligibility**

- ◆ All full-time, part-time and seasonal employees are eligible for this program unless otherwise noted. Individual employees and employee team/groups are eligible for nomination.

### **Selection Criteria**

- ◆ Demonstrates a high level of service to the public
- ◆ Exhibits leadership
- ◆ Demonstrates a high level of service to the staff
- ◆ Acts to improve relations - with the public, staff and across department lines
- ◆ Makes a substantial contribution to the City of Healdsburg that enhances the image of the City
- ◆ Demonstrates improved efficiency, creativity, inventiveness
- ◆ Performs in an outstanding & courteous manner in an emergency situation
- ◆ Exceptional performance in a one-time specific project or situation.

### **Selection Committee**

- ◆ Recognition & Review Team—is comprised of one individual from each department (management & non-management). They will serve on the committee for one year and work with the Innovations Committee.

### **Recognition**

- ◆ Annual Employee Appreciation Luncheon
- ◆ Newsletter-with a brief description of the reason for the award
- ◆ “Employee Hall of P.R.I.D.E.” exhibit at City Hall
- ◆ City Scape

### **Pride in Public Service Award**

The selection committee will review the nominations and recommend four nominees per year from each category of Field, Public Safety, Administrative and Part-time. Awards will be selected from nominations given throughout the year.

- ◆ Those selected/nominated for an award will have the opportunity to be one of two employees selected for the “P.R.I.D.E in Public Service” award for the year. The selected nominee will receive the following:
  - Name(s) added to a perpetual plaque to be hung in the “Employee Hall of P.R.I.D.E.” exhibit in City Hall.
  - Proclamation and a photo with City Council members