



STANDARD OPERATING PROCEDURE # 01-021

Employee Recognition Program

Issued: 06/12/2009

CALEA Standard(s): 3.6.3

1.0 **PROCEDURE APPLIES TO**

☒ All Employees ☐ Operations ☐ Administration ☐ Technology

2.0 **PURPOSE**

The purpose of this policy is to establish a consistent method of recognizing excellent performance by NORCOM employees.

3.0 **POLICY**

NORCOM shall recognize excellent performance through the methods outlined herein. Prior to NORCOM's formation its founders established a Statement of Operating Values & Principles (SOVP). NORCOM's Core Values are part of the Statement and serve as the basis by which excellent performance is determined. See Exhibit A for the SOVP.

4.0 **PROCEDURE**

NORCOM values excellent performance and encourages its employees to challenge themselves to achieve organizational and personal goals and objectives. As illustrated in NORCOM's SVOP, the core values of the organization are:

- Deliver Excellent Service to the Public...*be outstanding*
- Provide a Good Value...*be efficient*
- Customer Service...*be responsive*
- Participatory Governance...*work together*
- Promote Interagency Collaboration, Communication, and Interoperability...*be open*
- Consider the Future...*be innovative*

Guided by these core values, the following methods are used to recognize and reward good performance.

4.1 **Coin Recognition Program**

- 4.1.1 Supervisors and Managers are provided with recognition coins to be given to NORCOM personnel when they become aware of excellent individual performance. On an annual basis, coins can be exchanged for raffle tickets for a special recognition drawing. Employees who wish to recognize peers are encouraged to do so by presenting their coin to the team member. By doing so, they forfeit their coin to the other person and give up the opportunity to trade their coin for a raffle ticket.

4.2 **Employee of the Quarter**



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4.2.1 Employee of the quarter is intended to provide recognition to NORCOM personnel who have demonstrated excellence in one or more of the core value areas. The method for nominating personnel is the completion of a recognition card. Recognition cards will be available to all personnel and can be completed by any NORCOM team member to recognize another team member. Cards should be turned into the employee's supervisor and then forwarded to the Professional Standards & Development Manager. Completed cards will be displayed on the recognition board and will be gathered and evaluated quarterly to determine excellence award recipients. Recipients will be given a certificate in recognition of this award.

4.3 Employee of the Year

4.3.1 Nominations for Employee of the Year will be solicited on an annual basis in January. Nominations can come from any team member and require the following:

- A completed Nomination Form
- A Letter of Nomination
- 2 Letters of Support for the nomination
- Supporting documentation, if available

Awards will be given in the following categories:

- Telecommunicator
- Supervisor (Includes Team Supervisor, Technology Team Supervisor, Training Coordinator)
- Administrative/Technology

4.3.2 Employees of the Year will receive a certificate and an item of recognition. A perpetual plaque will be displayed with recipient names. Presentation of these awards will occur at a Governing Board meeting, if possible.

4.4 Critical Incident of the Year

4.4.1 Nominations for Critical Incident of the Year will be selected from the recognition cards and may include multiple personnel. Team members who are aware of a critical incident or exceptional handling of a major event are encouraged to complete a recognition card so that recordings and other related documentation can be gathered.



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4.5 Years of Service Awards

- 4.5.1 To recognize the tenure of employees, NORCOM Years of Service awards are provided every five years. When possible, awards shall be presented to employees in the presence of the Governing Board.

4.6 Additional Awards & Recognition

- 4.6.1 NORCOM will participate in the King County Emergency Medical Services Emergency Telecommunicator of the Year recognition program. Nominations will be solicited from Team Supervisors, the Operations Manager, the Training Coordinator, the Quality Assurance & Public Records Specialist, and the Professional Standards & Development Manager.

NORCOM will participate in the Washington State APCO-NENA recognition program as well as the APCO, International recognition program. Employees selected as Employee of the Year will be considered for nomination for state and international awards. The Executive Director will make final determinations about award nominations for the state and international Awards. Award requirements can be found on the following websites:

- <http://www.apcowa.org/awards.htm>
- <http://www.apcointl.org/new/membership/awards.php>

- 4.6.2 NORCOM participates in recognition activities during National Telecommunicator Appreciation Week (second full week in April). This week is currently recognized by the Governor of Washington and the President of the United States through proclamations that are displayed for the entire organization when available. When practical, activities shall be coordinated during the entire week to recognize all Telecommunicators.

- 4.6.3 NORCOM recognizes the value of all team members and, as such, will include the following days for recognition of those team members:
- Technology Team Appreciation Day (last Friday in July)
 - Administrative Professionals' Day (Wednesday of last full week in April)
 - Supervisor Appreciation Day or "National Boss Day" (October 16)

5.0 **RESPONSIBILITY**

- 5.1 Responsibility for the coordination of the employee recognition program is assigned to the Professional Standards & Development Manager or designee.



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- 5.2** Supervisors and Managers are responsible for the distribution of recognition coins.
- 5.3** All NORCOM team members are responsible to contribute to the NORCOM recognition program through the completion of recognition cards and nomination of fellow team members for agency recognition.