

# Recognition Success Stories

ECCs nationwide get creative about employee recognition programs.

By Tina Chaffin

**W**ith growing staffing shortages in ECCs around the country, recognizing employees and building morale is more important than ever. Here's a look at a few ECCs and what they've done to show their appreciation to their hard-working employees.

## **BROWN COUNTY 911 PUBLIC SAFETY COMMUNICATIONS, GREEN BAY, WISCONSIN**

Brown County 911 Public Safety Communications formed a group to collect funds for recognition through dues, donations and fundraising. The group purchases items for common areas and small gifts for games and contests. Some of the notable items purchased were a double reclining love seat for the quiet room, and a hammock and patio set for the courtyard. The large windows, doors and bulletin boards throughout the ECC spread positive messages and encourage employee participation. The Thanksgiving tree allowed employees to post a leaf indicating what they were thankful for this holiday season. Supervisor Billi Jo Baneck often organizes contests or games. One recent example is a game called "what's in your bag?" She listed 10 common items through CAD messenger and the telecommunicator with the most items in their personal bag, purse or backpack won a prize. Baneck said, "if I can make them take their mind off the negativity even for a few minutes, it's worth it."

## **NEW CASTLE COUNTY EMERGENCY COMMUNICATIONS DIVISION, NEW CASTLE, DELAWARE**

In 2021, the New Castle Emergency Communications Division began increasing the use of the agency's social media account. In addition to public education tips, administrators Kristen Vari and Joe McHugh decided to use the platform to recognize outstanding achievements in the ECC. Employees are encouraged to nominate their coworkers for going above and beyond on the phone, radio or in person. There have been excellent

submissions, and employees are excited to be recognized for their hard work. Managing the social media account also allows the ECC to engage more with the police department's Community Service Unit. ECC employees have been invited to attend community trunk or treat events and have even provided gifts to needy local families for the holidays. The public engagement has led to a positive experience for everyone involved and improved ECC morale.

## **FORSYTHE COUNTY EMERGENCY SERVICES, WINSTON-SALEM, NORTH CAROLINA**

Jessica Lowe, communications training officer/coordinator at Forsythe County Emergency Services, is proud of her team for rallying together during tough times.

Telecommunicators supported one another as COVID-19 spread through their agency. Coworkers covered shifts for affected teammates and made doorstep deliveries of groceries, medications and comfort items to those affected. With the pandemic continuing, call volumes surging and resources dwindling, the team found themselves nearing burnout. They formed a morale committee with a representative from each shift to combat the negativity associated with burnout. The committee creates a quarterly newsletter highlighting work anniversaries, examples of stellar customer service and staff highlights. The committee also made a personal accountability report board similar to one used by the fire department to provide a visual of telecommunicator staffing. The creation of the morale committee has helped telecommunicators keep each other encouraged during these difficult times. ●

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