



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

SUBJECT: Employee Recognition Program

Policy No.: A263
Supersedes: August 5, 2011
Revision Date: December 17, 2014
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PURPOSE: To define the process that recognizes workforce members through the Employee Recognition Program (ERP)

POLICY: Rancho workforce members shall be formally recognized for outstanding performance or achievement performed beyond their usual scope of work responsibilities

PROCEDURE:

The ERP will be managed by the Employee Engagement Committee (EEC), a standing hospital committee, appointed by the Chief Executive Officer (CEO) and approved by the Executive Council

- 2 Membership of the EEC will represent front-line staff; supervisors, and managers from various departments of the hospital. Recommended members may include, but are not limited to representatives from the following departments: On-Site Human Resources (On-Site HR), Nursing, Rehab Therapy Division, Finance, Medicine/PM&R, Ancillary Services, and Administration
- 3 The ERP shall include guidelines for recognizing the following categories of employees: Employee of the Month (EOM), Team of the Month (TOM), Employee of the Year (EOY), and other categories as determined by EEC
- 4 The EEC is responsible for collaborating with the Cultural and Diversity Council for the planning of the annual Employee Appreciation Day Luncheon and Ceremony. All EOM's and TOM's will be recognized at the annual Employee Appreciation Day Luncheon and Ceremony
- 5 The EEC will meet monthly to vote on nominees for EOM /TOM, and to conduct other EEC business

EOM/TOM Nomination Process:

Employees, students, patients, and family members of patients may nominate a workforce member or team by completing the Employee or Team of the Month Nomination Form located on the Rancho intranet and in various locations throughout the hospital

- (See Attachment A, titled "Employee or Team of the Month Nomination Form")
- (See Attachment B, titled "Employee Recognition Procedures")
- (See Attachment C, titled "Star Card, Employee /Team of the Month Form Locations")

Eligibility: Any workforce member (full-time, part-time, or contract employee) who demonstrates outstanding performance or achievement above and beyond their usual scope of work responsibilities is eligible to be nominated. Nominated workforce members must have completed at least one year of employment and have a recent (i.e. the last completed) competent performance evaluation on file as verified by On-Site HR

- I. Nomination forms are cleared by On-Site HR /Performance Management

EFFECTIVE DATE: 2/9/15

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

Signature(s) on File.

- 2 EEC reviews nomination forms at monthly meetings and votes to select EOM or IOM
- 3 On-Site HR will notify the Department Head of selected EOM or IOM and assist in arrangements for a Unit /Department presentation, as determined by the Department Manager
- 4 On-Site HR will prepare a congratulatory letter and certificate to be signed by the CEO, obtain EOM/IOM pins, monthly parking pass, and balloons for presentation.

Selection process for Employee of the Year (EOY):

Each EOM /IOM is eligible for consideration as the EOY

- 2 The EEC selects the EOY from the previous year's EOM / IOM winners by secret ballot
- 3 Each EOM, IOM, and EOY is to be recognized at the annual Employee Appreciation Day Luncheon and Ceremony

Star Cards:

A Star Card is a way to provide on the spot recognition for outstanding performance. To nominate an employee to receive a Star Card from one of the various boxes located throughout the facility

- (See Attachment B, titled "Employee Recognition Procedures.")
- (See Attachment C, titled "Star Card, Employee / Team of the Month Form

Locations.") Los Angeles County STARS! (Special Talents for Achieving Remarkable

Service) Program:

The EEC will complete and submit nominations for eligible candidates from the EOM /IOM recipients for the LA County STARS! Program on a monthly basis

- 2 The EEC will promote the LA County STARS! Program to Department Heads and Managers by providing information, including, but not limited to deadlines and procedures
 - The EEC will review nominations from managers when requested

Communication/Publicity:

The Public Information Office (PIO) will be responsible for announcing all employee awards and recognition recipients through management staff; the intranet, newsletters, posters, flyers, etc. Departments are encouraged to publicize winners within their departments.

- 2 The PIO will provide periodic reminders of awards and recognition opportunities at Management Staff, other department meetings, and/ or other communication methods
- 3 The PIO will help advertise/announce other department or profession-specific awards/recognition



RANCHO LOS AMIGOS

NATIONAL REHABILITATION CENTER

Employee or Team of the Month Nomination Form

Employee Name: _____ **e#/c#:** _____

Job Title: _____ **Department:** _____

Work Location: _____ **Shift:** -----

Nominated For: (mark all that apply)

Exemplary representation of Rancho's Mission, Vision and/ or Core Values:

- Mission: To restore health, rebuild life, and revitalize hope for persons with a life changing illness, injury, or disability
- Vision: To be the recognized leader and valued partner in the application of world class neuroscience and rehabilitation
- Core Values: Patient & Family-Centered Care, Collaboration, Integrity, Quality and Safety

Consistently demonstrates actions that help facilitate Rancho's Strategic Plan:

- Improve Patient Outcomes
- Improve Patient Safety
- Improve Patient & Staff Experience
- Advance and support Rancho's Marketing & Business Development Plan

I am nominating the above employee for the following reason(s):

Nominated by (please print): _____ **Telephone#:** _____

Please check one: **Employee** **Patient** **Volunteer** **Other**

Signature: _____ **Date:** _____

Please submit this form to: On-Site Human Resources Employee Engagement Committee Representative, HB-105



Employee Recognition Procedures

Rancho's Employee Recognition Program (ERP) is designed to allow employees, students, patients, family members of patients, and volunteers to recognize and reward Rancho workforce members for outstanding performance or achievement beyond their usual scope of work responsibilities

Note: Any workforce member (full-time, part-time, or contract employee) who demonstrates outstanding performance or achievement above and beyond their usual scope of work responsibilities is eligible to be nominated for any of the employee recognition categories managed by the Employee Engagement Committee (EEC)

If you observe a workforce member(s) doing excellent work, nominate them for Employee of the Month (EOM), Team of the Month (TOM), the LA County STARS! Program or recognize their excellent service by completing a Stat Crud.

There are multiple ways to recognize a staff member:

- **Employee or Team of the Month Nomination**
 - Complete the Employee or Team of the Month Nomination Form and submit to Administration; Harriman Building, Room 105, Attention: On-Site Human Resources Employee Engagement Committee Representative
 - EOM / TOM awards will be presented at a Unit / Department presentation, as determined by the Department Manager
 - Each employee who is recognized as the EOM / IOM also becomes eligible for consideration as the Rancho Employee of the Year (EOY)
- **For additional information, refer to Employee Recognition Program Policy No. A263:**
 - (See Attachment A, titled "Employee or Team of the Month Nomination Form ")
 - (See Attachment B, titled "Employee Recognition Procedures")
 - (See Attachment C, titled "Star Card, Employee / Team of the Month Form Locations")
- **Star Cards**
 - A Star Card is a way to provide on the spot recognition for outstanding performance. To nominate an employee to receive a stat crud, pick up a Star Card form from one of the various boxes located throughout the facility

- Place your completed Star Card form in a collection box or deliver it to: Administration; Harriman Building, Room 105, Attention: On-Site Human Resources Employee Engagement Committee Representative.
- A copy of the completed Star Card will be given to the staff member you recognized and their manager.
- **For additional information, refer to Employee Recognition Program Policy No. A263:**
(See Attachment B, titled "Employee Recognition Procedures.")
(See Attachment C, titled "Star Card, Employee /Team of the Month Form Locations.")
- **Countywide DHR STARS! Program**
 - The acronym STARS! stands for Special Talents for Achieving Remarkable Service LA COUNTY STARS! is an exciting Countywide public employee recognition program that replaced Employee of the Month This program expands the opportunity to recognize and celebrate exceptional achievements of County employees In addition, it promotes and rewards performance consistent with three strategies from Goal I: Operational Effectiveness of the Countywide Strategic Plan, the County of Los Angeles' Shared Values, and the importance of collaboration.
 - All permanent employees performing competently or higher are eligible for nomination, with the exception of Department Heads and Chief Deputies, or a team or individual that has previously been recognized within the last 12 months. The Program allows for the nomination of teams, individuals, management, and non-management employees. Teams are generally defined as task forces, committees, or groups consisting of 20 individuals or less.
 - LA County STARS! Nomination Forms can be obtained from the County of Los Angeles' LA COUNTY STARS! web site <http://stars.lacounty.gov/Forms.asp>
 - v' Note: Nominations should be a maximum of three pages in length (font size for each nomination should not be less than 12 size font) Additional pages and attachments will be discarded Photographs, press clippings and other personnel documents should not be submitted as part of the nomination forms.
 - Each department may **submit** nomination (individual or team) per month for only of the three strategies from Goal: I Operational Effectiveness.
 - LA COUNTY STARS! will receive:
 - v' A custom-designed lapel pin color coded to the particular strategy with the County Seal and colored stars corresponding to the Strategies as follows: Fiscal

Sustainability (Black); Service Excellence and Organizational Effectiveness (Blue or White); and Workforce Excellence (Red)

- ./ A letter of commendation in the awardees' permanent personnel file from the Director of Personnel
 - ./ A personalized, decorative scroll from the Board of Supervisors presented at a Board meeting
 - ./ A framed photograph of the individual /team taken at the recognition ceremony
 - ./ An article in the County DIGESI
 - ./ A prominent display of the photographs in the Kenneth Hahn Hall of Administration, on the third floor wall adjacent to the Office of Public Affairs and on electronic monitors before and /or after the televised Board of Supervisors meetings
 - ./ Display of winners on the County of Los Angeles' LA COUNTY STARS! web site <http://stars.lacounty.gov/>
- Winners of the monthly LA County STARS! Award will automatically become the nominees for the annual LA County SUPERSTARS! Award (individual or team). At the end of the calendar year, one individual and one team will be awarded as LA County SUPERSTARS! from the pool of winners for that calendar year
 - Nominations can be submitted using the following methods, and must include the department head's signature or that of his /her designee:
 - ./ Mail:
 - U.S /County Mail
 - Attention: LA COUNTY STARS!
 - Department of Human Resources
 - Ombudsman/Community Liaison Division
 - 3333 Wilshire Boulevard, Suite 1000
 - Los Angeles, CA 9000
 - ./ Fax: (213) 639-0940
 - ./ E-mail: lacountystars@hr.lacounty.gov (PDF copies may be submitted which must include the department head or his/her designee's signature to be followed by mailing a hard copy on the appropriate color coded nomination form)
 - For more information and resources please visit the County of Los Angeles' LA County STARS! web site at <http://stars.lacounty.gov/>



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NATIONAL REHABILITATION CENTER

Star Card. Employee / Team of the Month Form Locations

Location of Star Card boxes:

1. 100 Building by elevators
2. 101/102 Surgery waiting room
- 3.. 400/Harriman Building entrance by stairs
4. 500 Building across from Snack Bar
- 5.. 602 Building waiting room
6. Comarr Clinic registration
7. 900 Building main lobby
8. SSA Building next to 1150/Cafe Amigos
9. JPI1¹ Floor lobby main entrance
10. JPI1¹ floor by elevators
11. JPI 2^d floor by elevators
12. JPI 3^d floor by elevators

Locations of Employee/Team of the Month Nomination Forms:

- L. 100 Bldg next to Pharmacy entrance
2. 500 Building across from Snack Bar
3. 400/Harriman Building Administration entrance by stairs
4. 900 Main Lobby
5. JPI 1st floor by elevators
6. The Intranet: Forms> Employee Forms> Administration >Employee or Team of the Month Nomination Form