

Health & Human Services Employee of the Month Protocol

1 PROTOCOL & POLICY STATEMENT

The Management staff at Wright County Health & Human Services wish to recognize staff who display extraordinary customer service, perseverance and professionalism to support their internal and external customers, and who model exemplary employee conduct and performance.

The HHS Director, Managers and Supervisors often receive statements of appreciation, compliments and praise for staff who go above and beyond the requirements of the position. We would like to formalize a process to both capture these sentiments from recipients as well as create a venue for the public, organizations, providers and Wright County staff to recognize our staff for providing great service.

2 PROCEDURE

In order to nominate a HHS staff for Employee of the Month (EOM) the public or an employee may complete the *HHS Employee of the Month Nomination Form*. Supervisors, Managers and the Director may not nominate staff, however, they may use the nomination form to pass on a commendation from the public as it relates to their staff. The nomination must use the statements made by the individual.

The EOM Committee will review the nominations and select a candidate based on the following criteria:

- Provided a service(s) to a client/customer that went above and beyond the expectations in the job description
- The customer(s) can specify a benefit derived from the nominee's services
- The nominee exemplifies professionalism, good performance and exceptional customer service

Nominations that are not selected in the month that they are received will be held for six months and included with the subsequent months' nominees. After six months of not being selected the nomination period will end. An employee may be nominated more than once per year for EOM but, may only receive the EOM designation once per year.

3 RECOGNITION

The EOM will receive the following upon being selected:

- Announcement to staff of the EOM via email, Newsletter and award certificate
- Presented at HHS Board Meeting on the 2nd Board meeting of the month
- Choice of gift donated by Supervisors
- Designated EOM parking spot at either the HSC or Government Center
- Annually the HHS Administration will nominate the Employee of the Year for the Wright County Individual Achievement Award