



REGIONAL PARK AND OPEN-SPACE DISTRICT Policy and Procedure Manual



Policy 4.5

Employee, Team and Volunteer Recognition

I. POLICY

The District supports recognition of superior performance achieved by employees and work teams who make significant contributions to achieving strategic objectives while adhering to District values. In addition, the District is appreciative of volunteers who provide their time and energy to assist the District without expectation of monetary benefit. Officially recognizing employees and volunteers who demonstrate alignment with the District strategy is critical to long-term success.

II. PURPOSE

To provide guidelines for recognizing employees, work teams and volunteers in a fair and consistent manner for their contributions to the District.

III. PROCEDURE

A. Recognition may take many forms depending on the performance of the employee and nature of the volunteer roles. Consistent and timely recognition is important and may include:

1. On the spot recognition:

- a. All managers and supervisors shall encourage positive work performance by issuing regular “on the spot” recognition including verbal praise, written thank you cards, gold star stickers, and positive emails providing the recognition for work well done.

RivCoParks Values:

- A.ccomplishments
- C.onnecting
- T.eamwork
- I.nnovation
- O.utstanding Service
- N.etworking
- S.tewardship



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2. Monthly recognition:

a. RivCoParks Shining Stars in A.C.T.I.O.N.S.

- i. Employees and volunteers may be nominated for showcasing District Values (A.C.T.I.O.N.S.) in support of the Annual Work Plan goals, objectives, and/or tactics.
- ii. Nominations for employee and volunteer recognition will be evaluated by executive team monthly.
 - One employee or volunteer may be chosen from each of the A.C.T.I.O.N.S. categories monthly.
 - Recipients of monthly recognition shall be featured in *RivCoParks Talk*, and shall receive a certificate.

b. RivCoParks Teams in A.C.T.I.O.N.S.

- An entire team, unit, or facility may also be nominated for demonstrating RivCoParks Values (A.C.T.I.O.N.S.) in a singular accomplishment or for ongoing excellence in operations.
- Nominations for team unit recognition will be evaluated by executive team monthly.
- Team Recipients of monthly recognition shall be featured in *RivCoParks Talk*, and shall receive a certificate.

2. Challenge Coins:

- a. Challenge Coins will be presented to staff and volunteers by the Executive Team in recognition of A.C.T.I.O.N.S. that support the mission and values of the District. Challenge Coins may be presented “on the spot” or as part of monthly and annual recognition.
- b. Updated and commemorative Challenge Coin designs will be created periodically to showcase RivCoParks and encourage collectability by staff and volunteers.



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- c. Staff and volunteer recipients of Challenge Coins may also recognize another team members for A.C.T.I.O.N.S. by presenting them with (passing on) a Challenge Coin they received.
 - d. Recipients of a custom RivCoParks challenge coin may be featured in the monthly *RivCoParks Talk*.
 3. Annual recognition:
 - a. Nominations shall be accepted annually for Employee, Team and Volunteer of the Year. All monthly recognition nominations shall be included in the consideration for annual recognition.
 - b. Employee of the Year, Volunteer of the Year, and Team of the Year.
 - i. Recognition shall be based upon support of the Annual Work Plan goals, objectives and tactics, and representation of the District Values.
 - ii. Employees/Teams/Volunteers of the Year shall be recognized at the annual Employee/Volunteer Recognition Banquet, shall be featured in *RivCoParks Talk*, and shall receive a certificate, plaque or trophy.
 - c. General Manager's Award:
 - i. Each year, at the discretion of the General Manager, an employee, team/unit of employees, and/or volunteer or volunteers shall be recognized for his/her efforts and performance.
 - ii. The General Manager shall select an employee, team/unit, and/or volunteer(s) based upon behavior and performance, including teamwork, dedication to improving their site/program, overcoming a specific challenge, etc. The General Manager's Award(s) shall be presented during the Annual Volunteer/Employee recognition banquet and the General Manager Award recipient(s) shall be featured in the *RivCoParks Talk*, and shall receive



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a certificate, plaque, or trophy.

d. Annual Recognition Banquet

- i. All current employees shall be invited to the annual recognition banquet.
- ii. All volunteers with at least 50 annual hours of service shall be invited to the annual recognition banquet.
- iii. Volunteer commission and committee members shall be invited to the annual recognition banquet.
- iv. Additional supporters of RivCoParks, as selected by the executive team, may also be invited to the annual recognition banquet.

- B. The General Manager shall authorize all proclamations, plaques, trophies, mementos or any other presentations signed or made in the name of the District. In the absence of the General Manager, the Assistant Parks Director may make such approval. All expenditures for employee and volunteer recognition shall be included in the operational budget, and pre-approved, prior to any expenditure.
- C. Reimbursement for the actual costs of awards programs including meals or food shall be shall be consistent with County purchasing policies. All costs shall be included in the operational budget and shall not include alcoholic beverages.
- D. Years of Service Recognition: Employees shall be recognized for their years of service based upon County Policy C-4.
- E. The District shall develop and approve individual recognition programs for singularly focused initiatives (e.g., Adopt-A-Trail Program) separate from this policy. Such programs shall adhere to all County and District Policies, and must be approved by the General Manager.
- F. Privately sponsored events for volunteers shall be exempt from this policy.



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- G. Employee and Volunteer Use of District Facilities:
1. Employees and volunteers shall have access to the use of District facilities in accordance with Policy 7.3.

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