



POLICY AND PROCEDURE	
SUBJECT/TITLE:	Employee Appreciation & Recognition Policy
APPLICABILITY:	All Staff
CONTACT PERSON & DIVISION:	Health Promotion and Planning Director
ORIGINAL DATE ADOPTED:	06/06/2018
LATEST EFFECTIVE DATE:	08/15/2024
REVIEW FREQUENCY:	5 years
BOARD APPROVAL DATE:	N/A
REFERENCE NUMBER:	800-025-P

A. PURPOSE

Canton City Public Health (CCPH) values the hard work and dedication of its employees. It is important for employees to feel valued, recognized, and appreciated. CCPH has programs in place that are both meant to recognize staff that go above and beyond in representing our organizational values and to show appreciation to the workforce as a whole.

B. POLICY

CCPH is committed to providing an affirmative working environment for all employees. Positive recognition is an important part of creating this environment. Employees can be recognized formally through the Values and High Five Awards at the annual all-staff meeting, or as other opportunities arise. Coworkers can also informally recognize each other for a job well done through quarterly Shout Outs. Moreover, CCPH hosts several internal events such as breakfasts, luncheons, and get-togethers throughout the year to engage staff and show appreciation for the workforce.

C. BACKGROUND

According to the American Psychological Association for Organizational Excellence, “Employees who said that recognition practices are fair, that direct supervisors provide recognition effectively, and that they value the recognition they receive, reported a variety of positive outcomes. They reported higher levels of job satisfaction, a greater likelihood to work harder because of the recognition they receive, stronger motivation to do their best and a greater sense of feeling valued. More than a quarter of working adults (28%) said that written or verbal appreciation from their direct supervisor is important. But when it comes to the types of recognition that working Americans say are important to them, money tops the list.”

The Association goes on to say, “It’s important to identify what motivates individual employees and what types of recognition they value. This way, an employer can reward and recognize individual accomplishments effectively. Making meaningful employee recognition part of your organization’s culture can go a long way toward improving job satisfaction, motivation and work effort. Ultimately, recognizing people for a job well done is good for your employees and good for your organization.”

CCPH created and implemented a formal recognition awards process, called the QuEST and Values Awards, throughout 2019 and 2020. The awards were based off 2019-2023 Strategic Plan values of Quality, Equity, Service, and Trust (QuEST). The QuEST Award was presented to an employee whose nomination showed that they upheld all four values of Quality, Equity, Service, and Trust in their work. Moreover, the Values awards were presented to employees whose nominations indicated they upheld one to three values in their work. Any



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employee who was nominated for the awards would win and would receive a certificate at the All-Staff Meeting. Furthermore, random name selection via an online program would choose what award winners' names would be immortalized on the QuEST/Values Awards plaque hanging in the employee hallway. Due to space and budget constraints, not every award winner was able to get their name on the plaque.

In 2023, the CCPH Workforce Development Team initiated an employee recognition forum to gauge staff satisfaction with CCPH's QuEST and Values Awards recognition practices. While the majority of staff responses did allude to money/pay being the ultimate form of recognition in line with the American Psychological Association for Organizational Excellence's research as outlined above, other staff responses pointed out inconsistencies and concerns with CCPH's recognition processes. Some of the concerns revolved around:

- I. Award winners chosen based off of popularity
- II. A lack of objective criteria for deciding award winners
- III. Each nominee winning an award

With these concerns in hand, the Workforce Development Team revamped CCPH's Quest/Values Awards processes in time for the 2023 All-Staff Meeting. The 2023 award cycle featured the following changes:

- I. Award nominations had to follow a specific format and included specific criteria
- II. Staff were able to nominate themselves for an award
- III. An Internal Review Committee consisting of representatives from different health department divisions was stood up to review nominations and select winners
- IV. Each award was to only have one winner (i.e. one winner for each Value Award and one winner for the QuEST Award for a total of five award winners)

In addition, the Workforce Development Team initiated an informal recognition process where staff could shoutout other health department staff, teams, or divisions for their hard work. These shoutouts were not awards, but were an act of peer-to-peer recognition to foster a culture of appreciation. QuEST/Values Award nominations and shoutouts were submitted via Microsoft Forms. Since the 2023 process only allowed for one winner for each award, each award winners' name was able to be featured on the QuEST/Values Award plaques.

While the changes for the 2023 Award cycle seemed to be well-received, the awards had to be changed in 2024 as CCPH's 2024-2027 Strategic Plan featured different values. To avoid changing the award process/award names every few years, the Workforce Development Team decided to create a recognition process where the namesake was independent of the Strategic Plan. Thus, the Values and High Five Awards were born.

D. GLOSSARY OF TERMS

Appreciation- "Acknowledging a person's inherent value. The point isn't their accomplishments. It's their worth as a colleague and a human being" (Harvard Business Review).

Customer- A customer can be defined as a customer, client, patient, community at large, food vendor, business, etc.

Formal recognition- Recognition given to an employee either as an award/certificate or gift. This type of recognition should be documented in the employee's annual evaluation. The Values and High Five Awards are examples of formal recognition. Gifts amounting to \$5 or less do not need to be documented.



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Informal recognition- Recognition given to employees on a more regular basis. Informal recognition could be a note of thanks or even a verbal recognition of a job well done. Quarterly shout outs are examples of informal recognition.

Internal Review Committee (IRC) – Workforce Development Team members who attend the Workforce Development Team meeting prior to that year’s All-Staff Meeting. The Internal Review Committee reviews deidentified award nominations and selects the year’s award winners based on objective criteria as outlined on the nomination form.

Recognition- “Giving positive feedback based on results or performance” (Harvard Business Review). This can happen both formally and informally.

WDS- Workforce Development Specialist

E. PROCEDURES & STANDARD OPERATING GUIDELINES

It is important for a recognition program to be meaningful to both the awardees and the others in the department. There are two types of recognition that can be given to employees: formal & informal. With all recognition, supervisors/directors should consider staff preferences. Staff will be surveyed regarding CCPH’s Award processes once every 2 years, and survey data will be used to make necessary changes to the processes.

Recognition Methods:

All-Staff Meeting & The Values and High Five Awards: The CCPH All-Staff meeting is held annually and is an opportunity for CCPH staff to come together for agency updates, staff development and camaraderie. New employees are introduced and given the opportunity to meet co-workers from various divisions. The All-Staff meeting can also be an opportunity to recognize those who may have received awards from outside agencies in the past year.

Moreover, this meeting provides reason for supervisors and/or coworkers to nominate staff members or themselves for recognition throughout the year as staff receive internal awards at the All-Staff Meeting.

The process for award nominations and award winner selection is as follows:

- I. The first month of the quarter of the Staff Meeting, the WDS or a Workforce Development Team designee will send information out regarding High Five Award/Values nominations and All-Staff Meeting shout out submissions. The nomination form will be completed via Microsoft Forms and will be titled “CCPH Recognition Form” with the year following. The CCPH Recognition Form will be sent to staff via email. Specific instructions on how to nominate someone are included on the form itself
 - a. Once it is sent out, staff will have approximately 2 ½ months to send nominations and submit shout outs that will then be shared at the All-Staff Meeting. The goal is to have the submission deadline 1 month prior to the All-Staff meeting date.
- II. After the award nomination and shout out submission form closes, the WDS will take the award nominations and deidentify them as much as possible.
 - a. This includes omitting names of employees, employee titles, etc.



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- III. Once the nominations are deidentified, members of the Workforce Development Team act as an Internal Review Committee (IRC). The IRC receives the deidentified nominations and selects award winners based on objective criteria as laid out in the nomination form.

The Values and High Five Awards are presented to award winners at the All-Staff Meeting through a commemorative certificate created by the WDS or an All-Staff Meeting Committee designee. The Values awards are presented to employees whose nomination(s) best exhibit the values of Collaborative, Responsive, Inclusive, and Trust in relation to their work. There is one winner per each Value Award. The High Five Award is presented to an employee whose nomination(s) fosters all four values as well as receiving a Shout Out (four values and one shout out equals five, hence “The High Five Award”).

After award winners are selected and presented their certificate(s) at the All-Staff Meeting, the WDS or Workforce Development Team designee will work with a plaque company to quote, proof, and order name plates with the award winners’ names to be featured on the awards plaque in the employee hallway.

Local, State and National Award Nominations: As opportunities present themselves, staff are able to nominate a co-worker for outside awards as they see fit. Examples of outside Awards could include:

- I. deBeaumont Foundation’s 40 Under 40 in Public Health Award
- II. Ohio Public Health Association awards
- III. Ohio Environmental Health Association awards
- IV. American Public Health Association awards
- V. Local agency awards (I.e. Leadership Stark County, etc.)

Division Recognition: Division leaders have the discretion to create recognition programs or incentives for their staff members. Examples could include division staff luncheons, acknowledgement at division meetings, or an email sent out to the group or individual. This type of recognition should be personal for the division and appropriate for the staff members in their division.

Shout Outs: Staff are able to informally recognize other staff members, teams, or divisions through shout outs collected via Microsoft Forms. Each quarter, the bulletin board in the employee hallway near the large board room will feature a QR code for staff to access Microsoft Forms for shout out submissions. During Quarters One, Two, and Four, any submitted Shout Outs will be put on a themed, commemorative design and emailed to employees by the WDS or a WDT designee as they are received. Employees may print and display their shoutouts as seen fit. Quarter Three’s shoutouts will be printed and passed out to employees during the All-Staff Meeting by the WDT and/or All-Staff Meeting Committee members.

Appreciation Methods:

Staff Breakfast/Luncheons: Staff breakfast and luncheons are held throughout the year to celebrate special days (i.e. National Public Health Day) and seasons (i.e. Holiday Luncheon). Money earned from vending machine sales help to finance some meals, with employees contributing food, money or time to make most of these possible. These events allow for staff interaction in a more relaxed setting. These events are often coordinated by the Fiscal Manager, WDT, or a designee.



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F. CITATIONS & REFERENCES

APA Center for Organizational Excellence:

<http://www.apaexcellence.org/resources/creatingahealthyworkplace/employeerecognition/>

<http://www.apaexcellence.org/resources/special-topics/employee-recognition>

Harvard Business Review:

<https://hbr.org/2019/11/why-employees-need-both-recognition-and-appreciation>

G. CONTRIBUTORS

The following staff contributed to the authorship of this document:

1. Madisyn Smith, Workforce Development Specialist
2. Jessica Boley, RD, LD WIC Dietitian

H. APPENDICIES & ATTACHMENTS

I. REFERENCE FORMS

800-025-01-F CCPH Employee Recognition Microsoft Forms Survey

J. REVISION & REVIEW HISTORY

Revision Date	Review Date	Author	Notes
06/25/2024		Madisyn Smith, Workforce Development Specialist	Updating background information and reflecting current CCPH recognition processes

K. APPROVAL

This document has been approved in accordance with the “800-001-P Policy Development” procedure as of the effective date listed above.