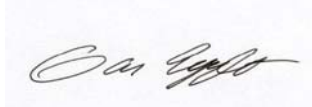
	COUNTY OF ALBEMARLE Department of Fire Rescue STANDARD ADMINISTRATIVE POLICY	
	Subject:	Employee Rewards/Team Recognition Program
	Reference Number:	SAP-DEP-022
	Effective Date:	1 July 2005
	Last Revision Date:	N/A
Signature of Approval:	 J. Dan Eggleston, Chief	

Purpose:

The purpose of this program is to recognize employees of the Albemarle Department of Fire Rescue who distinguish themselves in the performance of their duties and who contribute significantly to the advancement of the department. The Department of Fire Rescue encourages its employees to carry out our mission and to realize our vision using our values as a guide:

Our Vision

Albemarle County will be home to the model volunteer-career fire and emergency medical services system.

Our Mission

We will provide the highest quality services to protect and preserve the lives, property, and environment of our community.

Our Values

We believe in excellence in public service through:

Integrity

We believe in honesty and doing the right thing for our customers and always honoring our commitments.

Innovation

We believe in embracing on-going innovation, creativity, and change for achieving continuous improvement and results in our jobs, our organization, and our community.

Stewardship

We believe in our role as stewards of the public trust and responsible management of all the county's human, environmental, and financial resources.

Learning

We believe in ongoing learning and improvement of our community, our personnel, and our personnel, and our organization.

Awards Categories:

There are three (3) categories of awards:

- Customer Service Award
- Values Award
- Advancing our Vision Award

Customer Service Awards

The Customer Service Award is designed to enable the Fire Rescue Department to recognize a team of employees who perform the duties and responsibilities in an outstanding manner during a major incident or are involved in a specific committee/project while following the teamwork philosophy.

Examples:

- Major change in service delivery that improves the level and or quality of service to our customers
- Extraordinary team effort during a difficult event
- Going beyond what is expected from our customers during the teams daily service delivery activity

Value Awards

The Value Award is designed to enable the Fire Rescue Department to recognize a team of employees who demonstrate superior performance while highlighting one or more of the four county values.

Examples:

- Making a difficult decision that can be tied to one or more of our values
- Developing or realigning a policy or practice to one or more of our values
- Initiating an improvement project that supports at least two of our values

Advancing Our Vision Awards

The Advancing Our Vision Awards are designed to enable the Fire Rescue Department to recognize a team of employees whose performance greatly advances the department towards our vision to be home to the model volunteer-career fire and emergency medical services system.

Examples:

- Initiating an improvement project that can be tied to realizing our vision
- Seizing the opportunity to highlight an event or behavior that supports our vision
- Forming and participating in a cross functional volunteer/career team during a learning event or project
- Developing or realigning a policy or practice that moves us closer to our vision

Policy & Process for Issuing the Awards:

Awards Committee

The Fire Rescue Chief will appoint an awards review committee. The review committee will consist of one senior staff member (rotated annually), one field Captain, and one training staff member. This group will then select one additional staff member for a total of four committee members. Upon review of all nominations, the committee will report their recommendations to the Fire Rescue Chief for final selection.

Nomination

Any employee may nominate a team of employees for any of the three awards. Nomination will be forwarded to the awards committee and will include specific details that support the nomination of a certain category.

Awards Nomination Form

All nominations will be made using the Fire Rescue Nomination Form located on Team Services and as shown in Attachment A.

Awards Selection

The awards committee will meet during the last week of each quarter to review and score all nomination packages. The three highest scores will be forwarded to the Fire Rescue Chief for final selection.

Scoring

Scoring criteria will be as follows:

Customer Service Award	Awarded Points	Maximum Points
Exceeding job performance expectations		20
Exceeds the external customer's expectations		20
Initiative on the team's behalf		20
Initiative captured and institutionalized as a policy or practice		20
Initiative improves the system overall		20
	Total	100
 Values Award 		
Stewardship		15
Innovation		15
Learning		15
Integrity		15
Initiative on the team's behalf		20
Initiative improves the system overall		20
	Total	100
 Advancing our Vision Award 		
Adheres to our values and guiding philosophies		20
Overall impact on the initiative's ability to achieve our vision		40
Initiative on the team's behalf		20
Initiative improves the system overall		20
	Total	100

Final Selection for Most Valued Team

The Fire Rescue Chief will make the final selection. The Most Valued Team (MVT) of the Quarter will enjoy the following benefits:

- Certificate of Achievement and Letter in the person's file
- Automatic candidate for MVT of the Year
- A gift card of \$20 for each team member
- Recognition in the *Sirens* newsletter

Most Valued Team (MVT) of the Year

This award is to recognize a team that the Fire Rescue Chief feels exemplifies the standards set for the department. Only the four quarterly award winners may compete for MVT of the Year. The Fire Rescue Chief may interview each team to gather information regarding the decision. The MVT of the Year will enjoy the following benefits:

- A wall plaque with engraved nameplate
- One full day of administrative leave
- Gift card of \$50 for each team member
- An announcement will be placed in local newspapers
- An opportunity to attend the annual Virginia State Fire Chief's Conference, OEMS Symposium, or the International Association of Administrative Professionals (Virginia Division) Annual Meeting.

Attachment A



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**EMPLOYEE REWARDS TEAM RECOGNITION PROGRAM
NOMINATION FORM**

Date: _____ Name of Person Making Nomination: _____

Name of Persons Nominated:

Nomination for:

- Customer Service Award
- Values Awards
- Advancing our Vision Award

(See descriptions in the Employee Recognition Program policy for additional details.)

I would like to nominate the team above for the following reasons:

I have attached the following information to support this nomination:

Signature

Date