



<p>Team Name: Recruitment and Retention</p> <p>Team Lead: Recruitment and Retention Officer</p> <p>Approved by: VP – Human Resources</p>	<p>Reference Number: ORG.1511.PL.009</p> <p>Program Area: Human Resources</p> <p>Policy Section: Recruitment and Retention</p>
<p>Issue Date: September 13, 2019</p> <p>Review Date:</p> <p>Revision Date:</p>	<p>Subject: Employee Recognition</p>

**POLICY SUBJECT:**

Employee Recognition

**PURPOSE:**

To recognize employees for their achievements and contributions to the organization; provide guidelines for site/program/service-specific initiatives and activities; and raise awareness of the value of recognizing employees and the positive effect it has on employee engagement, client service, and overall organizational success.

**BOARD POLICY REFERENCE:**

Executive Limitation (EL-3) Treatment of Staff

**POLICY:**

Southern Health-Santé Sud recognizes the accomplishments made by its employees. It is committed to honoring and encouraging individuals and teams who contribute through their efforts and actions to the success of the organization. Recognizing the outstanding performance of employees contributes to a supportive work environment and supports the attraction and retention of committed and engaged employees.

**DEFINITIONS:**

**Employee:** Individual currently employed in a full time, part time, or casual position with Southern Health-Santé Sud.

**External Agency:** Essentially public (as in services rendered, functions performed, or source of income received), although under private ownership or control. (ex. Shared Health - Diagnostic Services, Medical Services)

**Affiliate Health Corporation:** A designated independent legal entity, that is to say, a non-devolved institution that is not directly administered by Southern Health-Santé Sud.

**Recognition:** Any word or deed towards making someone feel appreciated and recognized for what they do. Recognition covers a range of formal and informal practices in the workplace that support corporate and departmental values, goals, objectives and priorities.

**Formal Recognition:** Structured, scheduled activity or event with specific criteria to recognize employee contributions and achievements.

**Informal Recognition:** Acknowledgment of day-to-day accomplishments in the workplace through gestures of appreciation, communication and/or feedback.

### **PROCEDURE:**

#### **Welcome to New Employees**

This recognition program applies to all full-time, part-time and casual employees of Southern Health-Santé Sud excluding affiliate health corporations and external agencies.

New employees commencing employment with the region receives a “Welcome” greeting card with a promotional item (i.e. pen).

- Recruitment and Retention requests/receives a monthly report from Payroll identifying new hires.
- Recruitment and Retention sends a “Welcome” greeting card to the new employee via inter-office mail.

#### **Discount Program**

This recognition program applies to all full-time, part-time and casual employees of Southern Health-Santé Sud including external agencies and excluding affiliate health corporations.

Participating local businesses provide discounts or other benefits for their products and/or services. Employees present their Photo Identification Badge prior to any purchase or service to receive the applicable discount.

- Recruitment and Retention contacts businesses on an annual basis and provides them the opportunity to participate in and/or renew their discount offer.
- Recruitment and Retention updates the list of participating businesses on an annual basis and ensures the list is available on the Health Providers’ Site.
- Sites/Programs/Services where employees have limited access to computers may request a printed copy of the list of participating businesses and discounts.

#### **Employee Appreciation Luncheons**

This recognition program applies to all full-time, part-time and casual employees of Southern Health-Santé Sud including external agencies and excluding affiliate health corporations.

The Directors of Health Services (DHS)/Regional Directors (RDs), coordinate their efforts in hosting the event within their catchment area including Regional, Community Office, and Primary Health Care Centre employees at the nearest site. The DHSs/RDs are responsible for budgetary requirements and approving the logistics of the event.

### **High 5 Awards**

This recognition program applies to all full-time and part-time employees of Southern Health-Santé Sud including external agencies and excluding affiliate health corporations.

The region recognizes employees for their five (5) year continuous service milestone.

- In collaboration with Payroll, Recruitment and Retention compiles the list of recipients who reach five (5) years of continuous service within the calendar year.
- Recruitment and Retention provides the appropriate manager/supervisor/designate with the amount of awards and greeting cards required for the year based on the recipient list.
- The manager/supervisor/designate presents the gift and greeting card during the month of which the employee reaches their anniversary date with Southern Health-Santé Sud.

### **CEO Career Achievement Award**

This recognition program applies to all full-time, part-time and casual employees of Southern Health-Santé Sud including external agencies and excluding affiliate health corporations.

The CEO Career Achievement Award honors a Southern Health-Santé Sud employee or service provider with 25 years or more of continuous service, whose passion for their work, sustained positive attitude and high personal ethic has earned them the greatest respect of their peers. The employee or service provider will have made significant contributions to Southern Health-Santé Sud within the scope of their position(s) and fostered wellness in the workplace.

- Nomination forms are available in April of each year on the Health Providers' Site and/or by contacting Recruitment and Retention.
- Completed forms are forwarded to Recruitment and Retention prior to July 1.
- Recruitment and Retention sends the nominee forms to the CEO and Senior Leadership for final review of nominations and selection of award recipient.
- A custom engraved award and a bouquet of flowers are presented to the recipient each year at the Annual General Meeting.

### **Quality Service Awards**

This recognition program applies to all full-time, part-time and casual employees of Southern Health-Santé Sud excluding external agencies and affiliate health corporations.

Quality Service Awards are offered in recognition of the extraordinary achievements and contributions of employees that extend their efforts beyond the day-to-day performance of duties by sharing their gifts of compassion, patience, kindness and professionalism with clients

and colleagues. Four (4) awards are presented to nominees/recipients from region's sites/programs/services.

- Nomination forms are available effective April of each year on the Health Providers' Site and/or by contacting Recruitment and Retention.
- Completed nomination forms are forwarded to Recruitment and Retention prior to July 1.
- Recruitment and Retention sends the nominee forms to the VP - Human Resources for final review of nominations and selection of award recipients.
- A monetary award of \$250.00 and a bouquet of flowers are presented to the recipients at the Annual General Meeting.

### **Service Excellence Team Award**

This recognition program applies to all full-time, part-time and casual employees of Southern Health-Santé Sud including external agencies and excluding affiliate health corporations. The Service Excellence Team Award recognizes a team of Southern Health-Santé Sud employees or service providers for their commitment to excellence and exceptional performance as well as demonstrated achievement in transforming the patient experience. The nomination can reflect the work of more than the past year.

- Nomination forms are available effective April of each year on the Health Providers' Site and/or by contacting Recruitment and Retention.
- Completed forms are forwarded to Recruitment and Retention prior to July 1.
- Recruitment and Retention sends the nominee forms to the CEO and Senior Leadership for final review of nominations and selection of award recipient.
- Members of the winning team award are announced each year and the Annual General Meeting. Members receive a Southern Health-Santé Sud Promotional Wear clothing item. The item includes the Southern Health-Santé Sud logo and embroidered team name and year.

### **Years of Service**

This recognition program applies to all full-time and part-time employees of Southern Health-Santé Sud including external agencies and excluding affiliate health corporations.

The region recognizes employees having reached ten (10) years, fifteen (15), twenty (20) years, and every five year increment thereafter of continuous service within the current year. The Years of Service Awards program allocates a set amount per year of service, which is reflected in a catalogue of gift choices for each separate recognition year inclusive of a donation option. **Note:** Gift cards and cash awards are not permissible in lieu of a gift. Recruitment and Retention, Payroll and the Area Executive Assistants work together to manage the Years of Service Program and are responsible to remain within budgetary constraints. The site/program managers are responsible for the distribution of Years of Service Award gifts to the recipients within their portfolio.

### Sector Group Recognition

This recognition program applies to all employees of Southern Health-Santé Sud excluding external agencies and affiliate health corporations.

To coincide with the national and provincial acknowledgement of healthcare professionals, the region publicly recognizes the following groups: volunteers, nurses, allied health and support workers through an article in the monthly newsletter.

Month	Sector
February	Casual Employees
April	Volunteers
May	Nurses
September	Allied Health
October	Support Services

Managers who wish to recognize annual special awareness month, week, and/or day for occupation specific employee groups are encouraged to acknowledge these groups by submitting an article to the Staff Communiqué.

### Retirement Recognition

Southern Health-Santé Sud formally recognizes the retirement of full-time or part-time employees, including external agency employees, when the employee is voluntarily leaving the organization and has achieved at least five (5) years of continuous service. The employee must have reached an age consistent with his/her pension plan provisions and must have provided written notice of intent to retire, or have confirmed they would like to be recognized as a retiree from Southern Health-Santé Sud.

Retirement recognition includes those employees who have been laid off and opt to resign and take severance, provided they meet the service and age provisions for retirement.

An employee is eligible for both retirement and long service recognition if they occur in the same fiscal year.

An employee can only receive a retirement award once in their tenure with Southern Health-Santé Sud (refers to those that re-join post retirement).

- A retirement gift is selected by the manager or designate and is presented to the retiring employee at an occasion of recognition, unless the employee indicates otherwise.  
**Note:** Cash awards are not permissible in lieu of a gift.
- The region allocates a \$10.00 amount per year of service towards a retirement gift for which the cost is covered by Human Resources – Recruitment and Retention.
- An Expense Claim form is sent to Recruitment and Retention for processing and reimbursement.
- Costs associated to a retirement function are the responsibility of the site/program/service.

**REFERENCES:**

Employee Discount Listing

Quality Service Awards Nomination Form

CEO Career Achievement Nomination Form

Service Excellence Team Award Nomination Form