



Operating Procedure

Effective Date March 1, 2017	Number 165.2
Amended 12/19/17	Operating Level Department
Supersedes Operating Procedure (3/1/14)	
Authority COV §53.1-10	
ACA/PREA Standards None	
Office of Primary Responsibility Human Resources Director	

Subject
EMPLOYEE APPRECIATION AND RECOGNITION PROGRAMS

Incarcerated Offender Access Yes No
Public Access Yes No
Attachments Yes #1 No

I. PURPOSE

This operating procedure provides guidance for the establishment and administration of planned activities and awards that recognize Department of Corrections (DOC) staff and convey the Department’s appreciation for their performance, dedication, and commitment to public service and public safety in the Commonwealth. Such activities and awards should support the DOC mission, promote the healing environment, and create an incentive for employees to continue good performances.

II. Compliance

This operating procedure applies to all units operated by the Department of Corrections (DOC). Practices and procedures shall comply with applicable State and Federal laws and regulations, Board of Corrections policies and regulations, ACA standards, PREA standards, and DOC directives and operating procedures.

III. DEFINITIONS

DOC Funds - Any funds the DOC has a fiduciary responsibility for including but not limited to; Agribusiness, Virginia Correctional Enterprises, grants, general funds, or special funds

Immediate Recognition Programs - Recognition at any time for demonstration of behaviors and values of the organization, contributions to the goals and objectives of the organization or work unit and to acknowledge individual or team accomplishments.

Planned Recognition Programs - Prearranged ways of acknowledging contributions and accomplishments of an individual or team; this approach provides more frequent opportunities to recognize employees than more formal recognition events, such as Service Awards and Virginia Public Service Week

IV. PROCEDURE

A. Events that may be funded with DOC Funds

1. Department Service Awards Programs
 - a. October of each year
 - b. For all staff members not just a select group
2. Public Safety Week
3. National Employee Recognition Weeks - such as Corrections Offices, Probation Officers, Nurses etc.
4. Unit Level Awards Programs
5. Retirement Celebrations (employees leaving in “good standing”)

B. Awards that may be purchased with DOC Funds

1. Value Awards at Department, Regional, or Unit Level
 - a. Governor’s Awards: Star Award, Career Achievement, Innovation, Teamwork, Health, Wellness & Safety, Customer Service, Community Service & Volunteerism

- b. Department's Values: Safety, Ethics, Learning, Respect, Honesty, Commitment, Support
 - c. Other: Employee of the Year, Healing Environment
2. Mementoes that may be purchased with DOC Funds:
 - a. Predetermined Service Awards mementoes
 - b. Predetermined Retirement mementoes
 - c. Event tickets that are consistent with DOC values limited to \$25 per ticket and 2 tickets per award.
 - d. Purchases from VCE, such as pins, plaques, trophies etc. for up to \$50.00 dollars per person, per fiscal year
 - e. Purchases from the DOC Culinary Arts Program such as gift certificates or bake goods etc. for up to \$50.00 per person, per fiscal year
 - f. Tokens of appreciation such as Challenge Coins, tumblers, cups, folio pads etc. for up to \$50.00 dollars per person, per fiscal year.
- C. Administration of Employee Recognition
1. Recognition events and awards will be given by Unit Heads in accordance with Implementation Memorandums approved by the Regional Operations Chief.
 2. The Human Resource Officer for each unit should be consulted in the development, administration, and evaluation of any employee recognition initiative whether immediate or planned in nature. This includes handling each case where employee recognition is awarded and use of the [Employee Recognition Award Form 165_F1](#) is necessary.
 3. Department of Human Resource Management Policy 1.20 [Employee Recognition Programs](#) restricts the value of monetary and non-monetary recognition that an employee may receive during a fiscal year to \$2,000.00.
 - a. This does not include the value of recognition leave.
 - b. The Human Resource Officer will monitor recognition granted to employees under this and other recognition programs to comply with this policy.
 4. Recognition leave is treated separately from Monetary and Non-monetary awards; however, procedures allow an employee to elect to be paid instead of receiving grants of leave. If the employee request is to convert recognition leave to dollars, it is then treated as a monetary award and is taxable.
 5. Individual DOC units incurring expenses for employee recognition must absorb the associated costs within existing resources. Unit Heads should request input on their planned spending for employee recognition programs and events from their Regional Program Manager for Administration and Finance or the DOC Chief Financial Officer.
 6. Unit Heads will track expenditures for any employee with a single monetary award of \$500.00 or more per fiscal year to ensure they do not exceed the maximum fiscal year limit per employee of \$2,000.00 allowed by The Department of Human Resources Management.
 7. The Human Resource Officer will send an informational copy of all completed *Employee Recognition Award Forms* to the Employee Relations Manager at Human Resources/Atmore.
 8. The Human Resource Director and Employee Relations Manager are a resource for all Human Resources Officers and their Unit Heads in the development, administration, and evaluation of any employee recognition initiative whether immediate or planned in nature.
- D. Attendance at Recognition Events (including Service Award Events)
1. Attendance at the employee's respective designated ceremony is voluntary.
 2. If the award ceremony falls within business hours on a recipient employee's scheduled day to work, attendance and appropriate travel will be considered work time.

3. Employees who are on scheduled leave are allowed to substitute work time for scheduled leave time to attend the ceremony through schedule adjustments.
4. Employees who are on rest day will not get paid for attendance at the ceremony.
5. Schedule adjustments will be made to allow attendance for those employees who are being recognized and attend the ceremony.
6. When guests are allowed, guests of recipients shall be limited to one per recipient.
 - a. Guests may be anyone the recipient chooses.
 - b. If the guest is an employee of the Department of Corrections, attendance for that guest is considered to be work/paid time if it is during their work hours.
7. Use of a state vehicle for attendance at ceremonies held away from the employee's workplace is considered official business and authorized for award recipients and their guest.

E. Service Awards

1. Award Periods
 - a. Service anniversaries should be recognized in a timely manner for qualified employees. At minimum, recognition should be presented for employees who have reached five years of state service and in five year increments thereafter (i.e. 10 years, 15 years, 20 years, etc.).
 - b. Programs may be modified to provide recognition of other service milestones.
2. Qualification and Eligibility
 - a. Qualifying service shall be a total of all state service; whether continuous or broken.
 - i. State service includes all periods of approved leave with and without pay.
 - ii. Wage service and periods of non-working Long-Term Disability do not qualify.
 - b. Listings of employees eligible to receive service awards shall be provided to respective Human Resource Officers for verification of service, employment, and assigned agency.
 - c. Certificates for less than 25 years shall include the signature of the DOC Director.
 - d. Certificates for 25 years and above may include the signatures of the Governor, Secretary of Public Safety, and the DOC Director.
3. Award Specifications
 - a. Recognition events and awards will be given by Unit Heads in accordance with Implementation Memorandums approved by the Regional Operations Chief.
 - b. Awards used in recognizing service milestones or anniversaries can be those specified by state contract.
 - c. Awards may change to support modified programs, or the DOC may enter into an agreement to provide alternate awards.
4. Presentations
 - a. Presentations of service awards may be made by organizational unit or region.
 - b. It is recommended that these presentations are meaningful and support the goals and objectives of the DOC.
 - c. If presentations are scheduled during work hours, care must be taken to ensure they are of reasonable duration and expense and appropriate for the circumstance.

F. Immediate Recognition Programs

1. Immediate Recognition may be provided at any time for individual or team exemplary accomplishment(s). The achievement(s) and contributions should reflect efforts made above and beyond normal and expected work duties.
2. Non-Monetary Recognition
 - a. Non-monetary awards shall be limited in cost to \$50.00 per award per employee.

- b. The Unit Head will make non-monetary recognition awards after consultation with the unit's Human Resource Officer.
 - c. Regional Operations Chiefs or members of the Director's Staff may establish other review requirements for non-monetary recognition.
3. Recognition Leave
- a. Recognition Leave should be directly related to an employee's exemplary performance that supports the DOC and work unit's mission and objectives.
 - i. There is latitude in recommending the amount (hours or days) of recognition leave awards. For consistency, one should be able to distinguish between the contributions that result in smaller and larger recognition leave awards.
 - ii. Suggested criteria for determining the amount of Recognition Leave awarded include exemplary efforts on specific projects (one hour up to 1-2 days) or quelling a disturbance (one hour up to 5 days).
 - b. Recognition leave may be awarded by hour(s) or by day(s) up to 5 workdays (i.e. 40 hours).
 - i. No more than 40 hours of recognition leave within a calendar (leave) year may be awarded to an individual employee.
 - ii. Recognition leave is not to be used to recognize the length of an employee's service, as a retirement bonus, as birthday bonus, or other reasons not in compliance with state policy.
 - c. Eligibility
 - i. Full-time and part-time classified and restricted employees with current performance evaluation ratings of "contributor" or above are eligible.
 - ii. Wage employees are not eligible for recognition leave.
 - d. The [Employee Recognition Award Form](#) 165_F1 will be used to submit, review, approve, and process recognition leave awards. Regional Operations Chiefs or members of the Director's Staff may establish other review requirements for recognition leave.
4. The Spot Bonus Program recognizes employees who have delivered key results through individual contributions with one-time cash payments.
- a. All full-time classified employees of the DOC, other than the Director, are eligible for a spot bonus if they have delivered key results in achieving or supporting efforts in the following areas:
 - i. Department, division, region, or unit mission
 - ii. Department, division, region, or unit strategic plan
 - iii. Department, division, region, or unit operational plan
 - iv. Exemplary demonstration of one of the Department's core values or business practices
 - b. The contribution recognized by the spot bonus must be the recognition of an individual's accomplishment; it is not and should not be used as recognition for all members of a team, group, or unit. The accomplishments of a team, group, or unit should be recognized utilizing another method other than a spot bonus.
 - c. See Attachment 1, *Spot Bonus Program*, for eligibility details and administrative guidance.

G. Planned Recognition Programs

- 1. Each Unit Head has the authority to award recognition leave or the identified cash payment under a planned recognition program as these programs are approved in advance. The [Employee Recognition Award Form](#) 165_F1 should be used for all awards.
- 2. Each employee recognized through a planned recognition program covered by this operating procedure will be given a certificate at a ceremony. A suitable certificate for Employee Recognition ([Employee Recognition Award Certificate](#) 165_F2) is available on the master forms list in the DOC Virtual Library.
- 3. After approval as outlined above, the [Employee Recognition Award Form](#) 165_F1 must go to the Human Resource Officer for keying into the PMIS system and then, if recognition leave, to the leave

coordinator, or if cash payment, to the payroll department.

4. Period Recognition

- a. More than one employee may be recognized for a period based on the workforce of the unit; i.e., a major institution might recognize a security and a non-security employee.
- b. Employees who receive recognition for a period will receive either of the following recognitions:
 - i. Specified hours of recognition leave, or
 - ii. Specified amount of cash payment
- c. The specified recognition for Employee of the Month is 8 hours of recognition leave or a cash payment of \$75; for Employee of the Quarter is 16 hours of recognition leave or a cash payment of \$150; for Employee of the Year is 32 hours of recognition leave or \$400.
- d. Upon recognition by the unit head, the employee may choose either recognition option.
- e. If the cash payment option is selected, it will normally be processed in the employee's compensation for the next regularly available payroll period, identified by a separate one-time item included on the pay stub. A cash payment under this program is taxable and may not be received in the form of deferred compensation.
- f. The [Employee Recognition Award Form](#) 165_F1 will be used to process the employee's choice.

5. Initiation of New Planned Recognition Programs

- a. Submission for new planned recognition programs will be made to the Employee Relations Manager who will chair an oversight committee composed of the three regional support managers, the Human Resources Managers for Compensation & Engagement, Classification, Human Resources Services, and Benefits. The oversight committee will make its recommendation to the Human Resources Director for final approval.
- b. The following guidelines for Planned Employee Recognition Programs should be provided in the submission to the Employee Relations Manager and communicated to employees once the program is approved and initiated:
 - i. The purpose of the recognition program
 - ii. The criteria upon which recognition decisions will be based
 - iii. A description of the process for selection of employees for recognition awards
 - iv. The identification of the person(s) responsible for selecting recognition award recipients
 - v. A description of the awards and the manner of presentation
 - vi. Use of the [Employee Recognition Award Form](#) 165_F1 will be included in the program.
- c. There is latitude in recommending the amount (hours or days) of recognition leave or other awards.
 - i. For consistency, one should be able to distinguish between the contributions that result in smaller and larger recognition leave or other awards.
 - ii. Based on unit practices, additional provisions unique to the unit that do not have any cash value may be included; e.g., reserved parking space.

H. Retirement Celebrations (see Operating Procedure 110.1, *Hours of Work and Leaves of Absence*)

1. The retirement celebration of an active employee is a recognition event for the service and contributions of a staff member. The [Retirement Certificate and Retiree ID Request](#) 165_F3 should be submitted at least 2 months prior to retirement effective date.
2. Attendance at the celebration during normal business hours by staff that have worked with the retiree and if approved by the employee's supervisor is considered official work time and official business.
3. The DOC will only allow supervisory approved work time at retirement celebrations that occur during normal business hours. No alcohol may be served at these DOC recognized retirement celebrations.
4. State vehicles may be driven to retirement celebrations by staff from other work units with prior supervisory approval. Carpooling is encouraged to events of this kind and should occur as

appropriate.

5. Any retirement celebration held outside normal work hours is not a DOC function.
 - a. The time spent organizing or attending such a function is not considered work time.
 - b. State vehicles are not authorized to be used for such a function.
6. DOC funds may only be used to pay for food and utensils at retirement celebrations. DOC funds may not be used to pay for any other expense associated with the celebration unless specifically authorized in this operating procedure.

I. Other Recognition Programs

Other special awards of recognition, such as Meritorious Awards, Governor's Awards, etc., may be presented with the approval of the Director, appropriate Chief of Corrections Operations/Deputy Director or, as consistent with Department of Human Resource Management Policy 1.10 [Service Recognition](#) and 1.20 [Employee Recognition Programs](#).

J. Events and awards that will not be funded by DOC Funds

1. Commercial Florist Purchases (Units may use DOC horticulture programs as allowable by DOC operating procedures and as available)
2. Books which will be personally owned by the employee
3. Personal snacks or refreshments not associated with a planned Unit, Regional, or Department level event
4. Holiday Decorations/Other Decorations
5. Holiday Celebrations
6. Alcoholic Beverages
7. Charitable Contributions
8. Religious Celebrations
9. Birthday & Personal Anniversary Celebrations
10. Wedding and Baby Showers
11. Separation Events / Celebrations (Food and utensils for DOC supported retirement events are authorized.)

V. REFERENCES

CAPP Manual

DHRM Policy [1.10 Service Recognition](#)

DHRM Policy [1.20 Employee Recognition Programs](#)

Operating Procedure 110.1, *Hours of Work and Leaves of Absence*

VI. FORM CITATIONS

[Employee Recognition Award Form](#) 165_F1

[Employee Recognition Award Certificate](#) 165_F2

[Retirement Certificate and Retiree ID Request](#) 165_F3

VII. REVIEW DATE

The office of primary responsibility shall review this operating procedure annually and re-write it no later than three years from the effective date.

The office of primary responsibility has reviewed this operating procedure in March 2018 and necessary changes are being drafted.

Signature Copy on File

02/13/17

N. H. Scott, Deputy Director for Administration

Date