



# FORTFRANCES

## BOUNDLESS

**EMPLOYEE APPRECIATION / RECOGNITION AND EXPRESSION OF CARE**  
**HUMAN RESOURCES 3.34**

## **POLICY**

Created: 2023-05-23  
Revised:  
Authorized: By-Law 41-23  
Superseded: 3.23

### 1. PURPOSE

This policy provides an employee recognition program as a way for all of us to celebrate and recognize staff for their dedication and outstanding efforts and contributions to the success of the town's overall mission, vision and values.

### 2. POLICY STATEMENT

- (1) In an effort to build a sustainable supportive culture and encourage employee engagement, the employee recognition program is connected to the values and goals of the organization, allowing for the recognition of individuals or teams who/which personify those values while achieving desired department, council and community goals.

### 3. SCOPE

This policy applies to all employees, including full-time, part-time, seasonal staff.

### 4. RESPONSIBILITY

- (1) The Clerk's Office in coordination with the Human Resources Department is responsible for the implementation and monitoring of the Employee Appreciation / Recognition and Expression of Care Policy,
- (2) All employees including management are responsible for identifying potential candidates for nomination of awards.
- (3) Council has the authority and responsibility to approve budgetary funding to support application of this policy.

### 5. DEFINITIONS

- **"Employees"** means employee of the Town of Fort Frances who is Full-Time, part-time, seasonal staff.
- **"Employee Appreciation Holiday Banquet"** is an annual event where all Employees and Council gather for a meal and evening. Employees and Council may invite one guest to the event. The Town will cover the cost of the meal for the employee and to one guest in attendance at the event.
- **"Milestone"** Service milestones (years of service) means employees attaining 5 years of full-time service, and every 5 years afterward. Milestones are based on reaching the milestone as of December 31 of the award year.

## 6. GENERAL CONDITIONS

Appreciation is about acknowledging an employee and what they bring to the organization that focuses on creating a strong foundation where employees feel valued, respected and supported and saying thank you for being part of the Team.

The Recognition Framework is a component of employee engagement. Practices and activities can influence the organization with the following outcomes:

- Contribute to a positive work environment and enhance workplace culture;
- Increase morale and loyalty to the organization;
- Encourage creativity and initiative;
- Foster professional growth and development;
- Improve programs and services;
- Reinforce exceptional customer service standards

## 7. APPLICATION

### Service Recognition

The Town of Fort Frances will recognize employees at an annual Employee Appreciation Holiday Banquet.

The Municipality will formally recognize and honour employees reaching their service milestones with a certificate to be presented by the Manager of the employee along with the Mayor and CAO during the Employee Appreciation Holiday Banquet.

### Employee Retirement Recognition

Full time Employees who retire from employment with the Town will be presented with an appropriately worded certificate signed by the Mayor. Retiring employee's will receive a final (being the same year as the retirement) invitation to attend the Employee Appreciation Holiday Banquet where a presentation will be made by the Mayor or designate at the annual Employee Appreciation Holiday Banquet.

### Employee Awards

The annual Employee Awards will be presented at the Employee Appreciation Holiday Banquet. There will be no less than one (1) and no more than five (5) awards presented. The award categories will be selected based on

Award categories:

- **Leadership**  
Presented to an employee who advances corporate and/or departmental initiatives through exemplary leadership. The recipient has an outstanding work ethic and strives to improve communications, motivation and morale within his/her department.
- **Customer Service**  
Presented to an employee or team who continually provides exceptional service over and above their normal job responsibilities. The recipient goes the extra mile to meet client needs.
- **Innovative Solutions**  
Presented to an employee or team who demonstrates innovation by using data/information to improve service delivery or to achieve savings or efficiencies. The recipient(s) is committed to achieving the best project outcome possible by gathering and analyzing data and summarizing it into useful information that led to clear measurable goals and solutions.
- **Teamwork**  
Presented to a core team that demonstrates a distinguished level of excellence and/or dedication in executing a corporate or departmental assignment, project or event. The recipient team works collaboratively to lead, plan, implement or transform a project, and thinks creatively to solve problems.

Employees may submit nominations to the HR Manager. The HR Manager will validate the nomination. Senior Managers shall review each nomination and vote on preferred candidates. The recipient(s) of the Annual award will receive a formal certificate acknowledging their accomplishment. To be presented at the annual Employee Appreciation Christmas Dinner and Holiday Banquet .

### Gifts as Expressions of Care

Expressions of care will be provided for regular full-time employees, part-time employees and Council members upon notification to the Town (Human Resources) of a

bereavement. Gifts as expressions of care will be conveyed by the CAO or designate as follows:

**Bereavement**

A floral tribute, gift basket or charitable donation in the amount of \$75.00 (including tax and delivery) will be conveyed on behalf of the Mayor, Council and Administration to employees upon the death of the employee or Council member or employee or council member's spouse or common-law spouse, father, mother, step-father, step-mother, sister, brother, son, daughter, step-child/common-law child or in the event of an employee death, the expression of care will be sent to the family member.