



Recognition and Appreciation Program

Recognition

Purpose

To recognize employees who have a positive impact on the success of Mains'l. The program provides a method of recognizing and rewarding employees in the form of a gift or token of appreciation.

Eligibility

All employees who are employed at Mains'l are eligible to participate in this recognition program.

Goals of the Program

- To have aligned and engaged employees
- Enhance and promote teamwork
- Create and maintain a positive/healthy work environment
- Promote respect for each other and those we support
- Enhance morale
- Recognize and promote the behaviors we want to see at Mains'l

Award Definitions

On the Spot Award

On the Spots are simple and spontaneous recognition for behavior that benefits coworkers or the people we support and promotes a positive/healthy environment. They are given by anyone within the organization to any employee or people we support within Mains'l. One the spot notepads are available to everyone.

Once you complete an On the Spot they can be scanned/photographed and emailed to person receiving the on the spot, "cc:" their supervisor and the recognition committee at recognition@mainsl.com

One the spots will be shared on the Mains'l carousels as they are received.

Compass Award

This Mains'l-wide recognition is presented monthly for person-centered behavior that supports the overall goals of the recognition program and meets criteria defined for Leadership, Teamwork, Innovation, and Customer Service.

All candidates, both individual employees and teams, who meet the criteria, can receive the Compass award.

Award nominations are reviewed by members of the recognition committee on a monthly basis. Interviews will be completed by committee members for any nominations that require additional information.

Recognition committee reviews all compass award nominations and selects those that fit the criteria

Managers are notified when their employee/team is selected. The manager will recognize the employee and present the winner(s) with their award.

Compass award winners will be spotlighted on the Carousel, employee portal, and the Mains'l Facebook page on a monthly basis.

How to submit the nomination:

Enter into the Portal on the employee recognition page

Email to recognition@mainsl.com

Hand in to receptionist/member of recognition committee



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Mail to main office Attn: recognition committee
Fax to main office Attn: recognition committee

Annual Awards

Recognition presented annually to an employee who has received a compass award within the previous 12 months for outstanding performance in one of four areas: Leadership, Teamwork, Innovation, and Customer Service.

The recognition committee reviews all the winning Compass award nominations for the annual award and recommends four employees/teams to receive the annual award (one in each of the four areas). The SLT reviews the recommendations for final approval.

The annual awards are presented to the winners by the supervisor and accompanied by the members of the executive team. The supervisor will present the awards sharing and explain what the recipient did to get the award and how it links to the Mains'l mission, vision and values. Invitations for this event will be sent out to the executive team members, the person's supervisor, the selected winner and their guest with details of the gathering.

The annual award winners are announced following the event in a recognition communication (portal, website, Carousels, email, etc.)

Criteria for Recognition Awards

Leadership (Lighthouse Leadership)

- Initiative
 - Steps in and takes initiative to make things better
 - Anticipates problems and takes action to avoid
 - Takes ownership of creating a positive work environment.
- Guides and Leads Others
 - Objective
 - Approachable/open demeanor
 - Leads by example and demonstrates behaviors aligned with Core Values and Person Centered principles
 - Works well with employees or coworkers throughout the organization
 - Inspires and motivates others in a positive way
- Communication Skills
 - Listens with patience and an open mind
 - Shares information effectively and in a timely fashion
 - Verbal or written directions are clear and concise
 - Good liaison between own department and other areas within Mains'l
 - Represents the department or area well within the organization
 - Provides objective and compassionate feedback
 - Mentors and coaches employees and coworkers
- Team Player
 - Dependable
 - Flexible
 - Takes responsibility for own actions and supports the work of team
 - Positive impact on others
 - Participates in solving problems
 - Works well with peers
- Effectively utilizes available resources to get the job done.
- Effectively utilizes strengths (and weaknesses) of the individuals and the team to achieve positive results.
- Demonstrates ability to work with diverse perspectives and help individuals become a team.



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- Demonstrates willingness to make decisions and be held accountable for the results.

Collaborator/Team Player (Admiral's Achievement)

- Promotes effective working relationships within the work group and encourages others to work together as a team.
- Develops and maintains productive working relationships with supervisor, co-workers, stakeholders, individuals we support and encourages others to work together as a team.
- Demonstrates the ability to be flexible and perform well in new situations and change
- Demonstrates willingness to work on task/project that benefits someone other than self and participates fully in group activities
- Steps in and helps a coworker in a difficult or uncomfortable situation, especially without being asked
- Expert at listening and responding to what is important to/for others
- Finds ways to engage people in meaningful activities and relationships
- Demonstrates strong, positive, communication skills
 - Works to discourage or minimize negative talk, gossip and other negative influences
- Demonstrates support for team or management decisions or actions, whether agree or disagree
- Demonstrates responsibility for own actions and the team actions or decisions in which they took part
- Demonstrates ability to be part of the solution
- Seeks out others to achieve the best possible outcome
- Takes ownership of creating a positive work environment.

Customer Service (To the Max)

- Represents Mains'l in a positive and professional manner in all situations
- Putting the needs of others before their own
- Approaches situations with a positive and compassionate manner
- The ability to understand and respond to the feelings of another
- Demonstrates strong listening skills
- Considers options and uses sound judgement on when to take action
- Demonstrates initiative to take steps to solve or fix a problem not of own making
- Takes time to help others when not own responsibility (includes teamwork/coworkers)
- Demonstrates a friendly, confident and approachable demeanor
- Demonstrates honest, practical (realistic) and creative communication when problem solving
- Demonstrates ability to deal with conflict in an honest and compassionate manner
- Creates an environment that is positive, encouraging and motivational

Innovation (Commitment to Excellence)

- Suggest and/or implements new ideas that:
 - Reduces costs
 - Increases quality or enhances customer service
 - Enhances internal and/or external communications
 - Increases efficiencies (eliminates unnecessary steps or actions and identifies and addresses problems)
 - Introduces new product or services that meet different customer needs
 - Promotes continuous improvement and effectiveness of current programs
 - Uses creativity to enhance the lives of others
- Consistently open to, and looks for new ways to achieve goals or perform duties.
- Independently accesses and uses tools, resources and information.



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Participation Responsibilities

Everyone:

- Actively promote and participate in the Recognition Program.
- To perform their duties to the best of their abilities and strive to go above and beyond in all that they do.
- Say thank you and tell the employee/peer they have done a good job.
- To acknowledge when an employee/peer has done something that deserves recognition. Either give the employee (or peer) an On the Spot recognition or nominate them for a Compass award.
- When you receive or give an “On the Spot” scan/photo it and submit to recognition@mainsl.com
- Giving employees time away from the job to participate in the Recognition Program Committee.
- Actively promote and participate in the Recognition Program within the organization.
- Ensure that all Compass Award presentations are scheduled with employees within 2 weeks of notification from the committee. (Supervisor)
- When you receive or give an “On the Spot” to take a picture and submit to recognition@mainsl.com

Recognition Committee:

- To ensure that the criteria, for earning an award of any kind, are clear and well communicated.
- To ensure that the application of the criteria is applied equally and fairly to all nominations.
- To review all nominations for Compass awards and select recipients whose actions have meet the criteria.
- To review the past 12 months of winners of Compass awards and make a recommendation to SLT for Annual award winners.
- To use discretion at all times about the information they receive about employees and their deeds.
- To maintain the confidentiality of all nominations. If a nomination is selected for an award, only after the award has been presented is the information about the winner distributed.
- Recruitment and selection of new Recognition Committee members.
- Coordinating with Purchaser of inventory that we have the products available as needed.
- Ongoing communications related to the Recognition and Appreciation Program.
- Planning, coordinating, and execution of all recognition and appreciation events.
- Monthly meetings are held by the Employee Recognition and Appreciation committee and sub-groups of the committee will meet on an as need basis
- Awards items are defined, approved, and budgeted by the recognition committee prior to the start of each program year.
- A calendar of events is created and announced annually. This will include deadlines for awards.
- The annual award cycle runs from April to March. Award presentation in May.*
 - *Dates are subject to change
- Recognition committee members are volunteers from the employee base, and can hold any position within the organization. All committee member volunteers are selected by current committee members with approval of the person’s supervisor.
- Recognition members will include representatives from each state from various departments

ELT Members/CEO:

- To approve and budget the funding needed for the Recognition program to be successful.
- Corporate address at the Annual Awards when possible.



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Award Items

On The Spot: Bright colored note pads

Compass Award: Award Certificate and a small gift or token of appreciation

Annual Award: Award Certificate, \$100 check and a Mains'l award.

Events

Company-Wide and Department-Wide Events (subject to change)

Events that take place either companywide or department wide. These events could include the following:

Employee Appreciation Day: Annually Leaders decide what all will be done across the organization to show appreciation for all employees at Mains'l. (Pizza or cake or catered lunch. Whatever would make day special.)

Fun Days: Ugly Tie Day, Crazy Hat or Sweater, Silly Socks.

Treasure Hunts: within departments, work units or locations.

Company Picnic: Annual event for employees, the people we support, and their guests.

Employee Recognition Event: Annual event where award recipients are recognized.

Position Specific Events

National DSP Appreciation Week: National event very year in September.

Nurses Week:

Administrative Personnel:

Bosses Day