

<p>Standard Operating Procedure</p> <p>EMPLOYEE OR CITIZEN SERVICE RECOGNITION</p>	<p>PEORIA FIRE-MEDICAL DEPARTMENT Administration</p> <p>100.07</p> <p>Rev. 02/21/2017 Page 1 of 8</p>
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PURPOSE

To define a process whereby formal acknowledgment may be given to an individual or group that deserves special recognition for demonstration of exceptional skill, courage, and/or dedication to duty and our community, thus bringing credit to the Fire Department and the City of Peoria.

POLICY

Employee Recognition Committee

An Employee Recognition Committee (ERC), appointed by a Deputy Fire Chief and assigned by the Fire Chief, will consider all recommendations for awards. Representation will consist of the Fire Chief and/or Deputy Chief with all others being assigned as necessary. These members will be charged with reviewing the validity of each nomination and the specific award(s) to be granted.

The program will be maintained with the highest integrity so that each recipient of an award may be proud to have been recognized for their team or individual achievement.

Recommendation Procedure

Any member who wishes to nominate someone for an award must do so in accordance with the various award definitions/descriptions found in this procedure and on the nomination form (#FD147). Please include all requested information and submit the selection using Department Awards Nomination form #FD147.

A description of the occurrence should be clear and concise and contain the names and roles of any witnesses. Nominations should be completed as soon after the incident as possible, while the details are still fresh in the minds of those involved. All pertinent statements and supporting documentation should accompany the nomination, which should then be submitted to the ERC. The ERC will fairly and thoroughly investigate all recommendations for departmental awards. A copy of all nomination material and resulting information may be placed in the Working (Dispo) File of each candidate for an award.

Guidelines for Award Categories

While conducting the investigation, an evaluation will be completed to verify that criteria reflecting the spirit of the honor that has been considered. Examples include, but are not

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limited to such areas as:

- Acts of heroism or bravery
- Educational accomplishments
- Community service/volunteer work
- National or community awards or recognition
- Career work performance

All awards will be reviewed and approved by the ERC before final selections are made, with the following exceptions:

- Peoria Charities Award
- Labor/Management Award Coin
- EMS Provider of the Year
- Fire Chief's Discretionary Awards - The Fire Chief may present the following awards at his sole discretion or in addition to any awarded by the ERC.
 - Chief's Award
 - Citizen Heroism Award
 - Citizen Lifesaving Award
 - Citizen Support Award
 - Letters of Recognition

Special Awards

The following special awards are presented anytime throughout the year, based on the nominating criteria and documentation. When a substantiated nomination for a Special Award is approved by the ERC, or the assigned Deputy Chief and the Fire Chief, the ERC will schedule and coordinate an informal presentation ceremony (which may include city or outside dignitaries, parties involved in covered incidents, and press coverage as indicated by the nominating facts).

Citizen Heroism Award

The Citizen Heroism Award may be presented to a citizen for a conspicuous act of valor and heroism by assisting another person, under hazardous conditions, in which the citizen is placed in a *life threatening position* to save the life of another. This nomination is normally made by Fire Department personnel assigned to the incident. Recipients may be nominated for the American Red Cross Real Heroes Award.

The award will consist of a framed certificate that identifies the involved individual(s)

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and describes the circumstance(s) of the award.

Citizen Lifesaving Award

The Citizen Lifesaving Award may be presented to a citizen who has been involved in a lifesaving effort at an emergency scene before the arrival of the Fire Department, or who has provided extraordinary assistance to Fire-Medical Department members in a lifesaving effort. This nomination is normally made by Fire Department personnel assigned to the incident.

The award will consist of a framed certificate that identifies the involved individual(s) and describes the circumstance(s) of the award.

Citizen Support Award

The Citizen Support Award may be presented to a citizen or business who has been instrumental in supporting the mission of the Peoria Fire-Medical Department in the service of our Community. This may be for a single act, financial program support, special volunteer work, on-going program participation, or other acts of assistance, cooperation, or collaboration.

The award will consist of a framed certificate that identifies the involved individual(s) and describes the circumstance(s) of the award.

Letter of Recognition

A Letter of Recognition may be awarded to any sworn or civilian Fire-Medical Department member who has performed in an outstanding manner worthy of special recognition. This may be related to a single incident or a broader performance of their duties in an exemplary manner. This award is for a more formal recognition than a “Letter of Outstanding Performance” placed in the employees file. This award is made at the sole discretion of the Fire Chief.

A framed formal letter stating a synopsis of the exemplary performance will be presented to the member, with a copy placed in their personnel file.

Employee Awards Ceremony:

The Peoria Fire Department will hold an annual Employee Awards Ceremony *around April – May of each year*. The ERC is responsible for the selection of award recipients,

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the acquisition of awards, and coordination of the ceremony itself.

The following awards are presented at the annual Fire Department Employee Awards Ceremony. “Annual Awards” are each presented every year, while “Periodic Awards” are presented only when the nominating documentation received by the ERC justifies presentation of the award (Periodic Awards may not necessarily be presented each year).

Annual Awards:

The following awards are presented annually at the Employee Awards Ceremony. Only one award in each category is presented each year.

Civilian of the Year

Nominations for Civilian of the Year should consider a non-uniformed member that has consistently provided quality customer service and regular contributions to the advancement of the Department’s mission. This member should dependably perform the duties of their assigned area to the highest degree.

The award will consist of a plaque that identifies the employee(s) and describes the circumstance(s) of the award. This award may only be presented to a single recipient each year.

EMS Provider of the Year

Nominations for EMS Provider of the Year is open for any EMT or Paramedic that consistently supports the improvement and development of the department EMS program and other service providers. Nominations for this award will be routed to the EMS Chief, with final selection made by the department base hospital representatives, EMS Chief, and department medical director.

The award will consist of a plaque that identifies the employee(s) and describes the circumstance(s) of the award. This award may only be presented to a single recipient each year.

Fire Company of the Year

Nominations for the Fire Company of the Year should recognize those companies that distinguish themselves in the performance of their duties, provide an exceptional

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contribution to the progress of the department, or demonstrate extraordinary performance. The actions of the entire company must have displayed superior teamwork, cooperation, and customer service to be deserving of such an award. The recipients of this award may be chosen from a particularly outstanding Unit Citation nomination.

The award will consist of a station plaque and individual framed certificates describing the spirit of the nomination. This award may only be presented to a single Fire Company each year.

Firefighter of the Year

Nomination for this award should be considered for all sworn members holding the rank of Firefighter or above that have continually put forth an effort of the highest degree in the performance of their duties. Recipients should be considered for their continual contribution toward the betterment of the Fire Department, its members, and the customers we serve.

The award will consist of a plaque that identifies the employee(s) and describes the circumstance(s) of the award. This award may only be presented to a single recipient each year.

John Valentine Award

The John Valentine Award will be awarded to the sworn member that best epitomizes the City of Peoria Fire Department’s core values of Team, Trust, Professionalism, and Efficiency. Their actions, performance, and character throughout their career should be considered for this prestigious award.

The Valentine Award will consist of a trophy or plaque engraved with the qualities that inspired the nomination, and the recipient’s name will be added to the wall plaque at Fire Station 193. This award may only be presented to a single recipient each year.

Periodic Awards:

The following awards are presented only when the ERC determines that the nominated recipient is deserving. Presented at the annual employee awards ceremony, each award may be presented to a single recipient, multiple recipients, or none at all -- based on the submitted nominations received by the ERC.

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Medal of Valor

The Medal of Valor is reserved for those employees that perform a conspicuous act of valor and/or heroism *under extreme hazardous conditions* in which they were exposed to extreme personal risk. This award may be given posthumously for death in the line of duty. Members receiving this award shall be nominated for the International Association of Fire Chiefs Benjamin Franklin Service Award and the American Red Cross Heroes Award.

The Medal of Valor consists of a medallion, a ribbon, and a certificate with a description of the event that occurred. This award may be presented to multiple recipients each year.

The Medal of Valor is limited to members of the department only.

Medal of Honor

The Medal of Honor is reserved for an employee that has performed an outstanding service to the Department or the public safety of the community, with regard to fire and emergency service, in the City.

The Medal of Honor will consist of a medallion, a ribbon, and a certificate which a description of the event that occurred. This award may be presented to multiple recipients each year.

The Medal of Honor is limited to the members of the department only.

Unit Citation

The Unit Citation may be awarded to any group of two or more Fire Department members who make up a company, section, team or employee work group which has performed in an outstanding manner worthy of recognition. This may be related to a single incident or a broader performance of their duties in an exemplary manner.

The Unit Citation Award will consist of a framed printed certificate stating a synopsis of the exemplary performance. A single mounted copy of the certificate will be hung in the station or work area of the recipient's team. This award may be presented to multiple Units each year.

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Meritorious Service Award

Meritorious Service Award may be awarded to any sworn or civilian Fire Department member for outstanding and exemplary performance of their assigned duties. This may be a single event, assigned short/long term project, or an extraordinary act.

The award will consist of a plaque that identifies the employee(s) and describes the circumstance(s) of the award. This award may be presented to multiple recipients each year.

Community Involvement Award

The Community Service Award may be presented to any sworn or civilian member of the Fire-Medical Department who has made a considerable contribution to the community outside of their normal Fire Department duties. This award recognizes individuals that “give back” to the community through civic organizations, charity work, volunteer work, mentoring, or other methods.

The award will consist of a plaque that identifies the employee(s) and describes the circumstance(s) of the award. This award may be presented to multiple recipients each year.

Customer Service Award

The Customer Service Award may be presented to any sworn or civilian member of the Fire-Medical Department who has displayed an extraordinary level of customer service and made a considerable contribution to the community in the course of their normal Fire Department duties. This award recognizes individuals that provide exceptional efforts to involve the Fire Department as an organization in the betterment of our Community.

The award will consist of a plaque that identifies the employee(s) and describes the circumstance(s) of the award. This award may be presented to multiple recipients each year.

Peoria Firefighters Charities Award

The Peoria Firefighters Charities Board may nominate and present an award to one or more members that have displayed a commitment to the values and goals of the Peoria

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Firefighters Charities.

The award(s) will be designed and purchased by the Peoria Firefighters Charities.

Labor/Management Award

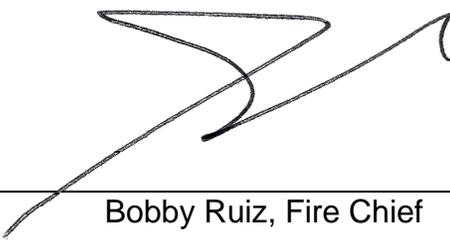
The Fire Chief and the Peoria Local 493 Vice President may jointly present Labor/Management Award Coins to one or more members that have displayed a commitment to the Labor/Management & RBO process.

Each recipient will receive a custom designed coin, and his or her name will be added to the plaque in Fire Administration.

Chief's Award

The Fire Chief, at his/her discretion, will annually present the Chief's Award to one or more employees that in the Fire Chief's view has performed in a manner that exceeds expectations. Such recognition will not be subject to any other defining criteria.

The award will consist of a plaque that identifies the employee(s) and describes the circumstance(s) of the award. This award may be presented to multiple recipients each year.

Approved:  _____

Bobby Ruiz, Fire Chief

02/21/2017
_____ Date