



**PERSONAL ATTENDANT CARE INC.**  
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<b>DEPARTMENT</b>	Human Resources
<b>SUBJECT</b>	Employee Recognition Program
<b>APPROVED BY (Signature)</b>	<b>CHIEF EXECUTIVE OFFICER</b> <i>J. Carter</i>
<b>EFFECTIVE DATE</b>	August 28, 2000
<b>REVIEWED BY (Title &amp; Signature)</b> <i>Pamela DeRaaf</i>	Pamela DeRaaf, CHRP Human Resource Manager
<b>REVIEW DATE</b>	September 2009

**OPERATIONAL PROCEDURES**

**Preamble**

It is Personal Attendant Care Inc.'s philosophy that people are our most valued resource. The continued success of the organization relies on the positive contributions made by all employees and thus are richly deserving of recognition for excellent job performance, sense of responsibility, and spirit of cooperation.

As an expression of appreciation Personal Attendant Care Inc. provides special recognition to their employees with the following Recognition Activities:

- Seniority towards pay increases and vacation credits;
- Retention bonus;
- Annual Employee Appreciation Event;
- Employee of the Month / On the Spot Recognition;
- Compliment Forms;
- Annual Christmas Party;
- Annual Performance Appraisals (refer to Performance Management Operational Procedures)
- Annual Employee Satisfaction Survey.

**Procedures**

**1. Annual Employee Appreciation Event**

This formal occasion will give Personal Attendant Care Inc. the opportunity to show appreciation to their employees in the presence of their peers, Management, and Board members. Employees are recognized for the following:

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## 2. Length of Service Recognition

- Employees are recognized for the number of service years defined by accumulated seniority. Special recognition to employees at various lengths of service intervals will be as follows:
  - At the end of three (3) full years
  - At the end of five (5) full years
  - At the end of ten (10) full years
  - At the end of fifteen (15) full years
  - At the end of twenty (20) full years
  - Over 20 full years
- Human Resources Department will gather documented information necessary to identify employees to be recognized for each achievement.
- The Client Service Department will try to accommodate all employees wanting to attend the Appreciation event in a fair and rotating basis. Employees must inform the Client Service Department of interest in attending and then RSVP as instructed.

## 3. Good Attendance Award

- Employee must have been employed for the full previous year ( January 1<sup>st</sup> to December 31<sup>st</sup>)
- Employee must have zero absences for that year. Absences will not include time off due to work related injuries, jury duty or bereavement leave.
  - All eligible employees of Personal Attendant Care Inc. will be presented with a special gift for excellent attendance.
  - Employees can ask the Human Resources Department to clarify any attendance discrepancies.
  - Temporary employees are not eligible for this award.

## 4. Employee of the Month / On the Spot Recognition

- Each month clients and employees are given the opportunity to nominate an outstanding employee of the month by completing the Employee of The Month Recognition form and submitting to the Human Resources Department.
- An employee of the year is selected from the monthly winners of the Employee of the Month. Employees are given the opportunity to cast their vote prior to the Annual Recognition Event.

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- The Human Resource Manager will provide the Employee of the Month with a letter of recognition and/or thank you card.
- Employees are recognized for outstanding performance and service on an on-going basis through on the spot recognition by Supervisors/Managers, communicated through a note to an employee.
- Employee of the Month nominations, letters of recognition and any on the spot recognition are maintained in the employee's Supervision file.

## **6. Compensation**

- Human Resource Manager monitors "employee accumulation of hours" from information provided by the Payroll and Benefits Coordinator.
- The total of accumulated hours of work, tracked on a spreadsheet will identify when increases in pay and vacation credits will apply to an individual unionized employee. The Human Resource Manager forwards at Payroll Increase form to the Payroll/Benefits Coordinator to process. Refer to the current Collective Agreement for rate information.
- Administrative employees receive annual Performance Appraisals with increases based on current budgeted percentages and performance level achieved.

## **7. Annual Employee Satisfaction Survey**

In the spirit of cooperation and contributing to the success of Personal Attendant Care Inc. the satisfaction of each employee is monitored through the Annual Satisfaction Survey. The survey is intended to:

- Identify employee expectations;
- Monitor the quality of care received by clients;
- Identify and monitor concerns;
- Analyze survey feedback for administrative planning in order to initiate organizational improvements.
- In September of each year, a survey will be provided to employees of Personal Attendant Care Inc. and are completed at the end of the September Team meetings.
- All completed surveys will be confidential and returned to the attention of the Human Resource Manager.
- If applicable, follow-up phone calls can be requested from the Chief Executive Officer and/or Supervisor.

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- Review of surveys and results to be completed by the Human Resource Manager and reviewed by the Management team at the October Management Meeting.
- A report of the results will be communicated to employees / clients via the "Keeping In Touch" newsletter and at Team Meetings.
- Chief Executive Officer will provide an overview of the survey results to the Board of Directors.

**Attached Forms**

Employee of the Month	6(k)
Employee Satisfaction Survey	6(x)
Payroll Increase	6(y)