



**ERCC
EMPLOYEE
RECOGNITION
PROGRAM**

INITIATED JANUARY 2011

FREQUENTLY ASKED QUESTIONS

- 1. Q: What is the iCARE Employee Recognition Program?**
A: The objective of the iCARE program is to recognize those individuals who consistently exceed the expectations of our guests by providing a courteous, compassionate, safe, and supportive environment in which to live and work.
- 2. Q: Who may be nominated for an iCARE Shining Star?**
A: Any employee or volunteer may be recognized for creating an outstanding Guest experience.
- 3. Q: How do I nominate someone?**
A: Recognition forms may be found at the Switchboard. Completed nomination forms should be dropped into the secure box at the same location.
- 4. Q: What happens when someone is nominated for an iCARE Award?**
A: The nominee receives a certificate for outstanding Guest service. A copy of the certificate is also placed in the staff member's personnel file. Each month those receiving a nomination will have their name placed into a "lottery" style drawing for a special gift. The names of monthly iCARE Award recipients will also have their names displayed on posters throughout the facility and in the ERCC newsletter.
- 5. Q: What is the Quarterly iCARE Award?**
A: Each quarter the recognition cards will be reviewed by members of the Hospitality Committee to determine one recipient who went above and beyond expectations and demonstrated outstanding qualities of caring and compassion. The recipient of this award will receive a special gift and have their name entered into the drawing for the Annual Shining Star Award.
- 6. Q: Where may I obtain more information on the iCARE Program?**
A: Any member of the Hospitality Committee will be happy to answer your questions. Ruth Mitchell, Director of Hospitality and Chairperson of the Hospitality Committee, may be reached at Extension 215.
- 7. Q: What is meant by an exceptional Guest experience?**
A: ERCC has developed a set of Guest Service Standards that define the expected rules of behavior and attitude each staff member should follow in every Guest interaction. These standards are a top priority and everyone's job every day. All employees will receive a copy of the Guest Service Standards adopted in January, 2011. Newly hired employees will receive a copy of the Guest Service Standards along with their job description.