



## **Team Member Recognition: 2021 Special Awards**

In 2014, Sun Health created a formal program to recognize team members who use their special skills/talents/service to promote the success of Sun Health. To do this, we recognize team members in two separate categories: Longevity and Special Awards.

For 2021, we continue to align our special awards with our Vibrant Living culture. The nine awards will represent the three values and behaviors of Vibrant Living: Invested, Thorough and Big-Hearted, in addition to our Vibrant Living award. The criteria for these awards appear below.

### **Special Awards**

There are nine special awards recognizing team members for outstanding work embodying The 6Cs under three Vibrant Living value categories:

#### ***Invested***

- 1) Spirit of Service
- 2) Emerging Leader
- 3) Advocate & Ambassador

#### ***Thorough***

- 4) Creativity & Innovation
- 5) Excellence in Education & Growth

#### ***Big Hearted***

- 6) Customer Focus
- 7) Heroes with Heart
- 8) Teamwork & Collaboration

#### ***Vibrant Living***

In addition, the overall Vibrant Living award recognizes the team members who exude passion and vibrant energy, as well as influence and empower those around them through their mindset, skill and process set in the work environment.

Each of these awards is explained below, as well as the criteria for eligibility.

### ***Eligibility Requirements for all Special Award Nominees***

- 1) The nominee must be a team member in good standing (no disciplinary actions within the last six months).
- 2) They must be currently employed by Sun Health at the time of nomination and event.
- 3) All team members are eligible for awards, provided they meet the requirements or unless otherwise noted.

### ***Special Award Nomination Process***

- 1) Special Awards nomination forms can be found on the employee portal or are available from a supervisor, manager or the Human Resources Department.
- 2) Completed Special Award nomination forms must be submitted to and approved by the nominee's immediate supervisor/manager by the deadline listed below.
- 3) Supervisor/manager forwards the nomination to Human Resources, who will determine eligibility. Electronic or hard copy nominations are acceptable.
- 4) Human Resources will make sure the nomination forms are legible and that they do not exceed the page/space requirement (plus any photographs) before forwarding the nominations to the Awards Committee for evaluation.
- 5) **DEADLINE DATE FOR 2021: Friday, August 13, 2021 (by 5:00 p.m.). Nominations received after this date will not be considered for the 2021 awards.**

### ***Award Process***

- 1) All eligible nominations received by the deadline will be considered.
- 2) The Awards Committee will evaluate each nomination based on the stated criteria for that award.
- 3) All finalists will be notified and invited to the Special Awards event. Winners will be announced at the event.

## **Invested: Spirit of Service Award**

### **OBJECTIVE**

To recognize team members who exemplify the philanthropic and service ideals we value at Sun Health in their everyday lives – the giving of Time, Talent or Treasure.

### **ELIGIBILITY**

All non-management Sun Health team members.

**Criteria for Award** - Team members who:

- Generously give personal time, talent and/or resources (treasure) to help the community, non-profits, or others in need
- Demonstrate personal commitment to improving the quality of lives of others
- Inspire others to give their own time, talent and resources (treasure)
- Help build a culture of giving and gratitude

## **Invested: Emerging Leader**

### **OBJECTIVE**

To recognize team members who use their strengths and advocacy skills to make a difference for our residents, members and community. An “**emerging leader**” is an individual contributor who is a strong performer and is preparing to assume a first-time manager or next-level leadership role.

All Sun Health team members are eligible for the Emerging Leader.

### **CRITERIA FOR AWARD**

The nominee must exhibit the following characteristics:

- Ability to work collaboratively and with personal initiative.
- Understands the principals of good leadership and management:
  - Conveys information clearly, concisely and professionally
  - Provides and receives feedback in a positive manner
  - Listens well and asks good questions
  - Effectively adjusts communication style for the situation/audience
  - Ensures team member accountability
  - Fosters connections and belonging
  - Influences and leads change
  - Makes effective decisions
  - Manages team member performance and development
  - Demonstrates Emotional Skills/Intelligence (EI)
- Demonstrates social responsibility at Sun Health and to the community

## **Invested: Advocate & Ambassador**

### **OBJECTIVE**

To recognize team members who help remove barriers to the care and services we offer to residents, members and/or the community. An Advocate & Ambassador does the right thing for the right reasons and represents those we serve with great care and compassion.

### **ELIGIBILITY**

All non-management Sun Health team members.

### **CRITERIA FOR AWARD**

- Ambassador and advocate for those we serve.
- Influences others to improve the care and services we provide to our residents, members and/or the community.
- Enhances the lives of older adults through new processes, regulations and other significant improvements.

## **Thorough: Creativity & Innovation**

### **OBJECTIVE**

To recognize team members who seek out ways to save resources, reduce operational costs or make operations/processes more efficient, including those who submit “good-to-great” ideas on how Sun Health can achieve these results. These team members are curious and ask questions to find out how things work and analyze how they might be improved.

### **ELIGIBILITY**

All Sun Health team members.

### **CRITERIA FOR AWARD**

This award is designed to reward team members who exhibit Creativity & Innovation. Examples of how team members can do this include:

- Looks for and suggests creative ways to make on-the-job improvements;
- Takes smart risks to find new and different ways to get the job done in a better way;
- Is willing to listen to suggestions from others and try new ideas;
- Does more than what is required; and/or
- Makes an effort to correct mistakes or problems.

**NOTE:** Verifiable savings from an implemented innovation could result in an additional reward to the team member(s) who submitted the idea. Identical ideas will be judged upon the date the idea is submitted and received by the team member’s immediate supervisor.

## **Thorough: Excellence in Education & Growth**

### **OBJECTIVE**

To recognize team members who have **completed** a certification or degree program in any field related to health, management, senior care or related fields. It's based on the belief that education will lead to improved service for our residents, clients, donors, co-workers and the greater community.

### **ELIGIBILITY**

All Sun Health team members.

### **CRITERIA FOR AWARD**

The nomination must be based on the completion of a certification or degree program prior to August 13, 2021! The certification or degree must be in one of the following fields: health care, management, senior care or a related field.

## **Big Hearted: Customer Focus Award**

### **OBJECTIVE**

To recognize team members who provide impactful customer service to Sun Health residents, family members, donors, visitors, and/or co-team members.

### **ELIGIBILITY**

All non-management Sun Health team members.

### **CRITERIA FOR AWARD**

The nomination must be based on specific customer focus efforts that go "above and beyond" the call of duty to serve residents, family members, donors, visitors, and/or co-team members. These "specific efforts" should be something beyond the team member doing a consistently good job in his or her day-to-day duties.

## **Big Hearted: Heroes with Heart Award**

### **OBJECTIVE**

To recognize those who during this unique time of a worldwide pandemic have gone above and beyond in care, compassion and support of team members, residents/members/donors and/or family members, and inspire others to go above and beyond.

## ***ELIGIBILITY***

Groups of regular, full, and part-time Sun Health team members and management are eligible. Groups are defined as a unit within one department, several units working together, or two or more departments that have worked together to achieve a goal.

## ***CRITERIA FOR AWARD***

The nomination must be based on specific customer-focused efforts that go “above and beyond” the call of duty during the COVID-19 pandemic to serve residents, family members, donors, visitors, and/or co-team members.

This award applies to team members who have done an outstanding job of connecting with others and recognizing the human experience during the COVID-19 pandemic, and also may have directly contributed to resident and member safety, health and wellbeing.

### ***Big Hearted: Teamwork & Collaboration***

## ***OBJECTIVE***

The Teamwork & Collaboration award recognizes a team member or group who contributed to team performance by providing encouragement and support, helping others overcome obstacles, and accomplishing a goal or goals. An honest and dependable team player or players who contributed to group collaboration and consensual decision making. Additionally, they showed compassion, empathy and respect for others, and built and maintained good working relationships through intentional connections.

The Teamwork & Collaboration Award can be earned by team members from any office, unit, department or group within an office, cross-functional group or committee of team members who have worked together particularly well to perform an assigned task.

## ***ELIGIBILITY***

Groups of regular, full, and part-time Sun Health team members and management are eligible. Groups are defined as a unit within one department, several units working together, or two or more departments that have worked together to achieve a goal.

## ***CRITERIA FOR AWARD***

The nomination must exhibit the following characteristics:

- Looked for ways to help his/her co-team members; responded positively to requests for assistance; shared information and ideas to help others achieve their goals
- Showed appreciation towards others in the organization; thanked others for their contributions; welcomed new team members to the organization
- Volunteered to assist with group activities and needs; looked for ways to contribute to the team

- Actively participated in team meetings and activities; involved others in decisions and projects; leveraged the skills and interests of co-team members to achieve goals and solve problems
- Encouraged others to think of themselves as a team; talked about projects and goals regarding group accomplishments and efforts; focused on shared interests and goals
- Showed enthusiasm towards being a member of the team; conveyed respect and appreciation toward the talents and contributions of fellow team members; took pride in being part of the team
- Supported team decisions; and supported projects; actively contributed time and effort to help the team achieve its shared goals

As a result of working as a team, the department, office, work-unit or community should have benefited in one or more of the following ways:

- Specific, identifiable improved efficiencies
- Cost savings
- Cross-training resulting in expanding job responsibilities and improving service to customers
- Innovative ideas or suggestions to improve methods
- Completion of special projects
- Functioning in unique (sometimes adverse) circumstances
- improved coordination and cooperation among departments

## **Vibrant Living**

### **OBJECTIVE**

To recognize those who consistently demonstrate The 6Cs at a higher level: customer focus; communication; collaboration & teamwork; creativity & innovation; credibility; and commitment to compliance. In addition, this award recognizes those who exude passion and vibrant energy as well as influence and empower those around them through their mindset, skill and process set in the work environment.

### **ELIGIBILITY**

All Sun Health team members.

### **CRITERIA FOR AWARD**

- Customer Focus (Internal & External)
  - Quickly and effectively responds to customer needs.
  - Presents a cheerful, positive manner with customers.
  - Assumes shared accountability for improving service delivery.
- Communication
  - Conveys information clearly, concisely and professionally.
  - Provides and receives feedback in a positive manner.

- Listens well and asks good questions.
- Effectively adjusts communication style for the situation/audience.
- Collaboration & Teamwork
  - Has a responsive, positive attitude toward work and co-team members.
  - Carries his/her fair share of the workload.
  - Avoids creating conflict and unnecessary confrontation.
- Creativity & Innovation
  - Looks for and suggests ways to make on-the-job improvements.
  - Takes smart risks including trying new and different ways to get the job done better.
  - Is willing to listen to suggestions from others and try new ideas.
- Credibility
  - Consistently tells the truth.
  - Follows through on commitments and agreements.
  - Takes responsibility for own mistakes and does not blame others.
- Commitment to Compliance
  - Keeps licensures, certifications and/or compliance training up-to-date and on time.
  - Consistently adheres to company policies, procedures and team member handbook.
  - Neither participates in nor condones offensive or discriminatory behavior and reports concerns in a timely manner.