



Employee Reward and Recognition Program

The Reward and Recognition Committee has two programs to recognize the exceptional service provided by any member of our hospital family.

- **In The Moment Program** is an on-the-spot, real-time recognition tool designed to thank staff when 'caught in the act' of providing exceptional service.
- **BEE Award** celebrates any member of our hospital family who demonstrates excellence in their interactions with patients, visitors, colleagues, and the community. Individuals are nominated for this award.

'In The Moment' Program Questions?

Who is eligible to be recognized?

- Employees, volunteers, and physicians.

What are the criteria for recognition?

- Providing exceptional service to patients, visitors, and or staff members
- Going above and beyond to ensure an exceptional encounter

How is the individual recognized?

- When a member of the leadership team witnesses an individual going above and beyond in providing exceptional service, they can utilize this tool to recognize the individual with an 'In The Moment' coupon, right on the spot, in real time.

What does the individual do with the 'In The Moment' coupon?

- Places the coupon in the 'Honey Pot' to be eligible for a monthly drawing of a 'wellness gift'.
- It doesn't matter which 'Honey Pot' they place their coupon in.
- Once a month, the coupons will be collected and the winner selected.

Is there an expiration date on the coupon?

- No. For example, if an individual receives an 'In The Moment' coupon in May 2025, they may place it in a Honey Pot whenever they want. It could be in May 2026 if they so desire.

Where will the 'Honey Pots' be located?

- In the main campus cafeteria, POB Orange Eatery, GH Medical Group Locations, GHMC-Catskill

BEE Award Questions?

What does 'BEE' stand for?

- Being Exceptional Everyday



Who is eligible to be nominated for the BEE Award?

- Employees, volunteers, and physicians.

Who can nominate an individual?

- Nominations can be submitted by patients, visitors, employees, volunteers and physicians.

What are the criteria for nomination?

- Is a caring professional
- Provides an exceptional customer experience
- Delivers service based on standards of excellence
- Goes above and beyond in their interactions

How are nominations submitted?

- On the Garnet Health Intranet Page:
 - Click on the Rewards & Recognition Box in the middle of the page
 - Click on the BEE Award link to complete the form & submit
- Or, the nominator can email BEEaward@garnethealth.org directly and provide detailed information within the email as to how the person being nominated meets the criteria.
- There are **no** forms.



How many BEE Awards are given?

- We have one monthly winner.

Will there be an annual BEE Award?

- Yes.

How is the selection for the award made?

- The committee will review all nominations monthly and determine the winner.

What does the recipient of the monthly BEE award receive?

- Every person nominated will receive a card from the committee congratulating them on their nomination.
- The monthly BEE recipient will be notified by the committee and receive:
 - A 'Celebration on the Go' with their peers, supervisors and members of the management team
 - A designated BEE parking spot in the parking garage or POB parking lot for one month
 - A bottle of Sparkling Cider & Ferrero Rocher Chocolates
 - A BEE pin and certificate
 - A professional headshot for the Employee Board
 - A write-up in GEMS
 - Shout out on Garnet Health's Facebook page



What does the BEE of the Year receive?

- The 'BEE of the Year' will receive:
 - A monetary award
 - A 'BEE' themed gift basket with a personalized Garnet Health sweatshirt & certificate
 - A celebration with peers, supervisors, and members of the management team.
 - A write-up in GEMS
 - Shout out on Garnet Health's Face Book Page

Who do I contact if I have any questions about either program?

- Chair, Kristie Morgiewicz at kmorgiewicz@garnethealth.org