

# Frequently Asked Questions for Leaders

## **How was the number of masks and badge reels determined?**

The number of masks and badge reels for your areas of responsibility was determined based upon how many people you have assigned to your department (s) as of 1/20/21. TREE-Mendous badge reels and masks are for the top 20% of our workforce – our best of the best. If you believe we have missed one of your areas please email Riverside Celebration Team at: [CelebrationTeam@rhc.net](mailto:CelebrationTeam@rhc.net).

## **I have a lot of TREE-Mendous team member, how do I decide on just 20%?**

Some departments in the past have asked their staff to contact their Director with suggestions/nominations for who should earn a mask/badge reel and why—and even prepared a ballot to vote in units/departments for who is most deserving of the mask/badge reel in that department. Or, have asked other department leaders with whom they work closely for nominations. We realize a Director cannot be in all places at all times, and these approaches can help you identify your most consistent team members. If you have multiple leaders for your department, choose together and consider asking for nominations from all your staff with a story as to WHY a team member is deserving. Please be sure to distribute mask/badge reels across shifts and weekends too as this has been a concern from staff in the past. Again, TREE-MENDOUS staff are those who are CONSISTENT examples or role models of teamwork, accuracy, efficiency, self-care, resiliency, caring, innovative, problem solvers, offer suggestions for improvement, provide good catches, strong attendance, excellent work outcomes, mission-centered in living our values and demonstrating service excellence (your top 20% of performers).

## **What if my team and I feel no one is Tree-mendous in our department?**

You may award the mask and badge reel at any time during the contest period. Or, a Director may choose to award a make/badge reel to someone from another department if agreeable to other director. Find someone to recognize who does great work at Riverside. Please Note: Do NOT exceed the number of masks/badge reels allocated to you for the entire contest period.

## **What if I use up my masks and badge reel allocation early in the contest?**

When the masks and badge reels are distributed for your area, there are no more coming. If a nominee transfers to another department, the mask and badge reel stays with the employee and cannot be redistributed or taken away. If an employee terminates employment with Riverside, or is not in good standing according to Human Resources' records, they are no longer eligible for any prizes or giveaways.

## **How do I assure my employee is included in the monthly drawing?**

When you have identified a Tree-mendous employee, you MUST submit a completed story form via one of these following methods: email to Riverside Celebration Team at [CelebrationTeam@RHC.net](mailto:CelebrationTeam@RHC.net), submitted electronically through Rivernet "Tree-Mendous" tile. Please also email a photo to [CelebrationTeam@rhc.net](mailto:CelebrationTeam@rhc.net) of the employee to be used in recognition activities. Both pictures and stories be used during the contest to showcase our TREE-Mendous staff.

## **What if an employee loses/breaks their badge reel?**

Email [CelebrationTeam@rhc.net](mailto:CelebrationTeam@rhc.net) for a replacement. No mask replacements will be provided.

**Thank you for your help to recognize our consistently TREE-Mendous staff.**

**We can't do this without YOU!**

**Revised 1/2021**