



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 70.15, **CARE, Celebrating And Recognizing Employees**

PURPOSE: The purpose of this Texas Tech University Health Sciences Center El Paso Operating Policy and Procedure (HSCEP OP) is to establish policy and procedures for the appropriate administration of the CARE program.

REVIEW: This HSCEP OP will be reviewed on March 1 of each odd-numbered year (ONY) by the Assistant Vice President for Human Resources (AVPHR) or designee, with recommendations for revisions submitted to the Chief Financial Officer or designee by March 15.

POLICY/PROCEDURE:

1. Program Philosophy.

Texas Tech University Health Sciences Center El Paso's (TTUHSC El Paso) employee Celebrating And Recognizing Employees (CARE) program strives to foster an environment that supports an engaged workforce with a unified focus on institutional achievements.

The CARE program is not intended to replace other recognition programs that may exist in the institution at the department or school level but rather the CARE program is designed to recognize behaviors and work performance that further the mission, goals, and objectives of the institution; linking recognition to improved job performance and institutional achievement.

All faculty and staff (employees) are eligible to participate in the CARE program and are encouraged to participate in celebrating and recognizing the achievements of their co-workers.

Recognitions recommended or awarded in the CARE program should be honestly earned by the intended recipient, should be positive and constructive and be reflective of the program's goals. Use of the CARE program inconsistent with the guidance of this policy may result in coaching or disciplinary action.

2. Program Management.

The AVPHR or designee is responsible for organizational level management of the CARE program including policy interpretation and application, communications and training, system monitoring, integrity and operational effectiveness.

The Human Resources Department will facilitate meetings of the Institutional CARE Committee which will conduct biannual assessments of the CARE program using metrics it determines as appropriate for measuring the program's impact on the institution and its financial value.

Results of these assessments and findings along with suggestions for improvements and realignments to the CARE program will be communicated in an annual report to the institution's leadership.

3. Manager/Supervisor Responsibilities.

All levels of leadership in the HSCEP are responsible for understanding, supporting and using the

CARE program to ensure its appropriate utilization, integrity and effectiveness.

Managers should model the spirit of the CARE program by celebrating and recognizing the exceptional achievements of their employees and work teams.

Managers should regularly champion and communicate to their employees the goals, responsibilities and benefits of the CARE program.

Managers and supervisors have specific responsibilities for timely review and approval of certain badges being recommended for their employees.

4. **Employee Responsibilities.**

While all employees are responsible for meeting the expectations set forth in their job descriptions and work assignments and while this work is recognized and appreciated in a number of ways, the CARE program focuses on behaviors and job performance that go above and beyond what is expected; on individuals and work teams that make exceptional contributions to the institution.

Employees are responsible for understanding, supporting and using the CARE program in compliance with policies and guidelines as one way to encourage a culture of achievement, appreciation and recognition within the institution.

5. **Resources.**

Participants in the CARE program should reference the TTUHSC El Paso [CARE User's Guide](#) and other sources of related information such as CARE trainings and announcements and guidance from the Human Resources Department or supervisors to insure proper understanding and use of the program.

6. **Right to Change Policy.**

TTUHSC El Paso reserves the rights to interpret, change, modify, amend or rescind this policy in whole, or in part, at any time without the consent of employees.