

TITLE A D M I N I S T R A T I O N M A N U A L	STANDARD INSTRUCTION 10		DEPARTMENT FIRE-RESCUE & SDMS
SUBJECT SAN DIEGO FIRE-RESCUE & SAN DIEGO MEDICAL SERVICES AWARDS	SECTION I	PAGE 1 of 3	EFFECTIVE DATE 9/3/09

I. DEPARTMENT AWARDS FOR FIRE-RESCUE & RURAL/METRO EMPLOYEES

A. Purpose

To recognize heroic, meritorious, or outstanding actions by San Diego Fire-Rescue and Rural/Metro of San Diego employees.

B. Classes of Awards

1. *Medal of Valor*

Awarded to a Fire-Rescue or Rural/Metro employee who displays great personal courage in the pursuit of a worthwhile objective, fully knowing that in doing so places them in imminent peril of loss of life or great bodily injury.

2. *Meritorious Service Award*

Awarded to a Fire-Rescue or Rural/Metro employee who displays exceptional dedication to duty in pursuit of a worthwhile objective which requires courage and is knowingly done with risk of injury.

3. *Lifesaving Medal*

Awarded to a Fire-Rescue or Rural/Metro employee who saves a life by direct exemplary action performed under conditions requiring bravery or exposure to danger or by performance above and beyond the normal call of duty.

4. *Heroism Medal*

Awarded to a Fire-Rescue or Rural/Metro employee who attempts to save a life, or whose actions significantly contribute to a positive outcome of the incident, by direct exemplary action performed under conditions requiring bravery or exposure to danger or by performance above and beyond the normal call of duty.

5. *Lifesaving Citation (Individual)*

Awarded to a Fire-Rescue or Rural/Metro employee who saves a life by direct exemplary action which need not be performed under conditions requiring bravery or exposure to danger.

6. *Paramedic of the Year*

Awarded to a Fire-Rescue or Rural/Metro employee who consistently demonstrates exceptional paramedic skills on an ALS ambulance unit. The award can be given based on life-saving skills performed during one call or

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all-around exceptional skills and leadership.

7. *EMT of the Year*
Awarded to a Fire-Rescue or Rural/Metro employee who consistently demonstrates exceptional basic life support skills on an ALS or BLS ambulance unit. The award can be given based on life-saving skills performed during one call or all-around exceptional skills and leadership.
8. *Lifesaving Citation (Unit)*
Awarded to a Fire-Rescue crew(s) who save a life by direct exemplary action which may not have been performed under conditions requiring bravery or exposure to danger.
9. *Exceptional Performance Citation (Individual)*
Awarded to a Fire-Rescue or Rural/Metro employee for courageous, outstanding, or unusual performance of duty that is significantly beyond that normally expected and may be based on a single act or on exemplary work over an extended period of time.
10. *Exceptional Performance Citation (Unit)*
Awarded to crew(s) for courageous, outstanding, or unusual performance of duty that is significantly beyond that normally expected and may be based on a single act or incident or on exemplary work over an extended period of time.
11. *Steven F. Holladay Memorial Award*
Awarded to a Fire-Rescue employee who exemplifies high standards in the areas of community contributions, and public service.
12. *Firefighter of the Year*
Awarded to an employee in firefighter positions (ranked from fire recruit to Battalion Chief) who consistently performs high quality work, displays a professional and positive image of the Fire-Rescue Department and serves as a role model for others in the organization.
13. *Civilian of the Year*
Awarded to a non-uniformed employee who consistently performs high quality work, demonstrates willingness to take on additional responsibilities and/or projects and maximizes use of time to maintain and improve service.
14. *Volunteer of the Year*
Awarded to an unpaid status person who is consistently dedicated to furthering the goals of Fire-Rescue/EMS in the community.

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15. *Robert Ely Memorial Award*

Awarded to a Fire-Rescue employee who exemplifies high standards in the areas of developing new and improved ways of fire service technology.

C. Procedures

Any Fire-Rescue or Rural/Metro of San Diego employee may nominate candidates for consideration using the FD-32 or FD-35 form as it applies. Recommendations must be accompanied by supporting documents as indicated on the respective forms.

Recommendations should be sent to Human Resources to be considered by the deadline determined each year. The deadline for nominations is set by HR and is usually around the first or second week in September. Members receiving an award at formal occasions are to appear in dress uniform.

Please note: The Health Insurance Portability and Accountability Act of 1996 (HIPAA) mandates confidentiality when handling patient's records. Nominations, which include medical diagnosis and treatment, must not include information that may identify the patient, such as name, address, hospital destination, etc.

D. Wearing of Awards

Refer to appropriate Operations Manual section.

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II. AWARDS FOR CIVILIANS

A. Purpose

To administer an awards program and give formal recognition to deserving citizens who render aid or assistance to victims of emergencies or who through fire prevention efforts, reduce the incidence of fire.

B. Classes of Awards

1. Certificate of Valor

Awarded to a civilian who displays great personal courage in the pursuit of a worthwhile objective, knowing that in so doing it places them in imminent peril of loss of life or great bodily harm.

This award consists of a certificate mounted on a plaque.

2. Lifesaving Citation

Awarded to a civilian who saves a life by direct action and need not be performed under conditions requiring bravery or exposure to danger. Recommendations for this award should usually be accompanied by medical or eyewitness testimony.

This award consists of a certificate mounted on a plaque and should be awarded to the person who identifies the problem and initiates the lifesaving action.

3. Certificate of Appreciation

A Certificate of Appreciation will be awarded to citizens or organizations who perform an exceptional service to the Department, to a fellow citizen or to the community. This award consists of a certificate mounted on a plaque.

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C. Procedure

Any officer may initiate a recommendation to the Chief for recognition of a deserving citizen. This recommendation should be made on an FDR-7 and forwarded to Health and Human Resources. The recommendation must include an accurate account of the citizen's action and the suggested award.

The review and rating period shall be from July 1 - June 30, to coincide with the fiscal year. Recommendations should be received by Health and Human Resources before July 10 to be considered during that rating period. Recommendations received after July 1 may be considered for the next rating period.

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III. AWARDS BOARD MEMBERSHIP

The Awards Board shall consist of nine voting members. They will be appointed by the Fire Chief and serve on the Board for a period of one year. This term will commence on July 1 and conclude on June 30 of the succeeding year. The membership of the Board will include the following:

The Awards Board Chairperson will be a Deputy Chief, Deputy Director, or designated alternate with no vote. Voting members include:

- A. Battalion Chief
- B. Captain A Division
- C. Captain B Division
- D. Captain C Division
- E. Captain Straight Day
- F. Representative from Fire Fighters Local 145
- G. Representative from Lifeguard Service
- H. Representative from Emergency Medical Services
- I. Civilian

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IV. EMPLOYEE OF THE QUARTER AWARD PROGRAM

- A. **Purpose:** To provide recognition for outstanding employees.
- B. **Eligibility:** All Fire and Life Safety Services employees are eligible for nomination.
- C. **Selection Criteria:** Employees will be evaluated on the following criteria.
1. **Performance:** An excellent employee performs assigned duties in a timely and thorough manner. Completed work is consistently of superior quality. On occasion, the employee has taken on additional duties that have supported the growth of the Fire and Life Safety Services. Employee demonstrates exceptional service to citizens of San Diego.
 2. **Attendance:** An exceptional employee is consistently on time and in attendance for all work appointments, meetings and business-related functions.
 3. **Innovation:** An exceptional employee demonstrates creativity and inventiveness in addressing complex tasks, is willing to take risks and explore alternative solutions to problems when working with emergency and non-emergency situations.
 4. **General Knowledge:** An exceptional employee understands the importance of the policies and procedures which govern the Fire and Life Safety Services, and understands the operation of these procedures as they are carried out in different divisions. These employees take responsibility for at least minimal cross-training through classes and seminars to increase their versatility and usefulness to the Department.
 5. **Cooperation:** An exceptional employee is willing to share information, ideas and resources with fellow employees. Such an employee demonstrates a willingness to work responsively with other team members, with superiors, subordinates and citizens.
 6. **Supervision Skills:** Exceptional supervisors participate in updating/changing outdated procedures and policies, and inform others of these changes. Exceptional supervisors support teamwork at all levels of the organization, and acknowledge others for outstanding performance.

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D. **Award Committee**

The Award Committee will administer the program and consist of Senior Staff members.

E. **Rating Committee**

The Rating Committee will consist of two Battalion Chiefs, or one Battalion Chief and one Assistant Fire Marshal, plus one non-uniformed member. These three members will be appointed by the Award Committee and will be responsible for screening nomination forms, conducting interviews, and presenting results and recommendations to the Award Committee. They will hold non-concurrent terms, with one new member being appointed every six months.

F. **Procedures**

1. The Award Committee will cause the distribution of nomination forms on or about January 1, April 1, July 1, and October 1.
2. Nominations may be made by any Fire and Life Safety Services employee for any other Fire and Life Safety Services employee, except themselves.
3. All nominations must be returned by the published due date. Only one nomination per employee is permitted. Anyone may decline nomination. All nomination forms must be signed to be accepted.
4. The Rating Committee will tabulate and evaluate nominations and select not more than seven finalists.
5. The Rating Committee will conduct informal interviews with each finalist's supervisor and peers.
6. The Rating Committee will review the results of the interviews with the Award Committee.
7. One recipient will be selected by the Award Committee based on criteria such as attendance, job performance evaluations, and/or performance in specific, one-time situations.
8. Recipient will be presented with an award by the Fire Chief and/or designee in mid-February, May, August, and November.

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SAN DIEGO FIRE AND LIFE SAFETY SERVICES

EMPLOYEE OF THE QUARTER
NOMINATION FORM

Date distributed: _____

Any Fire and Life Safety Services employee may nominate any other employee for consideration of this award. Nominations may be made for employees who have demonstrated sustained, ongoing dedication and competence in their day-to-day job performance or who have provided exceptional performance in a one-time, specific project or situation.

Recipients will be selected from the group of nominated employees by the Award Committee. Criteria considered for selection include attendance, job performance evaluations, and/or exceptional performance in a specific project or situation.

Nominee:

Name/Classification Supervisor/Work Location/Phone

Reasons for nomination:

Person Making Nomination:

_____ Name	_____ Classification
_____ Work location and hours	_____ Telephone Number
_____ Signature	_____ Date

FOR CONFIDENTIALITY, PLEASE SEAL COMPLETED FORM IN AN ENVELOPE. RETURN COMPLETED FORM TO _____.

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SAN DIEGO FIRE AND LIFE SAFETY
EMPLOYEE OF THE QUARTER
RATING FORM

Name: _____ Date: _____

Day-to-Day Performance: _____

Exceptional Performance (One-time Specific Project or Situation):

Attendance: _____

Rater signature _____