

 <p>ARIZONA DEPARTMENT OF CORRECTIONS</p> <p>DEPARTMENT ORDER MANUAL</p>	<p>CHAPTER: 500</p> <p>PERSONNEL/HUMAN RESOURCES</p>	<p>OPR:</p> <p>DIR SS</p>
	<p>DEPARTMENT ORDER: 506</p> <p><b><i>EMPLOYEE RECOGNITION PROGRAM</i></b></p>	<p>SUPERSEDES:</p> <p>DO 506, (09/01/96) DI 91 (10/27/98) DI 109 (04/23/99)</p>
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## PURPOSE

Employee recognition is an important strategy in reinforcing the Department's culture and work ethic. The Department believes in encouraging, recognizing, and rewarding outstanding individual or group achievements, performance, proficiency, heroism and service through Employee Awards/Recognition at all organizational levels. This Department Order directly supports the Department's commitment to ensuring a qualified and productive professional workforce through effective recruitment, retention, recognition, and resource management strategies.

## APPLICABILITY

This Department Order does not apply to Contract Beds facilities, but may apply to Department staff assigned to those facilities.

## PROCEDURES

### 506.01 DEPARTMENT AWARDS

- 1.1 Recognition - Awards that recognize employees who have demonstrated exceptional levels of performance and service within their career fields. These awards require nomination, review and approval:
  - 1.1.1 Valor
  - 1.1.2 Life Saving
  - 1.1.3 Meritorious Service
  - 1.1.4 Community Service
  - 1.1.5 Special Recognition
  - 1.1.6 Employee of the Year
  - 1.1.7 Unit Citation
  - 1.1.8 Certificate of Commendation
  - 1.1.9 Letter of Appreciation
- 1.2 Correctional Officer II Awards - Awards given monthly, quarterly, and annually in recognition of exceptional job performance during the year.
  - 1.2.1 Unit Correctional Officer II of the Month
  - 1.2.2 Correctional Officer II of the Quarter
  - 1.2.3 Correctional Officer II of the Year
- 1.3 Appreciation Medallion - Awards presented immediately and publicly by the Director and Deputy Director to selected employees to recognize excellence in the ongoing performance of duty.
- 1.4 Firearms Proficiency - Awards that signify special accomplishment with firearms including Expert and Distinguished Expert.

- 1.5 Length of State Service and Retirement - Awards that are distinguished by attainment of designated state service career milestones including Length of State Service and Retirement.

## **506.02 RECOGNITION AWARDS**

- 1.1 Any employee may nominate another employee or group of employees for a recognition award when award criteria have been met or exceeded. (See DEFINITIONS section for a description of categories and eligibility criteria).
- 1.2 Nominations shall be submitted using an Employee Award Nomination, Form 506-1. Up to two pages of supplemental narrative may be added as needed. An employee should only be submitted for recognition consideration in one award category for the same set of circumstances. Nominations for all recognition awards shall be submitted for review as follows:
  - 1.2.1 When the nominator and the nominee are assigned to the same division, nominations shall be submitted for review and recommendation through the division chain of command to the Division Director.
    - 1.2.1.1 When an employee nominates his/her immediate supervisor, the nomination may be submitted directly to the next review level within the chain of command.
    - 1.2.1.2 For Certificates of Commendation and Letters of Appreciation, the Division Director shall approve/ disapprove nominations.
    - 1.2.1.3 For all other recognition awards, the Division Director shall submit the nomination to the Director's Office for review by the Employee Recognition Committee and final approval/disapproval by the Director.
  - 1.2.2 When the nominator and the nominee are assigned to different divisions, nominations shall be first submitted for review and recommendation through the nominator's division chain of command, and then be submitted to the nominee's Division Director.
    - 1.2.2.1 For Certificates of Commendation and Letters of Appreciation, the nominee's Division Director shall recommend approval/disapproval and return the nomination to the nominator's Division Director, for final approval/disapproval.
    - 1.2.2.2 For all other recognition awards, the nominee's Division Director shall submit the nomination to the Director's Office for review by the Employee Recognition Committee and final approval/disapproval by the Director.
  - 1.2.3 During the review process, no one in the supervisory chain of command shall stop, delay or deny a nomination. Each person in the chain may indicate their concurrence or disagreement with the nomination, with a written explanation as appropriate.
  - 1.2.4 The Director shall appoint a six member Employee Recognition Committee, which shall:

- 1.2.4.1 Consist of:
  - 1.2.4.1.1 The ADC Internal Communications Coordinator, who shall act as the Committee chairperson.
  - 1.2.4.1.2 A Deputy Warden.
  - 1.2.4.1.3 A Correctional Officer or Sergeant.
  - 1.2.4.1.4 A Support Services Employee.
  - 1.2.4.1.5 A Health Services Employee.
  - 1.2.4.1.6 An Administrative Services Employee.
- 1.2.4.2 Meet at least quarterly.
- 1.2.4.3 Review all recognition award nominations submitted to the Director on a quarterly basis.
- 1.2.4.4 Recommend approval/disapproval of each nomination to the Director, who shall make the final decision.
- 1.2.4.5 Consider changes to the style and design of awards and recommend approval/disapproval of changes to the Director, who shall make the final decision.

**506.03 CORRECTIONAL OFFICER II AWARDS**

- 1.1 Unit Correctional Officer II of the Month
  - 1.1.1 As part of each local employee recognition program, each unit shall recognize one or more nominated Correctional Officer II (s) each month. Nominations for the unit Correctional Officer II of the Month shall be submitted for review and recommendation through the chain of command with final approval/disapproval by the Deputy Warden.
  - 1.1.2 Nominations may be submitted using an Employee Award Nomination form.
- 1.2 Correctional Officer II of the Quarter
  - 1.2.1 As part of each local employee recognition program, each institution shall recognize one or more nominated Correctional Officer II (s) each quarter. All recipients of that institution's unit Correctional Officer II of the Month award shall be considered as nominees. Nominees shall be considered according to the local institution review procedures with final approval/disapproval by the Warden.
  - 1.2.2 The quarterly award shall be presented to one or more recipients of that unit's Correctional Officer II of the Month award during the quarter.
- 1.3 Correctional Officer II of the Year

- 1.3.1 The Warden shall complete an Employee Award Nomination for each recipient of that institution's Correctional Officer II of the Quarter award and submit the nominations for review and recommendation to the Division Director.
- 1.3.2 The Division Director shall submit the appropriate nominations to the Director's Office for review by the Employee Recognition Committee and final approval/disapproval by the Director.
- 1.4 During the review process, no one in the supervisory chain of command shall stop, delay or deny a nomination. Each person in the chain may indicate their agreement or disagreement with the nomination, with a written explanation as appropriate

#### **506.04 APPRECIATION MEDALLION**

- 1.1 The Director and Deputy Director shall award Appreciation Medallions to selected employees, who in the carrying out of their normal duties do so in a manner which furthers the Department's attainment of its mission, inspires others to excel, exhibits the finest in professional character, ensures completion of a job task under adverse conditions, or otherwise demonstrates performance of duty with the highest regard for the needs of the State and Department.
- 1.2 The Director shall present gold colored medallions and the Deputy Director shall present silver colored medallions to employees they observe and deem to have exceeded the normal requirements of duty.
- 1.3 The medallion shall be metallic. The front of the medallion shall indicate the medallion is either a Director's or a Deputy Director's medallion.
  - 1.3.1 The front center shall depict the outline of the State of Arizona with the credo; Responsibility, Integrity, Cooperation, Efficiency displayed in the outline.
  - 1.3.2 The outer edge shall have five, five pointed stars on each side of the State outline. The opposite side shall bear the outline of the State with a single star radiating the rays of the sun and the words, Arizona Department of Corrections displayed on the lower half of the outline.
  - 1.3.3 A circle of twenty-eight, five pointed stars shall trim the edge.
- 1.4 Medallions shall be authorized as allowed personal property.

#### **506.05 FIREARMS PROFICIENCY AWARDS**

- 1.1 Firearms Qualification
  - 1.1.1 Employees may earn rifle and/or handgun Firearms Proficiency award pins.
  - 1.1.2 Employees attempting to qualify for a Firearms Proficiency award pin shall qualify with the same type weapon (i.e., caliber, barrel length) that they carry on duty, as outlined in Department Order #510, Firearms Qualification/Firearms Instructor Certification.

- 1.1.3 Once an employee has qualified for and been issued a particular level Firearms Proficiency award pin, no further pins of that level shall be issued.
- 1.1.4 An employee shall not wear a Firearms Proficiency award pin when the employee has not qualified within the required time, or has attempted to qualify and scored less than the score required to maintain the Firearms Proficiency award pin previously issued.
- 1.2 Firearms Proficiency pins shall be awarded as follows:
  - 1.2.1 Firearms instructors shall verify scores using the Firearms Proficiency Award Pins Scoring Sheet, Form 506-2.
  - 1.2.2 Score sheets shall be forwarded to the institution's Deputy Warden of Operations (or appropriate administrator) for confirmation.
  - 1.2.3 Scores validated by a Firearms Instructor and confirmed by a Deputy Warden of Operations (or appropriate administrator) shall be submitted through the chain of command to the Warden for approval/disapproval.
  - 1.2.4 The qualifying employee's supervisor shall present Firearms Proficiency award pins.
- 1.3 Uniformed employees in the Correctional Officer series shall wear proficiency/certification award pins as outlined in Department Order #503, Employee Grooming and Dress. Only one Firearms Proficiency award pin may be worn at a time.

## **506.06 LENGTH OF STATE SERVICE AND RETIREMENT AWARDS**

- 1.1 Length of State Service Awards
  - 1.1.1 Employees completing five or more years of state service will be recognized with the authorized service pin. Length of State Service awards shall be presented at each five-year employment increment.
  - 1.1.2 By the first day of March, June, September and December for the upcoming quarter, the Human Resources Operations Administrator shall provide a list to each Division Director that identifies, by Division, Bureau or institution, every employee who completed a five-year length of service increment during the preceding calendar quarter.
    - 1.1.2.1 The list shall include each employee's name, date of entry into State service, length of service (i.e., 5, 10, 15 years), and current assignment location.
    - 1.1.2.2 Each Division Director shall ensure the length of service award recipients list is reviewed and make any necessary updates. - The list shall then be approved by the Division Director and returned to the Human Services Bureau by the 15<sup>th</sup> of the month.

- 1.1.3 Procurement of the service pins shall be coordinated through the Human Services Bureau. The Human Services Bureau shall:
  - 1.1.3.1 Order a length of service pin for each approved recipient.
  - 1.1.3.2 Distribute the length of service pins for 5, 10 and 15 years of service to the appropriate Division Director.
  - 1.1.3.3 Forward the length of service pins for 20 or more years of service to the Director's Office for presentation by the Director.
- 1.1.4 Replacement length of service pins may be requested in writing by contacting the Human Services Bureau. The memorandum shall include verification by the employee's Personnel Liaison that the employee had served the length of service stated in the memorandum.
- 1.1.5 The Human Resources Operations Administrator or designees shall collect \$2.50, the cost to replace the length of service pin, and forward the payment to the Business Manager.

1.2 Retirement Awards

- 1.2.1 When an employee, eligible to retire from State service, decides on a specific retirement date, they shall submit written notification of the planned retirement date to their immediate supervisor. This memorandum shall include the employee's name, title and anticipated date of retirement. The letter of notification shall be submitted, through the chain of command, to the employee's Division Director.
- 1.2.2 The retiring employee's Division Director shall forward a copy of the notification memorandum to the Human Services Bureau Administrator, who shall request the appropriate Retirement Certificate from the Governor's Office.
- 1.2.3 The Human Services Bureau Administrator shall forward the Retirement Certificate to the Director or appropriate Division Director for presentation to the employee.

**506.07 LOCAL EMPLOYEE RECOGNITION PROGRAMS**

- 1.1 Local Employee of the Month/Quarter/Year – an award presented at the Division, Bureau, institution and or unit level in recognition of exceptional job performance by line staff, supervisors, managers and administrators in support of their particular organizational unit. All employees are eligible for recognition.
  - 1.1.1 Unit Correctional Officer II of the Month
  - 1.1.2 Correctional Officer II of the Quarter
  - 1.1.3 Certificates of Commendation
  - 1.1.4 Letters of Appreciation
  - 1.1.5 Length of Service pins for 5, 10 and 15 years of service

- 1.1.6 Retirement Certificates
- 1.2 Local recognition awards may also include, but are not limited to, the following:
  - 1.2.1 Local Employee of the Month/Quarter/Year
  - 1.2.2 Community Service
  - 1.2.3 Proficiency - Certification awards
  - 1.2.4 Special Achievement, such as SECC, military personnel, etc.
  - 1.2.5 Academic Excellence Award
- 1.3 Each Division, Bureau, institution and/or unit shall establish local procedures for soliciting, receiving and reviewing nominations for local recognition awards, and for selecting and presenting such awards to selected recipients. Such procedures shall involve the assistance of an appointed (local) Employee Recognition Liaison (ERL). Each institution shall individually identify an appropriate staff member to act as the local ERL, through which local recognition issues shall be coordinated and addressed.
  - 1.3.1 Organizational units shall establish a schedule to locally recognize employees on a monthly, quarterly and/or annual basis.
  - 1.3.2 Divisions, Bureaus, institutions and/or units may provide additional types of recognition, such as designated parking spaces and/or gift certificates which have been donated by a local merchant or purchased using pre-approved employee recognition funds.

#### **506.08 AWARDS PRESENTATION**

- 1.1 The Director shall present the following awards during meetings or ceremonies as determined by the Director:
  - 1.1.1 Valor
  - 1.1.2 Life Saving
  - 1.1.3 Meritorious Service
  - 1.1.4 Community Service
  - 1.1.5 Special Recognition
  - 1.1.6 Employee of the Year
  - 1.1.7 Unit Citation
  - 1.1.8 Correctional Officer II of the Year
  - 1.1.9 Length of Service pins for 20 or more years of service
  - 1.1.10 Retirement certificates for Division Directors, Regional Operations Directors, Regional Health Administrators, Wardens, Deputy Wardens and Administrators.

- 1.2 The Director or a Warden, as circumstances allow, shall present the institution Correctional Officer II of the Quarter awards.
- 1.3 Deputy Wardens shall present the unit Correctional Officer II of the Month awards.
- 1.4 The Director and Deputy Director shall award Appreciation Medallions.
- 1.5 Division Directors, Wardens, or their designees, shall present:
  - 1.5.1 Certificates of Commendation
  - 1.5.2 Letters of Appreciation
  - 1.5.3 Length of Service pins for 5, 10 and 15 years of service
  - 1.5.4 Retirement Certificates for non-executive and non-extended executive staff employees
- 1.6 Wardens, Deputy Wardens, and Bureau Administrators shall ensure that supervisors present Firearms Proficiency award pins to their employees.
- 1.7 Division Directors, Wardens, and Bureau Administrators shall ensure local award/recognition program presentations are made as established by local procedures and as approved by the Division Director, Warden or Bureau Administrator.

#### **506.09 AWARD TYPE, DESIGN AND PROCUREMENT**

- 1.1 All awards and recognition items shall be of the type, design and construction as approved by the Director, and shall be procured in accordance with the state contract on award items. Requests for deviations shall be forwarded to the Director's Office for consideration.
- 1.2 Employees who have been selected, as an Employee of the Year or a Correctional Officer II of the Year shall receive recognition leave in accordance with Department Order #512, Employee Work Hours, Compensation and Leave.
- 1.3 The Director's Office or designated unit shall order and procure all Department awards, with the exception of service pins, which will be coordinated jointly through the Human Services Bureau.
- 1.4 Procurement of Division and local awards shall be the responsibility of the concerned Division, institution or Bureau.

#### **506.10 DONATION SOLICITATION FOR EMPLOYEE RECOGNITION**

- 1.1 The Department may conduct an employee recognition event using tangible items solicited by state employees from private donors, provided:
  - 1.1.1 The solicitation does not violate the Standards of Conduct contained in A.A.C. R2-5-501.
  - 1.1.2 The donor and the Department agree that the donation will be used for employee recognition.

- 1.1.3 Additional guidelines regarding donation solicitation is available through the Arizona Department of Administration to ensure the equitable application of this Department Order.
  - 1.2 The Deputy Director, Division Directors, Wardens and Bureau Administrators may authorize staff to solicit allowable donations. Acceptance of donations for employee recognition shall be made in accordance with dollar limitations established in Department Order #301, Fiscal Management.
  - 1.3 Staff who wishes to solicit for the purpose of employee recognition shall submit the request by memorandum to the Warden or Bureau Administrator. The memorandum shall include the purpose of the solicitation and the type of donations requested.
    - 1.3.1 All donations requested shall be of nominal value as determined by the Warden or Bureau Administrator. Allowable awards include plaques and pen and pencil sets bearing the Department's logo or other mementoes of nominal value.
  - 1.4 Staff soliciting donations shall ensure that the donor understands that the donation is for employee recognition by completing a Request for Donation, Form 301-1, signed by the approving staff member, the donor and a witness. All completed forms shall be filed and retained by the Business Administrator in accordance with Department Order #201, Correspondence/Records Control.
  - 1.5 When individual notice is not possible, such as with a bake sale or silent auction the sponsor of the event shall post a notice that all funds solicited shall be used for employee recognition purposes.
- 506.11 AWARD RECORDS** - Division Directors, Wardens and Bureau Administrators shall forward records of awards (excluding years of service recognition) to the Human Resources Operations Unit for placement in the employee's Personnel File.
- 506.12 VOLUNTEER APPRECIATION** – The Warden, Deputy Warden, Administrator or designee shall:
- 1.1 Coordinate with the Senior Chaplain and the HR Liaison to schedule annual volunteer events.
    - 1.1.1 All active volunteers shall be invited to attend.
    - 1.1.2 Selected volunteers shall be recognized with appropriate recognition.
    - 1.1.3 Volunteer length of service pins shall be awarded based upon five-year increments of service.
  - 1.2 Senior Chaplains and HR Liaisons shall solicit nominations for candidates to be considered for selection as Volunteer of the Year from areas served by volunteers.
    - 1.2.1 Each area may submit one name for consideration.
    - 1.2.2 Final selection shall be made by a committee assembled by the Senior Chaplain and HR Liaison.
    - 1.2.3 The person chosen as Volunteer of the Year for each location shall be appropriately recognized at an annual volunteer appreciation event as outlined in 1.1 of this section.

## IMPLEMENTATION

Within ninety days of the effective date of this Department Order, Division, Bureau, institution and unit administrators shall establish local procedures for soliciting, receiving and reviewing nominations, and for selecting and presenting awards to selected local recipients.

## DEFINITIONS

### DEPARTMENT AWARDS

- Valor – An annual award presented to an employee for an on or off-duty act of heroism that involves a conspicuous risk of life. The act shall be of such grave nature that performance of the act is clearly above and beyond the call of duty.
- Life Saving - An annual award presented to an employee for an on-duty act that results in the saving or preservation of a human life in which the rescued person would have died without the employee's direct action. The act for which the employee is being nominated shall be clearly above and beyond the normal requirements of the employee's position. The lifesaving efforts do not have to put the rescuing employee at personal risk. Supporting documentation such as medical reports and information reports shall be attached to the award nomination.

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Meritorious Service - An annual award presented to an employee for performance of duty greatly exceeding the normal demands of the Department. The employee's job performance demonstrates an exceptional degree of good judgment, initiative and competence, and the employee's performance is clearly above and beyond the normal requirements of the position.

- Community Service - An annual award presented to an employee for an off-duty act that involves heroism in the face of danger, preservation of another's life, or other significant acts of selflessness in support of community peace and public welfare, which reflects positively upon the Department. Supporting documentation such as medical reports and police reports shall be attached to the award nomination.
- Special Recognition – An annual award presented to Department employees or non-Department employees who have made an exceptional contribution exemplifying their service and commitment to the Department.
- Employee of the Year - An annual award presented in recognition of exceptional job performance during the year. Employees who continually perform their duties in a manner that surpasses the expected standards of professional conduct are eligible for recognition in the following categories:
  - Correctional Officer - Programs (Corrections Officers III)
  - Community Corrections Officer (Community Corrections Officers I, II, and III)
  - Supervisor (Sergeants, Lieutenants, Captains, Majors, Investigative Supervisors, Community Corrections Supervisors, Correctional Officer IVs, and any other individuals in supervisory positions)
  - Administrator (Executive Staff, Wardens, Deputy Wardens, Administrators, and Bureau Administrators)
  - Support Staff (Employees not included in any other category)
- Correctional Officer II of the Year - An annual award presented to one or more recipients of the Correctional Officer II of the Quarter award in recognition of exceptional job performance during the year.
- Correctional Officer II of the Quarter – A quarterly award presented at each Arizona State Prison Complex to one or more recipients of that institution's unit Correctional Officer II of the Month award in recognition of exceptional job performance during the quarter. Recognition should be based upon job reliability, demonstrated task proficiency, results, team work, professionalism, and customer service. This recognition should signify the recipient is the "best of the best" within their assignment locale.
- Unit Correctional Officer II of the Month – A monthly award presented at each Arizona State Prison Complex unit to one or more Correctional Officer II (s) in recognition of exceptional job performance during the month. Recognition should be based upon job reliability, demonstrated task proficiency, results, team work, professionalism, and customer service. This recognition should signify the recipient is the "best of the best" within their assignment locale.

- Unit Citation – An annual award presented to a Departmental unit or group of employees in recognition of an outstanding accomplishment and/or for facilitating the achievement of organizational goals and objectives. Nominations shall be based upon, but not limited to, the following criteria:
  - Measurable outstanding performance of the group relevant to the achievement of stated organizational goals and objectives.
  - Special assignments that have been completed that required team work and an esprit de corps.
  - Development of programs or written instructions that provide a noteworthy increase in efficiency and effectiveness in operations.
  - Exhibition of exemplary service or contribution to the operation of the Department.
  - Involvement in special community service projects unrelated to job performance, that was outstanding and brought credit to the Department.
- Length of Service: 20 or More Years of Service - Presented to employees, in five-year increments, (i.e., 20, 25, 30) for length of time in State Service.
- Retirement Recognition (Executive Staff) – This recognition shall consist of at least a certificate presented to an executive or extended executive staff member, in commemoration of their retirement from State Service. This is a Department award that would be presented to Division Directors, Wardens, etc...upon retirement.
- Appreciation Medallions - Presented at the discretion of the Director or Deputy Director to selected employees, who in the carrying out of their normal duties do so in a manner which furthers the Department's attainment of its mission, inspires others to excel, exhibits the finest in professional character, ensures completion of a job task under adverse conditions, or otherwise demonstrates performance of duty with the highest regard for the needs of the State and Department.
- Division Awards -
  - Presented to an employee for achievement/performance beyond what is expected or required, that is equaled by few, and that contributes directly to the accomplishment of the Department's mission.
  - Letter of Appreciation – Presented to an employee who has performed an exceptional act/service or who continually performs required duties in an exceptional manner.
  - Length of Service - Presented to employees, in five-year increments of 5, 10, or 15 for length of time in State Service.
  - Retirement Recognition (Non-Executive Staff) – This recognition shall consist of at least a certificate presented to non-executive or non-extended executive staff member, in commemoration of their retirement from State Service. This is a local or Complex level award given to Deputy Wardens, Associate Deputy Wardens, line staff, etc...upon retirement.
  - Firearms Proficiency - Presented to participating staff that attain specified levels of shooting proficiency. Types of Firearms Proficiency awards are:
    - Expert - The employee must score 240-249 points with a service handgun or 144-149 points with a service rifle.

- Distinguished Expert - The employee must score 250 points with a service handgun or 150 points with a service rifle.
- Volunteer Appreciation – Recognition of Department volunteers through annual appreciation events.

{Original Signature on File}

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Charles L. Ryan  
Director

**FORMS LIST**

506-1, Employee Award Nomination

506-2, Firearms Proficiency Award Pins Scoring Sheet

**AUTHORITY**

A.A.C. R2-5-421. Recognition Leave