

## HEART OF GOLD/HEART FELT

**PURPOSE:** To provide a program for patients and/or their families to nominate an individual employee for award consideration for providing exceptional customer service which depict the VA core values of I-CARE (**I**ntegrity, **C**ommitment, **A**dvocacy, **R**espect and **E**xcellence)

**WHO:** The program is limited to current BHHCS employees who meet the definition of employee under 5 USC 2105. (If you have any questions, please call HRM )

**WHAT:** The “Heart of Gold” or “Heart Felt” award

- Heart of Gold – A Black Hills Gold pin, a certificate signed by the Director and a copy of the nomination. Pins will be limited to one each fiscal year per employee.
- Subsequent awards will consist of a certificate and/or a copy of the nomination
- Heart Felt Certificate – If the nomination consisted of something of nominal nature; i.e., “thanks for the good job”; the employee would receive a Heart Felt Certificate.

**WHEN/WHERE:** May be awarded in one of 3 ways

The initial award will be presented by a member of the Executive Counsel at the service level unless it is determined to be of such outstanding nature that presentation should be given at a Town Hall meeting. Subsequent award will be presented at the service level unless the IAP determines the award merits presentation at a higher level. Subsequent awards will be sent to the Service Chief for presentation at their discretion.

Heart Felt certificates would be presented at the service level at the discretion of the manager.

**HOW:** Patients and/or family members can nominate any employee. Human Resource Management will be responsible for gathering the award nominations for consideration by the IAP. Supervisor or Service Chief will concur/non concur on VA Form 4569 for those that receive a Black Hills Gold pin. There must be justification or a reason provided for non-concurrence. While the IAP will consider recommendations provided, they will not be bound by the supervisor’s recommendation. The IAP will forward their recommendations to the Director, who makes the final decision.

Nomination forms will be available in patient care areas.