



CCP's Shining Star Employee Recognition Program

The Community Care Plan "Shining Star" Program recognizes and celebrates employees who demonstrate outstanding customer service, and accomplishments that reinforce our mission, vision and goals. The purpose of the program is:

- ★ **To recognize** the work, effort and dedication of an employee who provides excellent service to our internal and external customers
- ★ **To celebrate** and share the success stories of good Concierge Service that resulted in bottom-line impact to the business (for example, member retention)
- ★ **To reinforce** the behavior leading to excellent Concierge Service
- ★ **To provide exposure of** high performing team members to senior leadership and development opportunities
- ★ **To include** all employees across the entire organization who exemplify great Concierge Service to internal and external customers

Here's what you need to know about the Shining Star Program:

- ★ Staff can be nominated by peers, providers, members or vendors.
- ★ Leadership reviews all nominations to ensure program criteria is fulfilled.
- ★ Recognition announcements are made every month at regularly scheduled all-employee gatherings.
- ★ Monthly winners receive a Shining Star certificate and are featured in the employee newsletter and other company communications.
- ★ There is no limit to the number of Shining Stars any one employee can receive.
- ★ When someone earns three or more shining stars within the calendar year, they will receive a "Heart of Gold" recognition at the year-end Employee Holiday celebration.
- ★ All shining stars named during the calendar year will be recognized at the year-end Employee Holiday celebration.