

PRAISE!

Team Member Guide

Never miss a moment to send PRAISE! We're making it easier than ever to recognize each other through our Awardco platform.

About PRAISE

What is PRAISE?

PRAISE is a recognition program designed to reward and acknowledge team members who exemplify the FMOLHS Mission, Values and Core Four Behaviors. PRAISE is another way to celebrate our team members and build a culture of appreciation. PRAISE can be accessed by navigating to Awardco or through the PRAISE shortcut at the top of the TeamTalk homepage.

Who is eligible to send and receive PRAISE?

- Team members (full time, part time, and PRN) including leaders and employed providers can send and receive PRAISE.

When should a team member send PRAISE?

There's always an opportunity to send PRAISE! Here are just a few examples!

Be the Guide

- Inspires or motivated someone.
- Sets a positive example.
- Shows courage and took initiative.
- Gives their best every day to the team.
- Shares knowledge that positively impacted a team member, patient or guest.
- Helps someone when they needed it.

Be the Bridge

- Provides encouragement.
- Serves as a mentor to someone.
- Communicated effectively and actively listened.

Be the Catalyst

- Shares ideas that made an impact.
- Offers a suggestion that improved the experience for our team and patients.
- Embraces change and motivates others to do the same.

Be the Love

- Shows kindness or compassion for a coworker or patient.
- Contributes to others having a positive experience.
- Spreads joy and kindness.
- Extends patience to those learning a new skill or process.
- Offers a prayer or other helpful gesture during a difficult time.

What are the Core Four Behaviors that should be recognized with PRAISE?

FMOLHS Core Four Behaviors are:

Be the Guide: Through listening, noticing and authentic connection with each other we create room for PRAISE, joy and mentoring in the moment. We lead by example and take ownership of our work. We share knowledge with others to increase our teams' success.

Be the Bridge: We actively listen, invite and respect different perspectives for the common good and seek justice for all. We inspire others and build trusting relationships so we can make a difference. We communicate effectively and intentionally and cultivate collaboration and partnerships.

Be the Catalyst: We are called to be the spark that inspires innovation and change for the better. We are open to possibilities that foster creative solutions.

Be the Love: Love is exhibited through our actions and our presence to others. We show kindness and compassion to others. We value human dignity and respect others.

Recognizing Others

How does a team member recognize another team member?

Team members are encouraged to recognize others and express appreciation. It is vital to strengthen workplace relationships, validate the contribution of others, cultivate a sense of unity in teams and create a supportive work environment. It is easy to recognize a team member or leader in Awardco.

1. Click "Who do I want to PRAISE?" on the home page. You can also click on PRAISE on the top menu bar.
2. Enter/select the person you want to PRAISE. (Please enter the person's first and last name).
3. Write a personalized message about what that person did to receive the PRAISE and tag a Core Four Behaviors (you are required to tag at least one).
4. Select the Visibility of PRAISE for Everyone or Private (only seen by you and the recipient) then click on Recognize.

Note: If there are team members with the same name, you can verify the correct person by viewing the displayed email, company code or department code.

What are other guidelines for recognizing others?

- PRAISE should be used to reinforce positive behavior and foster a positive work environment.
- PRAISE recognition may be made public on the Awardco feed so avoid including personal information about the person.
- Keep the recognition as concise as possible.
- Do not share any patient information.

Will team members get an alert when someone sends them PRAISE?

Team members will receive an email from Awardco to the email listed in their Awardco account. Team members can also agree to SMS messaging in their Awardco account and receive alerts via text message to their preferred phone number.

Can team members control who sees PRAISE or other recognition they receive?

Yes. Team members can set all recognition to be private or public in their Awardco account settings.

* Go to your name in upper right-hand corner and click the down arrow

- Select My Account
- Go to Profile
- Scroll down to Private Recognitions
- Select either Public or Private.

By setting it to Private, all future recognitions will be marked as private and will not post to the public feed visible to others in our organization. Others will not be able to comment, react or be notified when you are recognized. Your leader will be notified of your PRAISE even if you set your Awardco account to private.

How can team members view recognition received and given?

Team members can view PRAISE or other recognition on the Awardco feed, which can be accessed on the home page or by selecting FEED under the FMOLHS logo at the top of the page. Team members can also view recognition received in the email from Awardco or by clicking on the link in the text message received if they have opted in to SMS notifications.

What is the difference between Everyone (Public) and Private Recognition?

Public recognition is visible on the feed by others, and others will be able to comment and react to the recognition. Private recognition is only visible on the feed for the recipient and the person giving the PRAISE, and others can't comment or react to the recognition.

Will a team member's leader be notified of recognition given to the team member?

A team member's leader may receive an email when the team member is given PRAISE or other recognition, depending on the leader's preferred notification settings in Awardco. The leader also has access to certain recognition and engagement data for their direct reports, including who is receiving and sending PRAISE.

Are you allowed to comment on PRAISE that is given and visible on the public Feed?

Yes. You are encouraged to comment on PRAISE that is visible on the public feed. Comments should be positive and include appropriate words and/or emojis.

PRAISE Points

What types of PRAISE can be given by a leader?

Leaders can send PRAISE with or without points in the following ways:

- A personal note of PRAISE on our Awardco site which may show on the platform's feed.
- PRAISE points, which can be redeemed by a team member in Awardco for a variety of items.

What are PRAISE points?

A PRAISE point is a monetary award given by a leader to another team member or leader along with a PRAISE note. Each PRAISE point = \$1 and is deposited into the recipient's Awardco account at the time of PRAISE.

Who is eligible to receive PRAISE points from a leader?

Those eligible for PRAISE Points:

- Active team members (full-time, part time and PRN)
- Leaders
- Employed providers

Are contracted team members able to send or receive PRAISE?

Because contracted team members are not loaded into our Awardco site, they are unable to send or receive PRAISE in Awardco. Contracted team members can receive a PRAISE card from a leader that is not attached to points.

My PRAISE Points

When can team members redeem their PRAISE points in Awardco platform? Is there a waiting period?

You are not required to redeem your rewards in a certain period. Your awarded points will roll over each year, so you can save points to redeem them on something big or redeem them as you earn them. The choice is yours.

Do I have to complete the requirements for My Health and Well-being program/Healthy Lives to receive PRAISE points?

No. My Health and Well-being/Healthy Lives program is a separate program under Total Rewards. Any points earned from My Recognition and My Health and Well-being programs are deposited into your Awardco account. You can redeem the points as you earn them or save them up for an item of your choice.

Can team members "pay forward" any PRAISE points previously received to other team members as PRAISE recognition?

Points earned or rewarded are not able to be donated to other team members. If you desire to assist another team member, you have the option of redeeming your earned points for a gift card or another item that you can give to a team member.

What can I spend my accrued PRAISE points on?

You have many options on the Awardco site for spending your points. The following options are available to redeem any earned points:

- Amazon items
- Entertainment tickets
- Travel
- Prepaid gift cards
- E-gift cards
- Cash-out on a paycheck

Do I have to pay taxes on my redeemed points?

Yes. Redeemed rewards are considered taxable income, subject to both federal and state taxes, and as such are included on your paycheck for W2 purposes. Please note that applicable sales tax is built into the cost of an Amazon purchase.

What happens to the PRAISE points in my Awardco account if I terminate employment?

Any points in your Awardco account must be redeemed prior to your last day of employment. Any points that remain in the account after your termination date will be forfeited.

My Circle

What is My Circle?

It is a fun feature on our Awardco site that allows you to select the people that you want to stay connected with throughout our organization and also makes suggestions of persons to include in your circle. This feature highlights the people in your circle, reminds you when someone hasn't been recognized in a while, and suggests even more people to recognize – helping you build a culture of appreciation across teams, departments and locations. Consider it like the people you want to "follow" as allowed in other social media platforms.

How do I access My Circle?

My Circle can either be accessed by clicking on your name in the upper right of the homepage or the "Who Do You Want to Recognize?" widget on the homepage.

How do I add people to My Circle?

To add people to My Circle, search for names in our organization using the search box under "Add People to My Circle." Any person added will show up in the "People in My Circle" section. There you will see data such as how many recognitions people in your circle have given to you and how many recognitions you've given them. You're also able to see how many days have passed since the last time you've recognized them. Use the Summary Time Frame drop down menu to view My Circle data from different time periods.

How do I opt-in to receive a text message when I am recognized in Awardco?

You can opt-in to receive text messages by following these steps:

- Log in to Awardco
- By your name in the upper right corner of the homepage, Click on the drop-down arrow.
- Select "My Account"
- Go to Notifications and then to the SMS tab
- Turn SMS Notifications to "ON"
- If you do not have a phone number in Awardco, you will be prompted to add one to your profile before you can enable the feature.

Note: When a team member receives a text from Awardco for the first time, it will be immediately followed up with the following introductory message:

You have opted in to receive notifications from Awardco. Message frequency varies. Message and data rates may apply. Reply STOP to opt out.

What number will be used when Awardco sends the text message notification?

We have a dedicated number assigned to our organization. The number that will display as the sender of the text will be **(833) 491-0267**.

How do I opt-out of receiving text messages when I am recognized?

To opt-out of receiving SMS messages from Awardco, simply follow the steps above and turn SMS Notifications to "OFF."

You can also reply to any text messages you receive from Awardco with the word "STOP." If you want to resume receiving text notifications, reply with the word "START."

Who should I contact if I have any questions about PRAISE?

Please contact AskHR at askhr@fmlhs.org.