CULTURE of CARING
INFINITY REHAB

GUIDELINES AND SUGGESTIONS

Infinity Rehab values the unique contributions of every employee. We encourage managers to recognize their team members frequently, in special and memorable ways. Your efforts foster a culture within your team where every employee receives regular, personalized, intentional recognition.

WHY DOES IT MATTER?

Workplace recognition motivates, provides a sense of accomplishment, and makes employees feel valued for their work. Recognition not only boosts individual employee engagement, but it also has been found to increase productivity and loyalty to the company, leading to higher retention.



Use these Culture of Caring Guidelines to fulfill the vision of this important program.

WAYS TO RECOGNIZE YOUR TEAM MEMBER(S)

The most meaningful recognitions speak deeply to the person receiving the recognition, and different people have different preferences. Consider these languages of appreciation in the workplace:

- **Words of Affirmation –** Send a personalized note*, recognize a job well done, appreciate the unique characteristics they bring to the team
- **Quality Time –** Take them to lunch, engage in conversation, ask them meaningful questions about what is important to them
- **Gift Giving –** Small tokens of appreciation
- **Acts of Service –** Ask how you can support your team member

See a list of resources at the bottom of these guidelines.

**By policy, managers do not have home addresses available. Contact HR Support for further information.*

TANGIBLE INDIVIDUAL GIFTS

Each ARD is allotted a quarterly dollar amount to be used to recognize team members in their region. Directors and clinical leaders should work with ARDs to understand their team's allocation and assist in spending the funds throughout the year. The funds provided should cover **$15 per team member per quarter.** The existing balance rolls from one quarter to the next. Complete allowance must be spent by 12/31 each year.

Submit your expense reports directly in Paycom. Funds are usually credited on the manager's next payroll check.

NOTE: **Infinity Rehab** follows federal law requiring awards in the form of a gift card to an individual totaling **$10 or more** will be reported to Payroll.

TEAM LUNCHES

Each region will have a shared meal budget that should be awarded to teams. The funds for this program are not part of an ARDs Culture of Caring budget. The targeted amount to spend is **$10 per person** (FT/PT) per quarter. ARDs and DORs working in a community with Uber Eats service (delivery and/or pickup) can purchase the meal online, charging the total to a corporate credit card.

Those without Uber Eats service should submit an expense report for reimbursement directly in Paycom.

ANNIVERSARY RECOGNITION

Infinity Rehab values loyalty and dedication to the company. Managers are expected to recognize team members each year, on the anniversary of their start date. This information is accessible through Paycom.

In addition to manager recognition, the Home Office will recognize milestone anniversaries for benefited team members:

5 YEARS:
$50 gift card

10 YEARS:
$100 gift card and note from the president

15 YEARS:
$150 gift card, a note from the president, and a paid half day off

20 YEARS:
$200 gift card, a note from the president, and a paid day off

25 YEARS+:
$250 gift card, a note from the president, and a paid day off

HOME OFFICE SUPPORT

Infinity Rehab will continue to recognize team member life events and special service awards listed below. It is the ARD and/or directors' responsibility to alert the Home Office when a life event occurs.

Birth of a Child:
Email HR@infinityrehab.com to share the news of the birth and the name of the new parent. They will mail a card and an **Infinity Rehab** baby t-shirt.

Death of a Loved One:
Email HR@infinityrehab.com with the name of our Infinity team member experiencing the loss. Share the name of their departed loved one and a charity of choice. HR will send a **$25 gift** on behalf of their loved one and forward the charitable organization response to the team member.

Retirement:
Email HR@infinityrehab.com with the name of your team member, their retirement date, and their overall years of service with with **Infinity Rehab.** A gift tied to time with the company and a card signed by the president will be mailed to the retiree's home.

RETIREMENT GIFTS BASED ON YEARS OF SERVICE

UNDER 5 YEARS:
Congratulations card

5-9 YEARS:
$100 Airbnb, VRBO, or Hotels.com card or the equivalent

10-15 YEARS:
$250 air travel card or the equivalent

15+ YEARS:
$500 air travel card or the equivalent

OTHER PROCESSES THAT INCLUDE RECOGNITION:

Enhanced Benefit Eligibility
At 5 years (10,400 hours which an employee may reach later than 5 years) – specific employee receives a letter from the president outlining the additional benefits received at 5-year equivalency.

Shining Star Program
A **$25 Amazon gift card** will be awarded to Shining Star recipients. A Shining Star can only be awarded to an individual once per year.

Team Award Program
A **$25 Amazon gift card** will be awarded to each team member. This can only be received once per year.

RECORDING RECOGNITION:

To measure our employee recognition on the scorecard, any form of recognition should be recorded on a Kudos HRPR.

- **For Words of Affirmation, Quality Time, and Acts of Service:** describe the recognition
- **For Gift Giving/Tangible Gifts:** describe the gift type (i.e., gift card) and reason for recognition

RECOGNITION IDEAS:

- **Encourage the Heart: A Leader's Guide to Rewarding and Recognizing Others,** published by The Leadership Challenge, A Wiley Brand, **ppg 151-170**
- **Recognition Done Right** form on Springboard

OTHER COC RESOURCES

Infinity Notecards:
Infinity notecards are available from the Home Office free of charge.

Contact HomeOffice@infinityrehab.com to order a supply.

Greeting Card Kits:
The gift of a card expresses a timely and positive sentiment that helps build relationships. There is something to be said about receiving a handwritten note in the mail! Home Office can provide a greeting card kit to make writing those notes a little easier. The kit includes 100 multi-occasion cards, stamps and return address labels. The cost of these kits is **$70.** Please contact HomeOffice@infinityrehab.com to order.

