AWARDS

FC No.: 360
Date: 02-20-18

If a provision of a regulation, departmental directive, or rule conflicts with a provision of the contract, the contract prevails except where the contract provision conflicts with State law or the Police Collective Bargaining Law. (FOP Contract, Article 61)

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I. Policy

It is the policy of the department to encourage the recognition of all employees for outstanding or extraordinary performance on a sustained basis or for singular acts of heroic or exemplary performance. Awards programs are intended only to recognize special or meritorious performance.

Any employee may nominate a fellow employee, or group of employees, either within the employee's specific unit or outside, whom the employee feels is worthy of recognition. Any employee/group of employees may be nominated for sustained outstanding performance, a special project, or one incident that the nominator believes deserves special recognition. The MCP 360, "Awards Nomination Form," will be used, unless otherwise noted. Files with the employee's name, the type of award, and the MCP 360s will be maintained by the Management Services Bureau (MSB). Employees may be nominated/recommended for both a Departmental/Internal Award and a Mini Award.

The Administrative Lieutenant, MSB, is responsible for administering all aspects of the awards program.

II. Procedures for Handling Internal/ External Compliments

A. Verbal Compliments

1. Verbal compliments are those which are usually received via telephone or in person from a member of the community.
2. When a verbal compliment is received by telephone, the call taker will refer the call to the respective supervisor or, if not available, to another on-duty supervisor. If a supervisor is not readily available, the call taker will explain to the caller that the compliment will be documented on an MCP 580, "Compliment/Complaint Form," and forwarded to the affected employee's supervisor for placement in the supervisor's files for a period of one year.

B. Intra/Inter-Departmental Compliments

1. Intra/inter-departmental compliments are used when a supervisor or other employee wishes to express appreciation to a member of the department or an allied agency for notable performance of the more routine tasks.
2. Intra/inter-departmental compliments are to be documented on the MCP 360. They will be addressed and forwarded via the chain of command to the commander of the employee being complimented.
3. The district/unit commander will review and initial the MCP 360 and ensure that copies are sent to the distribution list. The distribution list is to be typed on the original and all copies of the MCP 360 will be distributed as follows: one copy to the bureau chief, one copy to the unit commander, one copy for the service record (Personnel Division at Headquarters), and one copy to file. The name(s) of individuals receiving the compliment are to be listed at the bottom of the distribution list, under the heading Personnel Involved.
4. All of the above steps are to be handled entirely at the district/unit level.

C. Complimentary Letters

1. Complimentary letters are those letters received thanking or complimenting employees for performing tasks and/or providing assistance in a courteous, efficient, or expedient manner.
2. When a complimentary letter is received directly by an employee or the employee's commander, the response will be handled entirely at the district/unit level. The supervisor of the affected employee will contact the sender, by phone or in writing, to acknowledge receipt and convey the department's appreciation for the compliment. Exceptions are discussed in section II.C.4.
3. Complimentary letters addressed to, and received by, the Chief of Police will be forwarded to the appropriate commander for preparation of a written response to be signed by the Chief of Police. The appropriate distribution list will be typed on all copies of the response, not on the original. In some cases, the Chief may indicate a different action to be taken.
4. Responses to complimentary letters regarding previously arranged services or activities (e.g., presentations/surveys on crime prevention to individuals and groups, presentations to school students or PTA meetings, attendance at civic meetings, providing demonstrations, traffic control, etc.) are not required. However, the commander of the district/unit receiving the letter will ensure that the appropriate distribution list is typed on the original and all copies of the incoming letter and will affect distribution of same.

III. Departmental Quarterly Awards

A. Procedures

1. Requests for these awards will be submitted no later than 45 days after the incident occurs or the investigation is concluded. The request is to be submitted on the MCP 360 to the Awards Review Committee, via the chain of command. Nominations should be submitted as an e-mail attachment to the Administrative Lieutenant, MSB. All available documents are to be forwarded via e-mail (i.e., police reports or any other documentation detailing the incident).
2. On the MCP 360, list the names of those employees being nominated for an award under the section labeled "Personnel Involved". Next to each name, place the type of award being requested (e.g., Lifesaving, Commendation, etc.)
3. The request will be reviewed by the Awards Review Committee for approval, denial, or modification which will be recorded on the MCP 360. The nominator will be notified of the committee decision. The Administrative Lieutenant will prepare approved awards for signature by the Chief of Police.
4. The award will be presented to the employee/unit by the person designated by the nominator, usually the respective district/division commander.
5. A copy of the award, with the supporting documentation, will be maintained by the Administrative Lieutenant, MSB, for consideration for external awards (e.g., Public Safety Awards, Montgomery's Best, IACP, etc.).

B. Chief's Award
The Chief's Award will be awarded by the Chief of Police to employees who exemplify the highest standards of service to the community by virtue of their diligence, dedication, and character. This award may also be granted to employees who develop new, innovative programs which clearly enhance the mission of the department or improve the quality of life for the citizens of Montgomery County.

C. Problem Oriented Policing (POP) Award
The POP Award is designed to recognize a person or group, who has gone above and beyond the person's normal duties in the spirit of community policing. Criteria will include proper identification of the problem, creativity in finding solutions, the solution's impact on the community, and partnerships developed between the police, community, business sector, and other government agencies. Winning nominations will be considered for external awards (e.g., Herman Goldstein Excellence in Problem Solving, The Governor's Office on Crime Control and Prevention, etc.).

D. Commendation
A Commendation will be awarded to the employee who makes a significant contribution to the mission of the department above and beyond the ordinary call of duty and wherein the member's courage, resourcefulness, tenacity, and/or perseverance in the performance of the employee's duties resulted in the protection of life or property, the prevention of a major crime, or the apprehension of an armed and dangerous criminal.

E. Lifesaving Award
The Lifesaving Award will be given to an employee who makes a major contribution toward saving the life of another by providing essential medical treatment or taking other appropriate action that is clearly above and beyond the ordinary call of duty. Some examples are: performing CPR, stopping uncontrolled bleeding, clearing blocked airway, or grabbing a person just before the person jumps off a bridge.

F. Medal of Valor
The Medal of Valor is the department's highest award and is awarded for heroism and distinction in extremely hazardous circumstances. In order to be considered for the Medal of Valor, an employee must exhibit unusual bravery in the performance of duty while facing the threat of death or serious injury. Examples would include exposing oneself to gunfire to rescue a fellow officer or saving a victim from a burning vehicle.

G. Supervisor of the Year Award
1. One award will be presented to a sworn supervisor (sergeant, lieutenant, or captain) and one will be presented to a civilian supervisor (sergeant, lieutenant, or captain equivalent). The award will be based upon the actions of a supervisor who has made a difference and contributed significantly to the department's visions and goals through extraordinary efforts. The award recipient will have continuously demonstrated outstanding performance by personifying leadership, acting as a positive role model, and consistently demonstrating sensitivity, fairness, equity, and integrity. The supervisor will have routinely encouraged and promoted departmental and employee development through team-building, and emphasizing quality customer service.
   NOTE: Acting supervisors are also eligible for this award.
2. The supervisor may be nominated for the award by anyone within the department. The performance of each nominee will be evaluated during a single calendar year period. The deadline for submission of nominations will be the following March 1st.

H. Chief's Certificate of Appreciation
The Chief's Certificate of Appreciation may be requested by any officer for a citizen or a group that takes action consistent with the guidelines set forth in the Commendation and Lifesaving Awards. It may also be awarded for citizens or groups that significantly contribute to the mission of the entire department (e.g.,

Masonic Lodges' Donation of Teddy Bears for officers to give to distraught children; a citizen follows a bank robbery suspect and provides officers the information to make an arrest; recognition of employees about to retire).

I. National Defense Award
Employees who have been activated or deployed during a military engagement/operation will be awarded the department's National Defense Award. Employees are required to forward a copy of their DD 214 to the MSB Administrative Lieutenant for processing.

IV. Departmental Awards - Other

A. Unit Citation
A Unit Citation will be awarded to all members of a unit, or a group of employees working collectively, which has, through a combination of teamwork, diligence, and perseverance, performed in an exemplary manner.

B. Memorandum of Recognition
The Memorandum of Recognition may be requested for an employee who has performed work that is above and beyond the ordinary call of duty, but does not meet the requirements of any Quarterly Ceremony Awards. Procedures set forth in section III should be followed when submitting this nomination. This award will be presented by the district/division commander, or designee. The recipient will receive a certificate for this award.

C. Volunteer/Intern of the Quarter
The Director, Volunteer Resources Section, may select one volunteer each quarter to receive the Volunteer of the Quarter Award. Any personnel may nominate those volunteers who, by virtue of their hard work, resourcefulness, and/or determination, have made a significant contribution to the mission of the department and the welfare of the community. Nominations should be completed, via the chain of command, to the Director, Volunteer Resources Section.

D. Employee of the Month/Quarter/Year
1. Each district/division may designate an Employee of the Month/Quarter/Year to honor the member who has done the most during the preceding month/quarter/year to further the mission of the department or who best exemplifies the ideals of hard work, resourcefulness, and commitment to the community.
2. The frequency of the awards (monthly, quarterly, yearly), as well as the manner of presentation, are left to the discretion of the commander or director. The commander/director or senior ranking employee will oversee the management of the award or appoint a designee to do so; nominations will be sent to the designated individual. The designee is responsible for forwarding copies of each nomination to the supervisor of each nominated person. The commander/director, senior ranking employee, or designee is encouraged to coordinate with local community organizations for presentation of the award.
3. Nominations should be submitted via the chain of command to the district/ division commander. The commander/director, senior ranking employee, or designee will form a committee as appropriate to select the awardee. An announcement of the selected employee(s) shall be no later than ten days after the end of the month/quarter/year for which the employee was nominated. Records of all the nominations will be kept at the respective location.

E. Quality Service Award
(ECC/Records Personnel Only)

1. Supervisors are to nominate individuals who demonstrate superior knowledge, skills, and abilities while performing their assigned duties and responsibilities. Non-supervisory employees who witness or participate in such incidents may also nominate employees.
2. The award consists of eight hours of annual leave and a "Commitment to Quality" pin, which employees may wear on their uniforms. Total leave awarded for this award and the Annual Leave Award may not exceed 40 hours per fiscal year.
3. Supervisors will advise the director of nominations for the Quality Service Award when the employee becomes eligible at the increment or anniversary date. Criteria for the award are:
   a. Sustained excellent performance, i.e. two consecutive performance appraisals with at least three of the four major work responsibilities rated as "exceeds requirements" (four of the five major work responsibilities rated as "exceeds requirements" for PTIIIs); and
   b. No record of disciplinary action for a period of two years; and
   c. No sick leave restriction for a period of one year.

   Employees may be eligible annually for the Quality Service Award.

F. The Mark Filer Distinguished Field Training Officer

The Mark Filer Award recognizes the Field Training Officer (FTO) who consistently demonstrated the most exemplary performance as a trainer for each session as determined by the Director, Field Training and Evaluation Program. The nominations should be submitted via the chain of command to the Director, Field Training and Evaluation Program. The recipients will be recognized at the annual FTO luncheon.

G. Commander's Certificate of Appreciation

This award is available for citizens who have made a significant contribution to the mission of the district/division. A certificate will be presented by the district/ division commander, or designee. Nominations should be submitted to the district /division commander.

H. Blue Heart Award

The Blue Heart Award is designed to honor department personnel who because of a work-related injury or illness are granted a service connected disability retirement or who die in the line of duty. The Blue Heart Award will consist of a 2 inch, heart shaped medallion and will be accompanied with a certificate plaque.

1. The Blue Heart Award will be presented privately to the recipient by the Director, Personnel Division, and the Coordinator, Injured/Ill Police Employees' Network, during the retirement meeting, which takes place after the initial notification of the service connected disability retirement.
2. The recipient will be asked to participate in the quarterly award ceremony at which time a public presentation of the award will be made. If the recipient chooses not to participate, the award will still be published in the quarterly award program.
3. In the case of a line of duty death, the Blue Heart Award will be presented to a family member by the Chief of Police during a private meeting. This will occur as soon as appropriate following the death. The family member will be offered the opportunity to participate in the Montgomery County Police Fallen Officer Memorial Day, at which time a public acknowledgement of the award will be made.

I. First Responder Award

The First Responder Award will be awarded to the employee who contributes towards saving the life of another through providing emergency first aid or taking other appropriate actions. Some examples are: administering Naloxone to a person, performing CPR or other significant emergency first aid (i.e. care for chest wound, arterial bleed) but the person does not survive, negotiating with a suicidal person, or repositioning a person to open an airway. Procedures set forth in Section III should be followed when submitting this nomination. This award will be presented by the district/division commander, or designee. The recipient will receive a certificate for this award.

V. Mini Awards

A. Mini Awards are intended as recognition of an employee for work on a significant special project or for superior performance during a 12-month period. The criteria for county service awards are set forth in the Administrative Procedures. Employees may be nominated for both the Mini-Award and a Departmental Award.

B. A Mini Award is an annual leave award of up to 40 hours in a fiscal year for full time employees. Employees may receive more than one Mini Award provided the amount does not exceed the 40-hour limit in any one fiscal year. An annual leave award must be pro-rated for part-time employees (e.g., an employee who works 20 hours a week may receive a maximum annual leave award of 20 hours). A Mini Award may be awarded only to qualified full-time and part-time permanent employees who have attained merit system status. Recommendations for the Mini Awards will be made, by the supervisor, to the Awards Review Committee, via the chain of command. The MCP 360 will be utilized, specifying the amount of leave recommended to be awarded

VI. Awards Review Committee

A. The committee will be composed of the following:
1. Chief, Management Services Bureau (MSB), or designee (Chair)
2. Three Field Services Bureau (FSB) representatives as designated by the Chief, FSB
3. Three Investigative Services Bureau (ISB) representatives as designated by the Chief, ISB
4. Three Management Services Bureau(MSB) representatives as designated by the Chief, MSB
5. Three Patrol Services Bureau (PSB) representatives as designated by the Chief, PSB
6. Three Office of the Chief Representatives as designated by the Chief of Police

B. Responsibilities and Duties
1. The committee will meet as needed to review and vote on the nominations for Quarterly Awards and Annual Leave Awards. The Administrative Lieutenant, MSB, is responsible for selecting the date, time, and location.
2. A quorum of 50% (7 members) is required for voting. The chair will only vote in case of a tie.
3. The committee will determine the dates of the Quarterly Ceremonies.

VII. Related Issues

A. Special Within-Grade Advancement
1. In special or emergency situations, a merit system employee filling a position which is assigned to an occupational class or group which may be considered to be in "short supply" may be advanced one or more salary steps within-grade whenever it can be clearly shown that it is very difficult to attract and retain, in the county service, qualified and competent persons in such occupational classes or groups. The employee must be performing at an acceptable level of competence. An employee may also be advanced one or more steps within-grade in recognition of an exceptional act or act of heroism in performing official duties and responsibilities. Such within-grade advancement ordinarily will be limited to a single salary step in a 12-month period.
2. A department head may recommend that an employee be given special within-grade advancement. The recommendation shall be in writing, shall contain specific information on why the advancement is being recommended, and it shall be submitted to the Chief Administrative Officer for action.

B. Length-of-Service Program
The program is designed to recognize the many contributions that employees have made through their years of dedicated and continued service. The program combines certificates and pins to recognize employees who have served the Montgomery County Government for five or more years and are

presented in increments of five years. Awards are presented by district commanders/division directors, or designee.

C. External Awards

1. The criteria for an external award are established and set forth by the particular organization creating and presenting the award. When a local organization, such as the Silver Spring Lions Club, wishes to honor on a regular basis (monthly, semi-annually, etc.) an employee solely from the district/unit which services their specific organization's area, the district/unit commander of the respective district may make such selections and coordinate such activity directly with the civic organization involved. External awards do not automatically qualify as departmental awards, but may be submitted for consideration in the appropriate category.
2. The Administrative Lieutenant, MSB, is responsible for facilitating these awards and posting the applications on the Administrative Web Board.
3. Public Safety Awards are presented annually by the Montgomery County Chamber of Commerce to police officers, fire/rescue personnel, sheriffs, and correctional officers for acts of valor. Recipients of the Public Safety Award may wear the ribbon centered above any recognition bars.

D. Tracking Awards and Compliments

1. All awards/compliments will be documented via the MCP 362, "Award/Compliment/Commendation Tracking Form,".
2. The employee's supervisor must complete the MCP 362 and include copies of any letter, awards etc. As noted on the form, telephone contacts are an important component of this process and should also be captured. A copy of the form will be forwarded to the Internal Affairs Division (IAD) for tracking purposes. This information will be stored in a database separate from the complaint tracking database in IAD.

VIII. Recognition Bars

A. Recognition bars are small enameled metal strips which are similar to military campaign ribbons. The bars may be worn on the right side of the uniform shirt or the dress blouse above the name tag. They will be awarded to recipients of the following awards:

- Medal of Valor - Red, White, and Blue Bar
- Lifesaving - Red and White Bar
- Commendation - Blue and White Bar
- Chief's Award - Blue and Red Bar
- Community Service Award (for POP Awards and select external awards that meet the POP Awards criteria) - Green and White Bar
- National Defense Award - Blue, White, and Red Bar
- Field Training Officer Award - Black, Yellow, and Black Bar
- Sniper Taskforce Award - Black Bar with Gold Badge
- Baltimore Civil Unrest Award - Blue Bar with Gold BCU

B. Subsequent awards in the same category will result in a star being placed on the first recognition bar.

IX. Awards Ceremony

The department will host an awards presentation ceremony four times a year, if necessary. All of the awards in section III which were earned during the preceding quarter will be presented at that time. Additionally, employees who received awards from sources outside the department (e.g., shooting matches, motorcycle competitions, Police Olympics, County Service Awards, etc.) and employees who were awarded mini-awards will be recognized at these ceremonies by having their names and awards listed in the program. Information on awards received from sources outside the department must be

forwarded to the Administrative Lieutenant, MSB, by the employee who received the award. The ceremony will be coordinated by the Management Services Bureau.

X. Appeals

Award nominations that are not granted may be appealed, either in writing or by appearing in person at the subsequent meeting of the Awards Review Committee. Any additional justification for the award provided by the nominator will be reviewed at that time. The decision of the Committee will be final. Notification of appeal should be made to the Administrative Lieutenant, MSB, within 14 days of the original decision.

XI. CALEA Standards: 22.2.8, 26.1.2

XII. Proponent Unit: Management Services Bureau Administration

XIII. Cancellation

This directive cancels Function Code 360, dated ***05-31-17.***

J. Thomas Manger
Chief of Police