

GENERAL MANAGEMENT

MEMBER SERVICE AWARDS

Purpose: The purpose of this policy is to establish procedures and protocols regarding the documentation and recognition of exceptional performance by a member of this department.

Policy Statement: It is the policy of the North Little Rock Police Department to recognize members of the department for superior achievements. Acknowledgment will be for those members who exhibit professionalism and performance that is above and beyond what would normally be expected. Acknowledgment may be in the form of letters of commendation, appreciation, or recognition followed up in some cases by presentation of awards. All forms of recognition will be documented and made a matter of record in the member's personnel file.

Summary of Changes: New Format.

Procedure

- 1 General:** Supervisory personnel of the Department should recognize and commend any member who exhibits any type of performance that is above and beyond what is expected. These acts of exceptional performance should be recognized and should be made a matter of record in the member's personnel file.
- 2 Division and Unit Level Commendations:** Supervisory personnel of the Department at the division or unit level should document any and all exceptional member performance on a personnel conference memo. These personnel conference memos will be forwarded through the chain of command to the office of the Chief of Police. The Chief of Police will decide if the performance exhibited by the member is deserving of one of the following:
 - 2.1 Letter of Appreciation;
 - 2.2 Letter of Recognition; or
 - 2.3 Letter of Commendation.
- 3 Departmental Awards:** The Chief of Police will recognize, commend, or award any member of the Department who has exhibited exceptional performance.
 - 3.1 Awards will be given on a merit basis. No award will automatically be given.
 - 3.2 Any member of the Department may nominate another member for an award.
 - 3.3 An Award Nomination form must be completed and supporting documentation attached to the form.
 - 3.4 The form and documentation will then be forwarded up the chain of command to the Office of the Chief of Police.
 - 3.5 Each level of the nominated member's chain of command will review and make recommendations on the nomination.
 - 3.6 Final decisions on nominations will be made by the Chief of Police and the command staff.
 - 3.7 The award will be made a permanent part of the member's personnel file.
 - 3.8 Award nominations may be made at any time and should be made soon after the exemplary performance occurred. Awards will generally only be presented once a year.
- 4 Awards:** The following awards are authorized by the police department:
 - 4.1 Chief's Award:** An award recognizing an individual for making a major contribution toward furthering the aims and goals of the Police Department through activities performed on behalf of the department. A member who has made a contribution over and above requirements according to the Awards Policy. Award nominations may be made for the recipient for this award is determined solely by the Chief. Sworn and non-sworn members are eligible. Criteria for this award are as follows:
 - 4.1.1 Exceptional achievement in any public endeavor to include, but not be limited to, crime prevention, investigations, community relations, juvenile programs, drug control and prevention, training programs, traffic safety, innovative approaches to public service, supervisory leadership, team building, and program development.
 - 4.1.2 Demonstrates devotion to duty.
 - 4.1.3 Exemplifies leadership and service in the highest traditions of policing.
 - 4.1.4 All nominees should have maintained the highest standard of performance, professionalism, and effectiveness during the previous calendar year; or
 - 4.1.5 The candidates should have devoted themselves to a given task whose magnitude, significance, and repercussions warrant a level of recognition beyond the organization served.
 - 4.2 Medal of Honor:** Awarded for those extraordinary acts of bravery or heroism, where a member encountered a probability of serious physical injury or the loss of life or actually suffered serious physical injury. This award should be presented only for the most exceptional acts. Criteria for this award are:

- 4.2.1 The purpose of the action was to save a life, protect a person from serious injury, or to protect property.
- 4.2.2 The act was beyond the normal call of duty.
- 4.2.3 The act was not impetuous, needlessly dangerous or foolhardy.
- 4.2.4 The person did not use poor judgment or violate procedures, thus creating the necessity for their acts.
- 4.3 **Police Cross:** This medal is given when an officer loses his life in the performance of duty under honorable circumstances. Criteria for this medal are as follows:
 - 4.3.1 The member used proper judgment and discretion and did not cause the action which resulted in the loss of life.
 - 4.3.2 The act or service was not foolhardy.
- 4.4 **Medal of Valor:** This medal is to be awarded for heroism at imminent risk of serious bodily injury with the member demonstrating courage by performing a voluntary course of action in an extremely dangerous situation. Valor is defined as: An act of personal heroism or bravery which greatly exceeds the normal expectations of job performance. Criteria for this medal are as follows:
 - 4.4.1 Personal heroism or bravery which greatly exceeds the normal expectations of job performance, such as placing one's own life in jeopardy to save another person's life, preventing serious bodily injury to another, or preventing the consequences of a criminal act by distinguishing themselves by reacting to a situation in a positive and professional manner, and thereby reducing the risk of loss of life or injury to citizens
 - 4.4.2 The situation was extremely hazardous and a hostile adversary action including any act against an officer, whether individually or with several persons acting in concert, which results in the officer receiving a life threatening injury. The action against the officer shall be recklessly, knowingly or intentionally initiated, and shall be through the use of a substantial amount of force or with the use of a "dangerous instrument."
 - 4.4.3 A strong possibility existed at the time the person acted wherein he or she could have suffered serious injury or death. The injury to the officer should be a result of action taken by the officer, as opposed to inaction, whether on-duty or off-duty, while acting under the color of his authority, and not caused by his negligence or failure to follow any rule, regulation or safety practices of the department.
 - 4.4.4 The act was not foolhardy.
 - 4.4.5 The person did not use poor judgment or violate procedures, thus creating the necessity for their acts.
- 4.5 **Purple Heart:** The Purple Heart is given to recognize a member of the department who receives serious bodily injury as a direct result of a police action. The Chief of Police will review the totality of the circumstances surrounding the assault and the extent of the injury received when considering the award of the Purple Heart. Criteria for this medal are as follows:
 - 4.5.1 The member did not use poor judgment or violate procedures, thus creating the situation which resulted or contributed to the injury.
 - 4.5.2 The act or service was not foolhardy.
- 4.6 **Police Achievement Award:** This award is generally presented for long term or a combination of several outstanding accomplishments. The member must have shown superior skills and dedication towards the mission and values of the department. There must not have been any disciplinary action against the member for the previous two (2) years. This award can be earned in various ways.
 - 4.6.1 Individual achievement criteria are:
 - 4.6.1.1 Service to the public which has strengthened the image of the department.
 - 4.6.1.2 Any contribution which has helped establish partnerships between the department, industries, government departments, educational institutions, nonprofit organizations or other groups.
 - 4.6.1.3 Any contribution which has demonstrated innovation; e.g., a new procedure or a program staffing measure.
 - 4.6.1.4 Performance of duties under stressful circumstances and with remarkable results.
 - 4.6.1.5 Any contribution from groups or teams that advances the work of the agency, builds cooperative relationships between people and strengthens the notion that teamwork is valued and supported by the agency.
 - 4.6.1.6 Outstanding accomplishment in managing staff, budgets or material resources.
 - 4.6.2 Achievement in areas of community service. Criteria for this area are one of the following:
 - 4.6.2.1 Significant ongoing work with the PAL, Rangers, boy scouts, girl scouts or other similar youth groups
 - 4.6.2.2 Significant ongoing work with the poor, senior citizens or the disadvantaged, mentally challenged and other worthy causes
 - 4.6.2.3 Community service work must be freely given without compensation or done in the furtherance of assistance to other city departments during times of crisis
 - 4.6.3 General achievement. Criteria for this area are as follows:
 - 4.6.3.1 No disciplinary action in previous 2 year period.

- 4.6.3.2 Minimum of three (3) consecutive firearms scores of 480 or above on the annual scored firearms qualification.
 - 4.6.3.3 Minimum of five (5) consecutive years of no at fault vehicle accidents and no serious at fault accidents.
 - 4.6.3.4 A minimum time of 2:36 or below on the department's annual physical fitness test for at least three (3) consecutive years.
 - 4.6.3.5 The member has received above average performance ratings for a minimum of five (5) consecutive years.
 - 4.6.4 **Team Achievement.** This award is presented to a departmental team whose actions exemplify the mission, principals and values of the department. A team is defined as two (2) or more members working together whose performance has displayed unity and teamwork that produced a work product and/or service contributing to the completion of the division's mission and goals, or performance of difficult skills under adverse conditions or stress, use of innovative techniques not normally considered or applied or persistence beyond normal expectations. Performance must demonstrate on or more of the following criteria to be considered:
 - 4.6.4.1 Extraordinary creativity, problem-solving, innovation, or impact on their unit, the division or community, or a Special one-time contribution of measurable significance to Divisional goals.
 - 4.6.4.2 Taking on new tasks which improved a system or process.
 - 4.6.4.3 Responding positively to extraordinary challenge or change; and/or Working productively and cooperatively with community groups or collaborating with colleagues to successfully impact the community.
 - 4.7 **Merit Award:** Presented for acts of outstanding performance contributing to the mission of the department. This award can be given for an accomplishment by an individual for an ongoing operational activity that performs a great service to the community. Recipients may receive this award for: (1) performance of duties in such an exemplary manner as to enhance the image and reputation of the department and providing a positive example of professionalism and dedication to duty to which others should aspire; and (2) through exceptional diligence and perseverance, a difficult task was performed resulting in the prevention of a crime, protection of a life or property, or apprehension of criminals. Criteria for this award are as follows:
 - 4.7.1 A description of the project that illustrates an innovative approach to quality in law enforcement.
 - 4.7.2 Continual improvement of service to the community.
 - 4.7.3 Effective use of resources.
 - 4.7.4 Enhancement of communications within and cooperation among units of law enforcement agencies.
 - 4.7.5 Development of creative and innovative approaches that raise the quality and effectiveness of law enforcement.
 - 4.8 **Unit Award** This award provides recognition for a recognized division/unit effort resulting in an outstanding achievement in the areas of: quality of service, improvement in programs or operations and institutional innovations. At least two of the following criteria should be addressed in a submission for the award:
 - 4.8.1 Demonstration of team effort in areas such as increased programming, quality of service or programs.
 - 4.8.2 Significant improvements in the delivery of services or programs for officers or the community.
 - 4.8.3 Creativity and innovation in projects, working conditions, operations.
 - 4.8.4 Activities involving problem solving and crime prevention for, the community and the general public to improve the image of the department or the mission.
 - 4.8.5 Activities demonstrating the best use of available resources (physical, material, financial) while exercising financial restraint.
 - 4.8.6 Those who have made a significant contribution to law enforcement efforts in North Little Rock through any specialized unit contributing to the success of a specific case or by making a significant contribution toward the enhancement of law enforcement.
 - 4.9 **Leadership Award** This award recognizes the importance of the member as a leader. This award will recognize members who demonstrate leadership skills by example and deed over extended periods of time. The member must have provided outstanding guidance and leadership to other members in the furtherance of the mission, principles and values of the department.
- 5 Subsequent Awards:** Employees who earn the same medal/award more than once will receive a bronze star pin that can be attached to the ribbon for each additional time the medal/award is earned in addition to the medal/certificate.
- 6 Revoking of Awards:** An award may be revoked only when substantial evidence is submitted which shows that the award was based on false, misleading or erroneous information.