

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.16
(ID # 18322)

MEETING DATE:
Tuesday, February 08, 2022

FROM : HUMAN RESOURCES:

SUBJECT: HUMAN RESOURCES: Approval of the revision to the Countywide Employee Recognition Program and Policy C-11, all districts. [\$0]

RECOMMENDED MOTION:

- 1) That the Board of Supervisors approve the revision of Board Policy C-11 Service to County Awards, Veteran Awards, and Award Presentation Policy, to include the new Countywide Employee Recognition Program.

ACTION:



Brenda Diederichs, Assistant CEO / Human Resources Director 2/2/2022

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Washington seconded by Supervisor Perez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
Nays: None
Absent: None
Date: February 8, 2022
xc: HR, COBAb

Kecia R. Harper
Clerk of the Board

By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment:	No
			For Fiscal Year:	21/22

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

On December 7, 2021 (Board of Supervisors Agenda Item 3.3.), the Board of Supervisors directed the Department of Human Resources to create within 60 days a countywide employee recognition program that honors innovation and creativity, exceptional customer service and performance improvements.

County of Riverside believes our most important asset is our employees. As a public service organization, we cannot provide the support and services needed by our communities and customers without the exceptional service provided by our employees, leaders, and teams. To demonstrate this belief and align with County goals and organizational values, Human Resources, in collaboration with the Executive Office, has developed a Countywide Employee Recognition Program. This program will recognize and incentivize employees' truly exceptional work for achievements made in the following categories:

- **Innovation:** Recognizes individuals who have contributed to the practical implementation of ideas that resulted in the introduction of new or improved innovative County of Riverside goods and services.
- **Stellar Customer Service:** Recognizes individuals who have exemplified extraordinary customer service in their role with the County of Riverside through establishing and maintaining positive and effective working relationships with fellow staff, stakeholders, and internal/external customers.
- **Essence of Leadership:** Recognizes individuals who embody integrity and self-awareness and demonstrate their ability to foster teamwork, as well as develop and coach their workforce, to leverage exceptional service to the internal and external customers of Riverside County.
- **Lean Improvements:** Recognizes individuals who streamline workflows, improve policies, mitigate redundancies, implement new or improve existing systems, and improve quality by identifying which working processes are valuable and which are inefficient, passing on benefits to County customers.
- **Exceptional Results through Teamwork:** Recognizes County teams that create positive change and achieve exceptional results together through the cooperation of many minds, with a common vision, working toward a common goal. Teams prove this success by the exceptional feats and improved services it has achieved, for both internal and external customers, and the single-minded commitment it has shown towards county improvements and positive change.

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

County recognition for each of the above categories will be awarded on an annual basis. Nominations will be accepted during the month of January for exceptional accomplishments made the previous calendar year. Nominations will be reviewed by a committee of department representatives and awarded at a Board meeting in accordance with the procedures of the award program. Information on the program, including award categories, submission deadlines, and the nomination form, can be found on the Human Resources' Learning and Organizational Development website.

To create a countywide Culture of Recognition, with frequent and timely acts of employee appreciation and recognition, departments are encouraged to implement internal employee recognition programs (if currently not in place), to support and acknowledge employee exceptional service and performance throughout the year.

Significant benefits and positive change in our workplace are expected by encouraging and fostering a Culture of Recognition through this Countywide Employee Recognition Program and the recommended department employee recognition programs. With these program implementations, we anticipate increased employee morale and engagement, greater productivity, increased creativity and innovation, and improved policies and processes, all resulting in an overall improved employee experience, higher employee retention rates, and an overall increase in exceptional customer service for our communities and customers, both internal and external.

Impact on Residents and Businesses

This will have no impact on Residents and Businesses.

Additional Fiscal Information

Administration of the program may require future budget approval for awards once costs are determined.

ATTACHMENTS

- A. Revised Board Policy C-11, Service to County Awards, Veteran Awards, and Award Presentation Policy


Meghan Hahn, Senior Management Analyst 2/2/2022

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
SERVICE TO COUNTY AWARDS, VETERAN AWARDS, AND AWARD PRESENTATION POLICY	C-11	1 of 6

Purpose:

To provide guidelines for the various awards recognizing service to the County of Riverside, Veteran awards, and special presentations from the Board of Supervisors.

Policy:

1. SERVICE TO COUNTY AWARDS

A. Eligibility Criteria

i. DISTINGUISHED SERVICE AWARDS

- a) Board of Supervisors appointed members of an advisory body with specific term of appointment provided:
 - The member completes the term of appointment, or
 - The member dies during the term of appointment.
- b) Agency/Department Heads (Appointed, Elected, Judicial Officers):
 - The agency/department head retires from the county, or
 - The agency/department head completes his/her term of office, or
 - The agency/department head dies during his/her term of office.
- c) Other individuals the Board of Supervisors may select to recognize for extraordinary services or contribution to the county.

ii. SERVICE PIN AWARDS

The Board of Supervisors considers the granting of Service Pin Awards for individuals on five (5) year intervals beginning with 15 years of service with the county.

B. Origination Criteria

The Board of Supervisors will consider each eligible recipient and take appropriate action when:

- i. The Clerk of the Board notifies the Board of Supervisors that an appointed member of an advisory body with specific term of appointment is eligible under the criteria set forth.

**COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY**

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
SERVICE TO COUNTY AWARDS, VETERAN AWARDS, AND AWARD PRESENTATION POLICY	C-11	2 of 6

- ii. The Assistant CEO/Human Resources Director (ACEO-HR) notifies the Board that an agency/department head/employee is eligible under the criteria set forth.
- iii. The Board of Supervisors elects to recognize a person for extraordinary service or contribution to the county.

C. Administration

On the order of the Board, the ACEO-HR will have the appropriate citations for presentation and will be responsible to provide storage.

2. MEDAL OF VALOR AND VETERAN AWARDS

A. MEDAL OF VALOR AWARDS

i. Eligibility Criteria

Any public employee of the county, employee of any other public agency within the county, private citizen, Veteran, and/or member of the Armed Services of the Nation and/or State of California residing in the county, may receive the Riverside County Medal of Valor award for a conspicuous act of valor.

The Board of Supervisors is the awarding authority of the Medal of Valor and can award the medal either posthumously and/or retroactively.

ii. Origination Criteria

The Board of Supervisors will consider each eligible recipient and take appropriate action when notified by the County Executive Officer (CEO) or Chief Operating Officer (COO) under the criteria set forth.

iii. Administration

Riverside County Human Resources (HR) has established a nomination package (Attachment A), a sample citation (Attachment B), and nomination process to administer the Medal of Valor awards. The nomination process is as follows:

- a) Applicants can submit the Medal of Valor Nomination Application either online or via mail as outlined in Attachment A.

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
SERVICE TO COUNTY AWARDS, VETERAN AWARDS, AND AWARD PRESENTATION POLICY	C-11	3 of 6

- b) HR will compile and evaluate the submitted applications. After all applications have been evaluated, the ACEO-HR will provide a recommendation of potential recipients to the CEO or COO.
- c) Once the CEO or COO reviews and approves the recommendations from the ACEO-HR, the Board of Supervisors shall consider placing a presentation of awards on their agenda.
- d) If approved, a date, time, and location will be established for presenting the Medal of Valor awards.

It is the responsibility of the ACEO-HR to maintain a sufficient supply of the award for future presentations and to provide storage.

B. MILITARY VETERANS RECOGNITION ACT AWARDS

Per Agenda Item 3-67 on December 17, 2013 (Attachment C), the Board of Supervisors established the Military Veterans Recognition Act (MVRA) which authorized the establishment of a formal recognition program and tool for the Board of Supervisors and/or the CEO to recognize patriotic citizens of the county who receive prestigious awards for valor or distinguished service while in the service.

MVRA authorized the creation of two distinctive certificates, one for valor and one for distinguished services for presentation to Veterans of the Armed Forces of the United States or States.

i. Eligibility Criteria

a) MVRA VALOR AWARD

This award is to be presented to Veterans who reside in the County of Riverside who have received the United States Medal of Honor, California National Guard Medal of Valor, Silver Star, Bronze Star for Valor, California National Guard Military Cross, Distinguished Service Cross or Medal, Navy Cross, Distinguished Flying Cross, Airman's Medal, Soldier's Medal, Air Medal, and/or Purple Heart.

b) MVRA DISTINGUISHED SERVICE AWARDS

This award is to be presented to residents in the County of Riverside who are recipients of the Distinguished Service Medal, Distinguished

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

<u>Subject:</u>	<u>Policy Number</u>	<u>Page</u>
SERVICE TO COUNTY AWARDS, VETERAN AWARDS, AND AWARD PRESENTATION POLICY	C-11	4 of 6

Service Medal-Order of California, Legion of Merit, Bronze Star, Defense Meritorious Service Medal, Meritorious Service Medal, and/or the California National Guard Medal of Merit.

ii. Origination Criteria

The Board of Supervisors or CEO will consider each eligible recipient and take appropriate action once a record of Valor or Distinguished Service Award has been submitted and is consistent under the criteria set forth.

iii. Administration

Any Veteran or family member may submit a record of Valor or Distinguished Service Award to the Board of Supervisors or CEO via mail at the following addresses:

Board of Supervisors:

County Administrative Center
4080 Lemon Street, 5th Floor
Riverside, CA 92501
ATTN: [Insert District Supervisor]
RE: MVRA Awards

Executive Office:

County Administrative Center
4080 Lemon Street, 4th Floor
Riverside, CA 92501
ATTN: George Johnson
RE: MVRA Awards

Sample citations of the MVRA Valor Award (Attachment D) and the MVRA Distinguished Service Award (Attachment E) are provided as attachments to this policy.

It is the responsibility of the BOS to maintain a sufficient supply of the award and frames for future presentations and to provide storage.

3. INNOVATION/ CUSTOMER SERVICE/EXCEPTIONAL WORK

- A.** The Board is inspired by the work County employees accomplish daily in serving those living, working and enjoying life in Riverside County and therefore is implementing a countywide recognition program that recognizes and incentivizes employees' truly exceptional work for achievements made through innovation, excellence, and creativity. This program will publicly recognize how special contributions of innovators can have an inspiring effect organization-wide and help orient the organization toward positive change and improvement.
- B.** The Executive Office will oversee a countywide program to recognize both individual and team achievements. Managers and peers may nominate employees at all levels of the organization for innovation, stellar

customer service, leadership, lean improvements, and results through teamwork. Employees are encouraged to collaborate and support each other to establish and achieve goals that drive success.

- C. The employee recognition program is a collaboration between the Executive Office and Human Resources. Nominations will be received annually, reviewed by a committee of department representatives and awarded at a Board meeting in accordance with the procedures of the awards program.

4. PRESENTATIONS

- A. All proclamations, plaques, mementos, citations, or any other presentation signed or made in the name of the Board of Supervisors shall first be authorized by the Chairman of the Board of Supervisors. In the absence of the Chairman, such approval may be made by the Vice-Chairman of the Board.
- B. It shall be the responsibility of the Chairman, assisted by members of the Board, prior to such authorization to determine that there is general agreement regarding the presentation.
- C. Every effort shall be made to make presentations at public events. In the interest of recognizing the many worthy events and causes in a timely and efficient manner, a list of annually recurring presentations and proclamations shall be adopted and recognized by the Board of Supervisors at its first regularly scheduled meeting of the calendar year. The Clerk of the Board will prepare the agenda item along with the annual list, which shall be based on the annual list from the previous calendar year. The Clerk of the Board will confer with the Chairman on any additions or deletions to the annual list. The policy does not preclude any member of Board of Supervisors from making new presentations or presentations listed on the adopted annual list during a Board meeting if authorized by the Chairman of the Board.
- D. When a special presentation is agendized, it shall comply with the applicable provisions of Board Policy A-5 relating to agenda procedures and it shall be the responsibility of the requesting department/agency to provide a draft proclamation to the Chairman's office. If the presentation is to be made at the Board meeting, a coversheet/memo shall be attached to the draft proclamation to include the estimated length of the presentation, not to exceed 3 minutes, and the name of the accepting individual/organization.
- E. When a presentation is to be made at an event, it shall be the responsibility of the requesting department/agency to provide the Chairman of the Board with a brief narrative (biography/accomplishments) about the individual(s) and/or organization(s) to be recognized. Multiple department/agency presentations may include a representative from each department/agency, but still have only one spokesperson.
- F. Recognition of service to the county shall be authorized by the Chairman and coordinated with the Clerk of the Board a minimum of 24 hours prior to preparation of the weekly agenda. Such recognitions shall be placed on the regularly scheduled Board meeting and, when possible, shall be divided equally among Board Members, recognizing supervisorial district boundaries.

Recognition of the Medal of Valor and/or the MVRA Awards shall be presented at a Board of Supervisors meeting, special meeting, or at suitable ceremonies and locations. A formal presentation may be waived by the recipient if requested. These awards may also be presented posthumously to next of kin or significant other. Multiple Valor and Distinguished Service Awards may be presented to the recipient of initial and subsequent awards.

5. UPDATES TO ATTACHMENTS

HR and the Executive Office will be responsible for updating the following attachments as they pertain to Board of Supervisors Policy C-11. Any updates or revisions to these documents will not require action from the Board of Supervisors.

Attachments:

Attachment A – Medal of Valor Nomination Package

Attachment B – Medal of Valor Citation Sample

Attachment C – MVRA Form-11 (Agenda Item 3-67 on 12/17/13 BOS Meeting)

Attachment D – MVRA Valor Award Sample

Attachment E – MVRA Distinguished Service Award Sample

Reference:

Resolution No. 75-39 adopted 01/28/75

Minute Order 3.3 of 04/10/07

Minute Order 3.11 of 04/24/18

**ATTACHMENT A
TO BOARD POLICY C-11**

**MEDAL OF VALOR NOMINATION
PACKAGE**

COUNTY OF RIVERSIDE

MEDAL OF VALOR

AWARD NOMINATIONS



MEDAL OF VALOR

WHAT IS THE MEDAL OF VALOR?

In 1975, the Board of Supervisors created its Distinguished Service Award. In general, the award is restricted to retiring department heads, elected officials, and judicial officers.

Establishing the Riverside County Medal of Valor, will help recognize any private citizen, public employee of the county, or any other public agency within the county.

The medal shall be awarded to an individual who distinguishes herself or himself by valorous conduct at the risk of life.





WHAT IS REQUIRED TO APPLY?

For each nominee, the application including the details of the valorous conduct and contact information must be submitted to Riverside County Human Resources via the online application portal or via mail.

Online: <http://www.rc-hr.com/Medal-of-Valor>

Mail: "ATTN MEDAL OF VALOR"
Riverside County Human Resources
4080 Lemon St., 7th Floor
Riverside, CA 92501

WHO IS ELIGIBLE TO SUBMIT APPLICATIONS?

There is no limit to the number of nominees that can be submitted by a single entity.

In order to be eligible for Medal of Valor, all nominees must meet the following criteria:

1. Nominees must accomplish one or more of the following:
 - Be a private citizen residing in the county;
 - public employee of the county;
 - employee of any other public agency within the county
2. The medal shall be awarded to an individual who distinguishes herself or himself by valorous conduct at the risk of life.
 - Individuals such as veterans, military personnel currently serving our nation in federal or state military service, and others deemed deserving
3. Provide verifiable valorous conduct, in which, the individual exhibited at the risk of life.

HOW TO APPLY

To begin the application process, visit <http://www.rc-hr.com/Medal-of-Valor> and click on the "Nominate" button. In order to submit a Medal of Valor application, the individual being nominated must either be a private citizen, public employee of the county or any other public agency within the county.

STEP 1 - PREPARING THE NOMINATION

FULL NAME AND CONTACT INFORMATION OF NOMINEE

If possible, provide the full name, address/supervisory district, e-mail, and contact information of the nominee for purposes of notification.

DESCRIPTION OF EVENT

Provide as much detail as possible regarding the event or occurrence in which this individual distinguished herself or himself by valorous conduct at the risk of life.

WORTHINESS OF AWARD

Please share how this valorous conduct should be recognized through a Medal of Valor.

REFERENCES

Provide the names and contact information of at minimum, (2) two references, who can help with providing additional information.

SUPPLEMENTAL MATERIALS (OPTIONAL)

Feel free to provide any additional information, links to news articles, testimonies from witnesses, or any relevant material that would support this nomination application.

If you are unable to attach or submit certain documents due to size, please e-mail to communications@rivco.org or mail.



STEP 2 - SUBMITTING ENTRY INFORMATION

The individual listed as the contact in the application should be the primary point of contact for this program. All correspondence and logistical communications about the nomination will be directed to the person listed on the application. Applications for the 2018 Medal of Valor Program will be submitted online at <http://www.rc-hr.com/Medal-of-Valor>.

To complete the application process, each person must submit via online application or mail.

****If you are submitting the application on behalf of another person in your county, please be sure to indicate the other person as the PRIMARY POINT OF CONTACT at this time so that we can reach the appropriate party with programmatic questions.**





NOMINATION APPLICATION

To begin the application process, visit <http://www.rc-hr.com/Medal-of-Valor> and click on the "Nominate" button.

For consideration, please submit by May 11th.

NOMINEE INFORMATION

FULL NAME _____

AGENCY NAME _____

PHONE _____ E-MAIL _____

ADDRESS/SUPERVISORIAL DISTRICT _____

POINT OF CONTACT INFORMATION

FULL NAME _____

AGENCY NAME _____

PHONE _____ E-MAIL _____

REFERENCES

FULL NAME _____

PHONE _____ E-MAIL _____

FULL NAME _____

PHONE _____ E-MAIL _____

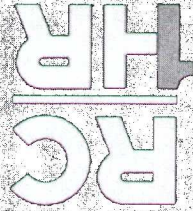
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WORTHINESS OF AWARD

[illegible]

SUPPLEMENTAL MATERIALS (OPTIONAL)

putting people first



For any questions or concerns regarding Medal of Valor, please contact
HR Communications at communications@rtveo.org or call 951-955-3566.

APRIL 12, 2018 | LATEST REVISION

**ATTACHMENT B
TO BOARD POLICY C-11**

MEDAL OF VALOR CITATION SAMPLE



**ATTACHMENT C
TO BOARD POLICY C-11**

**MILITARY VETERANS RECOGNITION ACT
FORM-11**

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



FROM: Supervisor Jeff Stone

SUBMITTAL DATE: December 7, 2013

SUBJECT: Military Veterans Recognition Act (MVRA)

RECOMMENDED MOTION: That the Board of Supervisors establishes Military Veterans Recognition Act (MVRA) and directs the County Executive Officer and/or his designees to:

1. Establish the Military Veterans Recognition Act
2. Authorizes the creation of two distinctive certificates, one for valor and one for distinguished service for presentation to Veterans of the Armed Forces of the United States or States
3. That the cost to create and issue such framed award certificates shall be borne by the County Executive Office

BACKGROUND: The County of Riverside is the home to a very large segment of the nation's Veteran population. We are also the home of numerous National Guard, federal & state reserve, and active duty soldiers, sailors, airman, marines and members of the Coast Guard. At present neither the Board of Supervisors nor the County Executive Office has an award to specifically recognize the Valor or Distinguished service of these Veterans. MVRA establishes a formal recognition program and tool for the Board of Supervisors and/or the Executive Officer to recognize patriotic citizens of the county who receive prestigious awards for valor or distinguished service while in the service. MVRA permits the County to join with federal and state military branches to recognize the Valor or Distinguished service of our Veterans. The awards may be presented by a member of the Board of Supervisors, the County Executive Office, Chief Assistant CEO, and designees of the Board of Supervisors and/or the County Executive Officer. MVRA Valor Award is be presented to Veterans, who have received the U.S. Medal of Honor, California National Guard Medal of Valor, Silver Star, Bronze Star for Valor, California National Guard Military Cross, Distinguished Service Cross or Medal, Distinguished Flying Cross, Airman's Medal, Soldier's Medal, Air Medal, and Purple Heart. Distinguished Service Awards may be presented to recipients of the Distinguished Service Medal, Distinguished Service Medal-Order of California, Legion of Merit, Bronze Star, Defense Meritorious Service Medal, Meritorious Service Medal, and the California National Guard Medal of Merit.

(Continued, Page 2)



Jeff Stone, County Supervisor
Serving the Third District

3)

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Stone, seconded by Supervisor Benoit and duly carried, IT WAS ORDERED that the above matter is approved as recommended with the addition of the Navy Cross.

Ayes: Jeffries, Stone, Benoit and Ashley
Nays: None
Absent: Tavaglione
Date: December 17, 2013
xc: Supvr. Stone, EDA, EO

Kecia Harper-Ihem

Clerk of the Board

By: 
Deputy

The above awards and decorations are authorized by U.S. and California Military Codes, laws, and regulations & constitute the Department of Defense and the Military Department of the State of California awards for Valor and Distinguished Service.

To be eligible for such a county award, a veteran or family member may submit a record of the Valor or Distinguished Service Award to Board of Supervisors or County Executive Officer. Recipients of these two types of awards should be residents of the County of Riverside but do not have to be. Awards will be presented at suitable ceremonies and locations. Formal presentations may be waived by the recipient if requested. Said award may also be presented posthumously to next of kin or significant other. Multiple Valor & Distinguished Service Awards may be presented to the recipient of initial and subsequent awards. The award(s) shall be signed by each member of the Board and the CEO. Annual cost not to exceed \$ 1500.00 for certificates and frames.

Attested to by the County Executive Officer. Authorization to present these awards continues indefinitely, unless revoked.

MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



3-67

(1)

On motion of Supervisor Jeffries, seconded by Supervisor Ashley and duly carried, IT WAS ORDERED that the recommendation from the Supervisor Stone regarding Establishment of the Military Veterans Recognition Act (MVRA) is approved as recommended.

Roll Call:

Ayes: Jeffries, Stone, Benoit and Ashley
Nays: None
Absent: Tavaglione

(2)

On Motion of Supervisor Stone, seconded by Supervisor Benoit and duly carried, IT WAS ORDERED that the above matter be reconsidered.

Roll Call:

Ayes: Jeffries, Stone, Benoit and Ashley
Nays: None
Absent: Tavaglione

I hereby certify that the foregoing is a full true, and correct copy of an order made and entered on December 17, 2013 of Supervisors Minutes.

WITNESS my hand and the seal of the Board of Supervisors
Dated: December 17, 2013
Kecia Harper-Ihem, Clerk of the Board of Supervisors, in
and for the County of Riverside, State of California.

(seal)

By: Kecia Harper-Ihem Deputy

AGENDA NO.
3-67

xc: Supvr. Stone, EDA, EO

**ATTACHMENT D
TO BOARD POLICY C-11**

**MILITARY VETERANS RECOGNITION ACT
VALOR AWARD SAMPLE**

The County of Riverside, State of California

BY THE DIRECTION OF THE BOARD OF SUPERVISORS AND PURSUANT TO THAT AUTHORITY



The Riverside County Medal of Valor

is Awarded to

*For conspicuous valor and risk of life.
Given under our hand this 7th day of July in 2018.*

Chairman,
Riverside County Board of Supervisors



Nominating County Supervisor,
Riverside County Board of Supervisors

**ATTACHMENT E
TO BOARD POLICY C-11**

**MILITARY VETERANS RECOGNITION ACT
DISTINGUISHED SERVICE AWARD SAMPLE**

The County of Riverside, State of California

BY THE DIRECTION OF THE BOARD OF SUPERVISORS AND PURSUANT TO THAT AUTHORITY



The Distinguished Service Award

is Presented to

*For exceptionally distinguished service while serving in a office of great responsibility in the Armed Services.
Your distinguished service reflects great credit upon yourself, your family, and your branch of the Armed Forces.*

Chairman,
Riverside County Board of Supervisors

Nominating County Supervisor,
Riverside County Board of Supervisors

