



## SPOTLIGHT

### • Participant Recognition Program

We think our participants are awesome. Their work ethic and desire to learn constantly amazes us. We try to practice what we preach, so praise and positive reinforcement are a part of our culture. But we felt there were situations where more than verbal kudos were warranted. What we needed was a simple, appropriate and timely way to recognize those participants who exceeded our expectations. Our Community Bridging team took on the challenge and did a bang up job creating a user-friendly participant recognition program.

With a criteria based on our core values, participants may be recognized for the following:

- taking on an extra task
- modelling safety or wellness
- suggesting process changes
- putting in extra effort
- showing improvement from past behaviour
- consistent demonstration of Operating Principles
- putting customers first

Staff who are aware of or observe a participant demonstrating recognition-worthy behaviour fill out a Participant Recognition Card. The card is



reviewed with the participant and added to a "ballot box" (okay - if you're going to be technical, it's really a small recycling blue bin) for a biweekly draw. The participant who's name is drawn from the ballot box receives a recognition prize.

The program has been a rousing success since its implementation last November. Staff have embraced the concept, averaging 15 to 20 Participant Recognition cards for each biweekly draw. Pretty impressive considering we typically have 15 participants in the program. More importantly, our participants feel valued and are motivated to *Learn, Inspire, Venture and Experience*.

## CELEBRATING OUR SUCCESS

The following are departing comments given by participants in their exit interviews:

### What did the staff do well?

*Tried to connect with us in a friendly way. If I ever needed help, I would just ask them.* John J. (November 2007)

*Passing down what they know about work and the real world. Introduced us to what to look forward to for the rest of our lives.* Josh D. (November 2007)

### What did you like about the program?

*Everyone was good to everybody. Pretty good program. Good that you were trying to help us out as there are not always people out there to help us.* Matt F. (December 2007)

*Liked the way the program was run. It was fair for everyone. I also liked the hands on, steady work.* Matt T. (October 2007)

## OUR GREEN LEGACY

*Youth LIVE* is a social entrepreneurship. Basically, we create and operate business initiatives to provide work experience opportunities for at-risk youth. The money generated by our initiatives is used to offset the cost of our programs. While we're extremely passionate about serving our youth, we still have room in our hearts for other causes. Youth may be our number one priority but mother earth is a very close second. Fortunately for us, youth overcoming their challenges by helping our environment is a natural fit.

Thirteen years ago, with federal and municipal support, *Youth LIVE* started a recycling business, collecting recyclable paper and cardboard from HRM facilities and local businesses.



Our next endeavour was a residential Enviro Depot, opened in 1996. We've been told it's the nicest Depot in the HRM. We don't know if that's true. We'll leave that to you to decide. The Youth LIVE Enviro Depot is located off of Inglis Street at 947 Mitchell Street, Halifax. We're open 9 a.m. to 4 p.m., Monday to Saturday. Come and check us out.



In 1999, the Municipality required assistance with its organic green cart program. Youth LIVE stepped in and lent a helping hand. Since then, our staff have travelled to every nook and cranny of the HRM, delivering, picking up or repairing organic green carts.



The environmental benefits of these services are obvious. But our best legacy may be our participants. We raise their awareness and demonstrate that they can make a difference. If they truly embrace the LIVE concept, our planet may have a fighting chance.

## PERFORMANCE SNAPSHOT

### • Green Stats 2007

Last year, Youth LIVE:

- ♦ diverted **199,070 kg of paper and card board** from the landfill.
- ♦ diverted **5,464,255 refundable beverage containers** from the landfill. Residents brought in 4,083,637 beverage containers to our Enviro Depot for refund. Our crews picked up 1,380,618 containers that were disposed of as garbage from the Otter Lake Waste Facility.
- ♦ completed **3,017 organic green cart service requests**.

## Eco Do's

### • What You Can Do To Help Our Environment

#### Use Less Paper

- ♦ Photocopy on both sides of a sheet of paper.
- ♦ E-mail, circulate or post memos rather than provide a hard copy for everyone.
- ♦ Use undated, dry erasable wall calendars.

#### Choose Reusable Products

- ♦ Use rejuvenated toner cartridges, mechanical pens, refillable pens, refillable tape dispensers and reusable coffee filters.
- ♦ Use reusable mugs, plates and cutlery in your lunch room.
- ♦ Shred unrecyclable paper for packaging material.
- ♦ Buy office supplies with the Environmental Choice Program or EcoLogo trademarks.
- ♦ Purchase electronic equipment with the EPA Pollution Preventer Energy Star certification.

#### Conserve Energy and Water

- ♦ Shut off all taps tightly and report any drips to building maintenance staff.
- ♦ Turn off lights at the end of the day.
- ♦ Turn off office equipment when not in use, especially overnight and on weekends.

#### Green Attitudes

- ♦ Set up a "reuse area" in your work place for office supplies you no longer need.
- ♦ Donate old office equipment to a charity or post it on the Nova Scotia Material Exchange ([www.nsmaterials.com](http://www.nsmaterials.com)).
- ♦ Create a newspaper, magazine and book exchange in your office.

(tips courtesy of RRFB's Green Office Checklist)

## DID YOU KNOW?

### • Happy Birthday

Youth LIVE is celebrating its 13th year. Quite an impressive feat for a not-for-profit initiative. It is also a sombre reminder that the more things change, the more they stay the same. Our wish, as we blow out the candles on our birthday cake, is to continue making significant progress in addressing youth and environmental issues.

Youth LIVE

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