

Tier of member contribution	Corresponding ways to say “thank you”
<p><b>Tier 1 – highly involved and disruptive to their routine</b></p> <p>Members have given up a large amount of time – either more than a whole day in one go or adding up to more than a day over the course of three months.</p> <p>And/or members have shared details of their life that are particularly painful or personal.</p> <p>Members have had to go out of their way to accommodate our requests with little or no benefit personally (they may have had to travel quite a long way, filming equipment been set up in their house), performed an activity outside their comfort zone.</p>	<ul style="list-style-type: none"> <li>• In these circumstances it might be clear that a particular interest or ‘reward’ would really appeal to an individual. This should be approved at SLT level, should not exceed £50, and should be attributed to all members involved in the same activity.</li> <li>• A gift, e.g. a bunch of flowers, or a ‘thank you’ hamper.</li> <li>• If a group of members were involved, consider a gathering of some sort to say thank you.</li> <li>• A video message of thanks from the team involved.</li> <li>• A public thanks from a senior member of staff.</li> <li>• Invitations to exclusive DEBRA events can be considered, but staff members have a responsibility to check whether that member has already attended similar events in the last couple of years.</li> </ul>
<p><b>Tier 2 – minor disruptions to their routine</b></p> <p>Members have given up to a day of their time in one go or adding up to a day of their time over the course of six months.</p> <p>Members have shared their experience of EB, which may have included some personal information.</p>	<ul style="list-style-type: none"> <li>• Personal thanks from a senior member of staff.</li> <li>• Thank you card, or Christmas card.</li> <li>• Small DEBRA branded goods (badge, bag, pen, and notebook).</li> <li>• Consider a certificate recognising the contribution if appropriate.</li> </ul>

<p>Members have had to shift things around in their routine to accommodate us.</p>	
<p><b>Tier 3 – activities that are relatively easy to fit into their lives</b></p> <p>Members have given up an hour or two of their time, either in one go or cumulatively over the course of six months.</p> <p>While the members have given up some of their time or shared their experience, they have also benefitted from the activity personally (gained new information, skills or connections).</p> <p>Members were not inconvenienced too much in taking part (e.g. online sessions at more manageable times)</p>	<ul style="list-style-type: none"> <li>• A heartfelt thank you from the team or manager involved (email or card/letter depending on situation).</li> <li>• Consider a certificate recognising their contribution if appropriate.</li> </ul>