

Town of Riverview
HR & COPORATE COMMUNICATION
DEPARTMENT MONTHLY REPORT



To: Colin Smith, CAO

Prepared by: Tyla Finlay, Director HR

Date: March 16, 2023

Month & Year: March 2023

Section 1: Operational Dashboard

Metric	Current YTD	Previous YTD	Trend
WorkSafe NB Lost Time Claims	0	1	<2022
Employee- Fulltime	102	103	<2022
	Monthly Average	Yearly Average	Trend
Full-Time Turnover Rate	1.01	1.05	<2022

Recruitment Metrics

Position	Department	Posted	Status
Summer Student Positions (Multiple)	Various Departments	December 2022	All student summer positions are filled – Except Community Garden - Posted
Manager of Economic Development & Projects	Development & Legislative Services	February 1, 2023	Re-Posted
Executive Administrative Assistant	Development & Legislative Services	February 6, 2023	Interviewing
Paramedic/Firefighter	Fire	November 15, 2022	Filled – Z. Taylor starting in April
Communication Coordinator	HR & Corporate Communications	March 9, 2023	Screening Candidates
Utility 1 Worker (2)	Parks, Recreation & Community Relations	February 20, 2023	Filled Internal – W. Ridings and J. Rose

Casual Labourers (4)	Parks, Recreation & Community Relations	March 18, 2023	Posted
Equipment Operator	Engineering and Public Works	February 22, 2023	Filled Internal-R. Allison
Equipment Operator	Engineering and Public Works	March 8, 2023	Posted

Social Engagement Metrics (past 30 days)

Platform	# of Posts	New Followers	Total Following	Post reach	Engagement Rate
Facebook	40	112	13,024	388,000	5.14%
Twitter	37	6	4,159	6,400	3.12%
Instagram	67 (includes stories)	46	3,021	33,000	4.15%



We heard from Cathy C. this week, whose regular garbage day became an experience that her two-year-o...

March 15 at 11:08 AM · 🌐

Post Impressions ⓘ

97,221

Post reach ⓘ

97,220

Post Engagement ⓘ

4,847

Interactions



1K



326



0



3



0



0



Reactions

1,347



Comments

68



Shares

61



Other Clicks

1,980

Noteworthy Posts:

This story and image shared by resident, Cathy, was a top-performing post. This type of content shows that our audience appreciates these “good news stories” and we hope to welcome/generate more of these from the community. This is a testament to the power of community pride and engagement we can foster by sharing real-life examples of spreading kindness. Our vendors, Miller Waste Systems, demonstrated service excellence by going above and beyond their duties to make someone’s day. This is a great reminder to all staff and partners across TOR that we should seek opportunities like this whenever possible – that’s excellence.

Section 2: Status of Department's Operational Priorities for 2023

COMMUNICATIONS	
Objectives	Actions
Build Riverview brand awareness Strategic Plan Service Excellence, Building a Sustainable Community, Thriving Community, Active and Engaged Community	<ul style="list-style-type: none"> • Provided promotional support for upcoming MapleFest activities • Provided event planning support for upcoming Recognizing Riverview Awards Gala • News releases <p>Feb 23Riverview Senior's Round Table Extends Age-Friendly Community Survey</p> <p>Feb 24 Powered by Purpose – CR Yardworks & Equipment Stands Out by Narrowing in on Offering</p> <p>Feb 25 Riverview Celebrates 50th Anniversary – Here's How to Get Involved</p> <p>Feb 27 Nominations Open for Jim DeWolfe Community Spirit Award</p> <p>Feb 28 Recognizing Riverview - Special Awards Gala Evening to Celebrate Community Contributors</p> <p>Feb 28 Council Highlights - February 27, 2023</p> <p>Mar 2Quality of Craft – Riverview's First Microbrewery Opens New Location</p> <p>Mar 8The Proof is in the Product – Local Mom Grows Sustainable Small Business</p> <p>Mar 15 Council Highlights - March 13, 2023</p> <p>Mar 17 Quilty Pleasure – Local Shop Connects Community One Stitch at a Time</p>

	<ul style="list-style-type: none"> Engage residents and businesses in celebrating Riverview's 50th anniversary. MARCH update – Provided appropriate logo usage for sponsorships and grants awarded. - First merchandise drop was well received, a total of 23 items ordered, will engage public in another shop opening in April. Wrote and published the following articles in our 2023 Business Spotlight Series (links included above) – Covered Bridge QuilteryLilypads Reuseable ProductsCeltic KnotCR Yardworks & EquipmentCombined Facebook reach for these four Business Spotlight posts: 155,088
<p>Establish TOR as an Employer of Choice</p> <p>Strategic Plans Service Excellence, Active & Engaged Community</p>	<ul style="list-style-type: none"> Increased promotion of TOR employment opportunities, with 5 posts in the last two weeks to help attract candidates for current openings. Published volumes 24-25 of internal newsletter to engage and inform TOR employees of recent highlights, community events, and news.
<p>Service Excellence</p> <p>Strategic Plans Service Excellence</p>	<ul style="list-style-type: none"> Currently screening candidates for Communications Coordinator position Graphic Design student from NBCC will be completing her practicum placement with the Town of Riverview under the supervision of the Communications Manager from April 24-June 9.

HUMAN RESOURCES	
Objectives	Actions
HR & Communications Operational Management Oversight	<ul style="list-style-type: none"> Conducting interviews for the above posted postings, prepared questions, and scheduling. Orientation sessions for new employees hired in March. Weekly Meetings for both Departments Training of New Employees within HR Department. DMS Record Keeping for HR Files.

Maintaining and overseeing Labour Management, Performance, Compensation and Benefits.	<ul style="list-style-type: none"> • Open the 1st Check-in for 2023 • Labour Management with IAFF and CUPE Attend monthly meetings for both IAFF and CUPE, Actions agenda issue pertaining to HR prior to next meeting. • Labour Management- Employee Performance with 1 employee. • Benefits renewal process files beginning with new Director of Finance & Information Technology • Retirement Plans and discussions with 3 employees – 1 retirement in June 2023, July 2023, (1) October 2023. • Benefits training with Manulife for new employees. • Compensation review for employees. • EAP Communications and increased support for all employees and their families.
Lead enrichment of employee engagement and Wellness	<ul style="list-style-type: none"> • New Employee Recognition Program. Looking at increasing awareness of new program – Increased awareness by putting two names in the draw. • Continued to foster employee relationships within departments. • Provided Coaching for other Directors in team building and relationship building. • Encouraged Employee collaboration between different departments. • Continue to build on new communication screens at the operations centre and arena for employee announcements, upcoming events etc.
Occupational Health and Safety	<ul style="list-style-type: none"> • Monthly JHSC meeting (Prepare reports and any outstanding actions). • WHMIS Training for all employees • First Aid Training for all departments • Training scheduled and completed for 2023 for Health and Safety for employees. • Reviewing vaccination process for Public Works Employees • Implementing new vaccination process for Parks and Recreation Employees assigned to arena. • Training for employees who want to receive it on Opioid Poisoning. • Review and rebrand employee safety manual. • Reintroduce – Safety Talks subjects for all departments.