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

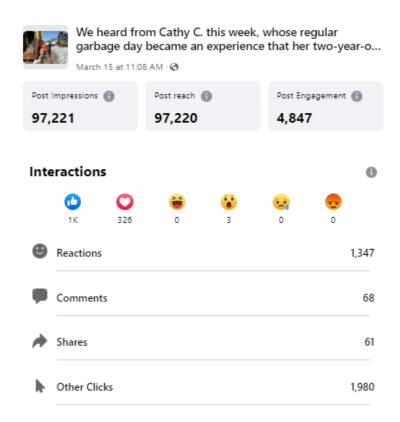
Recruitment Metrics

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

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



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	 Provided promotional support for upcoming MapleFest activities Provided event planning support for upcoming Recognizing Riverview Awards Gala News releases 	
Strategic Plan Service Excellence, Building a Sustainable Community, Thriving	Feb 23Riverview Senior's Round Table Extends Age-Friendly Community Survey	
Community, Active and Engaged Community	Feb 24 Powered by Purpose – CR Yardworks & Equipment Stands Out by Narrowing in on Offering	
	Feb 25 Riverview Celebrates 50 th Anniversary – Here's How to Get Involved	
	Feb 27 Nominations Open for Jim DeWolfe Community Spirit Award	
	Feb 28 Recognizing Riverview - Special Awards Gala Evening to Celebrate Community Contributors	
	Feb 28 Council Highlights - February 27, 2023	
	Mar 2Quality of Craft – Riverview's First Microbrewery Opens New Location	
	Mar 8The Proof is in the Product – Local Mom Grows Sustainable Small Business	
	Mar 15	
	Council Highlights - March 13, 2023	
	Mar 17 Quilty Pleasure – Local Shop Connects Community One Stitch at a Time	

	 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
Establish TOR as an Employer of Choice	 Increased promotion of TOR employment opportunities, with 5 posts in the last two weeks to help attract candidates for current openings.
Strategic Plans	Published volumes 24-25 of internal newsletter to engage and
Service Excellence,	inform TOR employees of recent highlights, community events,
Active & Engaged	and news.
Community	
Service Excellence	 Currently screening candidates for Communications Coordinator position
Strategic Plans	Graphic Design student from NBCC will be completing her
Service Excellence	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	 Conducting interviews for the above posted postings, prepared 	
Operational	questions, and scheduling.	
Management Oversights	 Orientation sessions for new employees hired in March. 	
Oversignts	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.	 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	 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	 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.