

**Town of Riverview**  
**HR & COPORATE COMMUNICATION**  
**DEPARTMENT MONTHLY REPORT**



To: Colin Smith, CAO

Prepared by: Tyla Finlay, Director HR

Date: May 11, 2023

Month & Year: May 2023

**Section 1: Operational Dashboard**

Metric	Current YTD	Previous YTD	Trend
WorkSafe NB Lost Time Claims	0	1	<2022
Employee- Fulltime	105	103	>2022
	Monthly Average	Yearly Average	Trend
Full-Time Turnover Rate	1.01	1.05	<2022

**Recruitment Metrics**

Position	Department	Posted	Status
Manager of Economic Development & Projects	Development & Legislative Services	February 1, 2023	Filled – S. Akerley
Communication Coordinator	HR & Corporate Communications	March 9, 2023	Filled – M. Dow
Casual Labourers (4)	Parks, Recreation & Community Relations	March 18, 2023	3 Filled – 1 vacancy left interviewing
Equipment Operator	Engineering and Public Works	March 8, 2023	Filled – J. Rhyno
Utility Services 4-month Term	Parks, Recreation & Community Relations	April 14, 2023	Interviewing
Utility Worker III 4-month Term	Parks, Recreation & Community Relations	April 14, 2023	Interviewing
Accounting Clerk	Finance & IT	April 14, 2023	Filled – H. MacAlpine
Clerk Junior – 2 month term	Finance & IT	May 3, 2023	Filled – P. LeBlanc

### Social Engagement Metrics (past 30 days)

Platform	# of Posts	New Followers	Total Following	Post reach	Engagement Rate
Facebook	29	167	13,278	446,266	4.51%
Twitter	9	-9	4,135	1,700	0%
Instagram	55(includes stories)	40	3,096	25,000	5%

**Town of Riverview**  
Published by Hootsuite

We proudly announce that our very own Karen Thompson received the Recreation NB Award of Merit last week! This award is presented to an individual, community, facility, or group to recognize their meritorious and significant achievement at the community or provincial level.

Over the past 25 years, we have witnessed the far-reaching impact of Karen's dedication to promoting recreation in Riverview. From her tireless work to ensure kids were able to participate in organized sp... See more



See insights and ads [Boost post](#)

245 [58 comments](#)

### Noteworthy Post:

Karen Thompson received the Recreation NB Award of Merit on May 11. This award is presented to an individual, community, facility, or group to recognize their meritorious and significant achievement at the community or provincial level.

Over the past 25 years, we have witnessed the far-reaching impact of Karen's dedication to promoting recreation in Riverview. From her tireless work to ensure kids were able to participate in organized sports, arts, recreation and cultural activities with Riverview P.R.O. Kids to pioneering Town events and festivals like SUNFEST, MapleFest, and the Mayor's Light Launch (now Light Up Riverview), she's been behind the scenes of many fond memories in our community. Karen's work exemplifies our strategic theme of Service Excellence.

We've also had two business spotlights reach over 100,000 people EACH in the past month – a testament to the community support for our small business community.

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

COMMUNICATIONS	
Objectives	Actions
Build Riverview brand awareness	<ul style="list-style-type: none"> <li>• Provided event support for Recognizing Riverview Awards Gala</li> <li>• Worked with province to organize April 17<sup>th</sup> infrastructure announcement press conference, resulting in attendance and coverage from all major local media outlets.</li> <li>• Progressed SUNFEST promotional planning</li> </ul>
<b>Strategic Plan</b>	<ul style="list-style-type: none"> <li>• Published quarterly resident newsletter (water &amp; sewer bill)</li> <li>• News releases</li> </ul>

Service Excellence,  
Building a Sustainable  
Community, Thriving  
Community, Active and  
Engaged Community

Apr 21 [Recognizing Riverview Celebrates Community Contributors As Part of 50th Anniversary](#)

Apr 24 [Riverview Kicks Off Community Cleanup Month](#)

Apr 26

[Riverview Repeats Four-Day Work Week](#)

Apr 26 [Council Highlights - April 24, 2023](#)

Apr 27

[Recipe for Success - Local Pizzeria Brings Traditional Tastes to the Table](#)

Apr 27 [Greater Moncton is a leading destination for newcomers](#)

Apr 28 [Lane Reduction on Hillsborough Road](#)

Apr 28 [National Day of Mourning](#)

May 4 [Fan Favourite – How This Riverview Restaurant Became a Household Name](#)

May 9 [Riverview artists invited to submit proposals for 2023 Summer Art Exhibit](#)

May 10 [Council Highlights - May 8, 2023](#)

May 11 [In Focus – Riverview Business Helps Display Artwork and Memories](#)

- Engage residents and businesses in celebrating Riverview's 50<sup>th</sup> anniversary.  
MAY update – worked with vendor to add new items to the public online store, as well as create an employee store for 50<sup>th</sup> products.  
Next public launch by May 19. Recognizing Riverview celebrated

	<p>50<sup>th</sup> anniversary theme in style. We'll continue to use much of this branding for next year's event as a legacy of the 50<sup>th</sup>.</p> <ul style="list-style-type: none"> <li>Published the following articles in our 2023 Business Spotlight Series (links included above) – Bravo PizzaKwong's Chinese Restaurant Kay's Custom Framing Combined Facebook reach for these four Business Spotlight posts: <b>247,938</b></li> </ul>
<p>Establish TOR as an Employer of Choice</p> <p><b>Strategic Plans</b> Service Excellence, Active &amp; Engaged Community</p>	<ul style="list-style-type: none"> <li>Published volume 28 of internal newsletter to engage and inform TOR employees of recent highlights, community events, and news.</li> </ul>
<p>Service Excellence</p> <p><b>Strategic Plans</b> Service Excellence</p>	<ul style="list-style-type: none"> <li>Hired Communications Coordinator, preparing for her start date of May 24.</li> <li>Onboarded graphic design student for her practicum placement from April 24-June 9.</li> <li>Finalized 2023 Annual Report.</li> </ul>

HUMAN RESOURCES	
Objectives	Actions
<p>HR &amp; Communications Operational Management Oversights</p>	<ul style="list-style-type: none"> <li>Conducting interviews for the above posted postings, prepared questions, and scheduling.</li> <li>Orientation sessions for new employees hired in May – Students orientation sessions conducted online.</li> <li>Completing paperwork for summer grants for students</li> <li>Weekly Meetings for both Departments</li> <li>Training of New Employees within HR Department.</li> <li>DMS Record Keeping for HR Files.</li> </ul>
<p>Maintaining and overseeing Labour Management, Performance, Compensation and Benefits.</p>	<ul style="list-style-type: none"> <li>Open the 1<sup>st</sup> Check-in for 2023 and collecting completed check-ins</li> <li>Labour Management with IAFF and CUPE Attend monthly meetings for both IAFF and CUPE, Actions agenda issue pertaining to HR prior to next meeting.</li> <li>Benefits renewal process files beginning with new Director of Finance &amp; Information Technology</li> <li>Retirement Plans and discussions with 3 employees – 1 retirement in June 2023, July 2023, (1) October 2023.</li> <li>Benefits training with Manulife for new employees.</li> <li>Compensation review for employees.</li> </ul>

	<ul style="list-style-type: none"> <li>• EAP Communications and increased support for all employees and their families.</li> </ul>
Lead enrichment of employee engagement and Wellness	<ul style="list-style-type: none"> <li>• Providing 3 different sessions over the next few months on different Wellness initiatives from Simply4 Life.</li> <li>• New Employee Recognition Program. Looking at increasing awareness of new program. Steady flow of applications</li> <li>• Continued to foster employee relationships within departments.</li> <li>• Provided Coaching for other Directors in team building and relationship building.</li> <li>• Encouraged Employee collaboration between different departments.</li> <li>• Continue to build on new communication screens at the operations centre and arena for employee announcements, upcoming events etc.</li> </ul>
Occupational Health and Safety	<ul style="list-style-type: none"> <li>• Monthly JHSC meeting (Prepare reports and any outstanding actions).</li> <li>• WHMIS Training for all employees</li> <li>• First Aid Training for all departments</li> <li>• Training scheduled and completed for 2023 for Health and Safety for employees.</li> <li>• Reviewing vaccination process for Public Works Employees</li> <li>• Implementing new vaccination process for Parks and Recreation Employees assigned to arena.</li> <li>• Training for employees who want to receive it on Opioid Poisoning.</li> <li>• Review and rebrand employee safety manual.</li> <li>• Reintroduce – Safety Talks subjects for all departments. Starting with emergency procedures and evacuations.</li> </ul>