

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



To: Colin Smith, CAO

Prepared by: Tyla Finlay, Director HR

Date: June 19, 2023

Month & Year: June 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
Casual Labourers (4)	Parks, Recreation & Community Relations	March 18, 2023	Filled
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
Captain	Riverview Fire & Rescue	June 14, 2023	Posted

Social Engagement Metrics (past 30 days)

Platform	# of Posts	New Followers	Total Following	Post reach	Engagement Rate
Facebook	51	127	13,416	391,000	5.24%
Twitter	28	6	4,142	8,000	3.55%
Instagram	124(includes stories)	51	3140	53,000	2.9%

⚠️ Notice: The Town has been notified of a bear sighting on the Runnymede end of Mill Creek Nature Park. Parks & Recreation staff have been dispatched to advise anyone in the park of the sighting.

If you see a bear, avoid approaching and report the sighting to the Department of Natural Resources: 506-856-2344.



See insights and ads

Boost post

👍 159

39 comments 361 shares

Noteworthy Post:

Bear Sighting – While not a PSA that we can always anticipate sending, it’s encouraging to know that word will spread to the community when needed. This post reached over 60,000 people which gives us an idea of what to expect with online/social engagement when important messages, especially where public safety is concerned, need to spread to a wide audience.

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

COMMUNICATIONS	
Objectives	Actions
<p>Build Riverview brand awareness</p> <p>Strategic Plan Service Excellence, Building a Sustainable Community, Thriving Community, Active and Engaged Community</p>	<ul style="list-style-type: none"> • Provided promotional support for ParticiP ACTION campaign • Provided SUNFEST promotional support, created digital ad campaign, including geo-targeted Spotify ads. • News releases <p>May 18 Believe in Your Dreams - Restaurant Finds Longevity in Riverview</p> <p>May 24 2023 Line Painting Program</p> <p>May 25 Council Highlights - May 23, 2023</p> <p>May 26</p>

[Runs in the Family – Deen Small Engine Repair Serving Riverview For Over A Decade](#)

May 29

[Help Riverview be Crowned Canada's Most Active Community](#)

May 31

[Public Q&A Session With Riverview Town Council](#)

Jun 1

[Riverview Celebrates Parks and Recreation Month with Exciting Events and Challenges](#)

Jun 1

[Pawsitively Welcoming – Bob's Sports Service and His Canine Companions](#)

Jun 2

[Stay Safe This Summer - Riverview Adds Four Free Public Sunscreen Dispensers](#)

Jun 8

[A Great Place to Make Music - Alison Dawn Voice & Music Comes to Riverview](#)

Jun 8

[Summer Starts Here: Riverview SUNFEST returns June 24 to July 1](#)

Jun 9

[Mill Creek Nature Park - Fire Pit Removed](#)

Jun 13

[Council Highlights - June 12, 2023](#)

Jun 13

[Ward 1 Councillor Sarah Murphy Elected Deputy Mayor](#)

Jun 13

[Statement from Mayor LeBlanc](#)

Jun 14

[Town Welcomes New Economic Development Manager](#)

Jun 14

[Unleashing Quality Care — Coverdale Vet Hospital Serves Furry Friends for Over a Decade](#)

	<p>Jun 16 Bear Sighting: Mill Creek Nature Park</p> <ul style="list-style-type: none"> Engage residents and businesses in celebrating Riverview’s 50th anniversary. JUNE update – Second public store opening closed, and employee store closed this week. Highlighting SUNFEST events that received 50th Celebration Grants Published the following articles in our 2023 Business Spotlight Series (links included above) – Royal Thai, Deen Small Engine Repair, Bob’s Sports Service, Alison Dawn Music and Voice, Coverdale Vet Combined Facebook reach for these four Business Spotlight posts: 177,980
<p>Establish TOR as an Employer of Choice</p> <p>Strategic Plans Service Excellence, Active & Engaged Community</p>	<ul style="list-style-type: none"> Published volumes 29 & 30 of internal newsletter to engage and inform TOR employees of recent highlights, community events, and news. Provided brand training to all Parks & Rec summer students.
<p>Service Excellence</p> <p>Strategic Plans Service Excellence</p>	<ul style="list-style-type: none"> Communications Coordinator started May 24. Graphic design student finished her practicum placement on June 8. Annual Report was presented at June 12 Regular Council Meeting. It’s now been added to our website along with the audited financial statements and the interactive ‘tax dollars’ graph has been updated. Continued to work with web development team on website upgrade project.

HUMAN RESOURCES	
Objectives	Actions
<p>HR & Communications Operational Management Oversights</p>	<ul style="list-style-type: none"> Conducting interviews for the above posted postings, prepared questions, and scheduling. Orientation sessions for new employees hired in June – Students/Full-time and Casuals orientation sessions. Completing paperwork for summer grants for students Weekly Meetings for both Departments Training of New Employees within HR and Communications Department. DMS Record Keeping for HR Files.- Champion a new project for DMS and Sharepoint conversion

<p>Maintaining and overseeing Labour Management, Performance, Compensation and Benefits.</p>	<ul style="list-style-type: none"> • Open the 2nd Check-in for 2023 and collecting completed check-ins • Labour Management with IAFF and CUPE Attend monthly meetings for both IAFF and CUPE, Actions agenda issue pertaining to HR prior to next meeting. • Benefits renewal process files beginning with new Director of Finance & Information Technology • Retirement Plans and discussions with 1 employees – 1 retirement in June 2023, July 2023. • Retirement celebrations for above mentioned employees retirements • Benefits training with Manulife for new employees. • Working with Manulife on Retiree plans and complications with online software with Manulife • Compensation review for employees. • EAP Communications and increased support for all employees and their families.
<p>Lead enrichment of employee engagement and Wellness</p>	<ul style="list-style-type: none"> • Competing in the ParticipAction Challenge within Canada and New Brunswick. Employees have been invited to join the challenge for prizes. • Providing 3 different sessions over the next few months on different Wellness initiatives from Simply4 Life. • New Employee Recognition Program. Looking at increasing awareness of new program. Steady flow of applications • 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.
<p>Occupational Health and Safety</p>	<ul style="list-style-type: none"> • Reviewing existing policies and amendments made to code of practice and emergency response. 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. Starting with emergency procedures and evacuations.

