

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



To: Colin Smith, CAO

Prepared by: Tyla Finlay, Director HR

Date: October 18, 2023

Month & Year: October 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
Mechanics (Parks)	Parks, Recreation & Community Relations	September 29, 2023	Interview
Lieutenant	Riverview Fire & Rescue	August 3, 2023	Testing
Volunteer Firefighter	Riverview Fire & Rescue	August 16, 2023	Posted
Community Events Worker (Part-time)	Parks, Recreation & Community Relations	September 6, 2023	Filled

To date – 60 Job Openings for 2023

2 Cancelled

54-Filled

COMMUNICATIONS

Social Engagement Metrics

Platform	# of Posts	New Followers	Total Following	Post reach	Engagement Rate
Facebook	40	146	14,106	308,000	5.35%
Twitter	32	13	4162	7,000	3.56%
Instagram	75	53	3324	43,000	4.18%
LinkedIn	13	0	820	4,300	9.75% (this means what we are publishing is very relevant to our audience)



Noteworthy Posts:

Residents and staff alike were excited to highlight the completion of the 2023 Capital Project in Mill Creek Nature Park.

Residents can now enjoy a new 1.3 km trail along the south side of Mill Creek Reservoir, connecting the Park's two primary bridges (denoted in purple on the map). The development of this important asset is an essential part of the Town's strategic plan to nourish an active and engaged community.

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

COMMUNICATIONS	
Objectives	Actions
Build Riverview brand awareness	<p>Sep 21 Outdoors for Everyone: Chickadee Goods Takes Flight in Riverview</p> <p>Sep 26 Lane Reduction - Gunningsville Blvd. and Coverdale Rd.</p> <p>Sep 26 Council Highlights - September 25, 2023</p> <p>Sep 28 Keeping Riverview Cool: MTN HVAC Heat Pump Services</p> <p>Oct 3</p>
<p>Strategic Plan Service Excellence, Building a Sustainable Community, Thriving Community, Active and Engaged Community</p>	

[Riverview Fire & Rescue Hosts Open House For Fire Prevention Week](#)

Oct 3

[Council Begins 2024 Budget Discussions October 11](#)

Oct 6

[A Passion for Compassion: Dayzee's Fashions](#)

Oct 10

[Sewer Cleaning Underway in Riverview](#)

Oct 11

[Mill Creek Nature Park 2023 Capital Project Complete](#)

Oct 11

[Council Highlights - October 10, 2023](#)

Oct 12

[Stay Foxy, Riverview - The Fox & Hound Celebrates 31 Years](#)

Oct 13

[Riverview Senior's Round Table Launches Age-Friendly Community Survey Report](#)

- Published volumes 37-38 of internal newsletter to engage and inform TOR employees of recent highlights, community events, and news.
- Last 50th anniversary store opening is on track to open by the end of the month with two new Riverview 50 items.
- Organized team-building event for Town staff during Municipality Week, to great feedback from employees.
- Promotion of “behind-the-scenes” content is ongoing and continues to show some of the great work being done across TOR departments and educate the public on Town services
- Worked with RFR to promote Fire Prevention Open House on October 14.
- Published four business spotlights:
Dayzee's Fashions
The Fox and Hound
Chickadee Goods
MTN HVAC
Total reach of over 80,000

<p>Establish TOR as an Employer of Choice</p> <p>Strategic Plans Service Excellence, Active & Engaged Community</p>	<ul style="list-style-type: none"> • Launched the Age Friendly Survey report for the Senior’s Roundtable after their October celebration event. • Continued to work with web development team on website upgrade project. • Progressing the new winter parking ban updates for 2023-2024 season, including the set up of a new alert management system. • Planning has begun for employee engagement initiatives in 2024
<p>Service Excellence</p> <p>Strategic Plans Service Excellence</p>	<ul style="list-style-type: none"> • Facilitated first in-person ‘soft-launch’ of alert system during the Fire Prevention Open House • Budget preparations underway for 2024

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 July/August and September – 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 • New Alert Program for Town Residents. Worked with web developer and programs. Joint project with EMO, Fire, IT and Communications
<p>Maintaining and overseeing Labour Management, Performance, Compensation and Benefits.</p>	<ul style="list-style-type: none"> • Open the 3rd 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 2 employees – 1 retirement in December 2023. • 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.

	<ul style="list-style-type: none"> • Met with Eckler and Manulife to schedule future employee sessions for training with both the pension plan and Health and Dental Plans.
<p>Lead enrichment of employee engagement and Wellness</p>	<ul style="list-style-type: none"> • Celebrated Municipality Week with all employees • 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.