

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



To: Colin Smith, CAO

Prepared by: Tyla Finlay, Director HR

Date: February 19, 2024

Month & Year: December 2023 & January 2024

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

Job Openings for 2024

Position	Department	Posted	Status
Mechanics I	Engineering and Public Works	January 2, 2024	Hired- Closed
HR Assistant	HR & Communications	January 2, 2024	Hired- Closed
Equipment Operator	Engineering and Public Works	January 2, 2024	Offer Extended
Utility Worker I	Parks, Recreation & Community Relations	January 15, 2024	Interviewing
Various Summer Students Position	Parks, Recreation & Community Relations	December 20, 2023	Posted – Feb. 11, 2024

COMMUNICATIONS

Social Engagement Metrics

Platform	# of Posts	New Followers	Total Following	Post reach	Engagement Rate
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Facebook	46	271	14,865	344,000	3.89%
X (Twitter)	28	12	4189	5,700	4.46%
Instagram	102	76	3552	47,000	4.41%
LinkedIn	5	54	967	3,500	4.77%

Town of Riverview
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Wishing a happy Lunar New Year to all who celebrate!

The Town's Community Engagement Worker for Business, Yat-Long Murphy, will be celebrating with her family this year:

"My family celebrates lunar new year, also called spring festival. The focus of the holiday is to get family and friends to come together and bring positive energy for good luck, and good fortune into the coming year. In order to prepare, we clean the house to sweep out the old and bring in the new. We prepare foods that remind us of good luck and good fortune and put up decorations to help remind us of good times ahead. These include firecrackers, red clothing, red lanterns, and bright, decorative signs. Children are gifted red pocket with lucky money from their elders. This sharing of the wealth spreads good luck around and is said to ward off evil spirits, or bad luck."

Yat-Long invites Riverview businesses to share their upcoming celebrations with the Town.

Whether you're sharing part of your heritage, marking a milestone, or expanding your storefront, let us know by filling the business news form: <https://forms.office.com/r/djYmw7FyN>



Noteworthy Post:

Yat-Long helped us highlight Lunar New Year with some of her family's traditions. This is part of our new Celebration Calendar—which we will be launching this year with help from our Equity, Diversity, and Inclusion committee. The aim is to feature the celebrations of residents, business owners, and organizations here in Riverview through their stories. This will help further educate the public about causes, holidays, and activism that matters to our community. We'll have a form associated with upcoming events that residents can fill out for a chance to be featured. More to come!

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

COMMUNICATIONS	
Objectives	Actions
Build Riverview brand awareness	<p>News releases: Jan 24 Council Highlights - January 22, 2024</p> <p>Jan 25 Whitepine Road (including Dresden & Manchester) Water Leak</p> <p>Jan 31 Lane Closure - Brenda Robertson Bridge - February 1, 2024</p> <p>Feb 6 Riverview Rewards Program Concludes February 29, 2024</p>
<p>Strategic Plan Service Excellence, Building a Sustainable Community, Thriving Community, Active and Engaged Community</p>	

	<p>Feb 7 Council Highlights - February 5, 2024</p> <p>Feb 12 Celebrate Valentine's with the K9s</p> <p>Feb 14 Council Highlights - February 12, 2024</p> <p>Feb 14 Riverview Fire and Rescue's Facility Dog Invited to Attend Prestigious K9 Academy in USA</p> <p>Feb 15 The People's Pavillion – People Helping People</p> <p>Feb 20 Training Exercise to Take Place in Mill Creek</p> <ul style="list-style-type: none"> • Continued to work with web development team on website upgrade project. • Provided promotional and event support for Winter Carnival. • Created quarterly utility newsletter for residents. • Prepared presentation and supporting materials for State of the Tri-Communities event. • Supported new economic development material creation. • Launched Sustainability Second – a monthly social media campaign to drive awareness around sustainable initiatives.
<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 bi-weekly newsletters to ensure team is up to date on initiatives and engaged in organizational priorities. • Launched 'Talk of the Town' program to reward and recognize employee engagement. Held three in-person sessions for team members and a digital version of the presentation. • Launched first monthly challenge for employees – including a snow sculpture contest to complement resident efforts during Winter Carnival, as well as a love for local initiative.
<p>Service Excellence</p> <p>Strategic Plans Service Excellence</p>	<ul style="list-style-type: none"> • Progressing the new winter parking ban updates for 2023-2024, promoting sign up/opt-in to residents, helping residents register, continuing education campaign, and sending overnight parking alerts. We currently have 1,499 people registered for Riverview Alerts. • Completed departmental goals for the year, aligned with our strategic plan. • Worked with RFR to create the 2024-2028 Strategic Plan.

	<ul style="list-style-type: none"> • Collaborated with Finance Department on a new e-billing campaign to launch next month.
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HUMAN RESOURCES	
Objectives	Actions
HR & Communications Operational Management Oversights	<ul style="list-style-type: none"> • Conducting interviews for the above posted postings, prepared questions, and scheduling. • Orientation sessions for new employees hired in January and February. • Completing paperwork for summer grants for students • Bi-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 • Reviewing training plan for Employees – participated in 1st Town Hall for all employees since the pandemic.
Maintaining and overseeing Labour Management, Performance, Compensation and Benefits.	<ul style="list-style-type: none"> • Reviewing and collecting 2024 objectives for the non-bargaining employees. • Labour Management with IAFF and CUPE Attend monthly meetings for both IAFF and CUPE, Actions agenda issue pertaining to HR prior to next meeting. • Retirement Plans and discussions with 2 employees –2 retirements in 2024 to date. • Benefits training with Manulife for new employees. • Working with Manulife on Retiree plans and complications with online software with Manulife • Compensation review for employees within CUPE. • EAP Communications and increased support for all employees and their families. • Met with Eckler and Manulife to schedule future employee sessions for training with both the pension plan and Health and Dental Plans.
Lead enrichment of employee engagement and Wellness	<ul style="list-style-type: none"> • Launched the new employee engagement program “Talk of the Town”. This program is a departmental approach to increase employee engagement across all departments with Full-Time Employees. These activities include individual and department initiatives. February was “Love for Local Campaign”.

	<ul style="list-style-type: none"> • 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. • Launched employee survey for 4 day Compressed Work Week to follow up on past 2 years of this initiative.
Occupational Health and Safety	<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- currently have over 70% employees that have completed this online training • First Aid Training for all departments • Training scheduled and completed for 2024 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. • Review and rebrand employee safety manual. • Reintroduce – Safety Talks subjects for all departments. Also included new online campaign that can be used for emails, screens and the newsletter.