

Town of Riverview
HR & COPORATE COMMUNICATION
DEPARTMENT MONTHLY REPORT



To: Colin Smith, CAO

Prepared by: Tyla Finlay, Director HR

Date: March 14, 2024

Month & Year: March 2024

Section 1: Operational Dashboard

Metric	Current YTD	Previous YTD	Trend
WorkSafe NB Lost Time Claims	1	1	=2022
Employee- Fulltime	110	103	>2022
	Monthly Average	Yearly Average	Trend
Full-Time Turnover Rate	1.01	1.05	<2022

Recruitment Metrics

January 2024 -March 2024 – 41 job openings
31/41 – Job postings are closed to date.

Job Openings for 2024

Position	Department	Posted	Status
Equipment Operator	Engineering and Public Works	January 2, 2024	Hired- Closed
Utility Worker I	Parks, Recreation & Community Relations	January 15, 2024	Hired-Closed
Various Summer Students Position	Parks, Recreation & Community Relations	December 20, 2023	Posted – Feb. 11, 2024 (25/31 Closed)
Information Protection & Compliance Administrator	Finance & IT	March 1, 2024	Reviewing
Town Clerk	Development & Legislative Services	March 14, 2024	Posted
Casual Labourer	Parks, Recreation & Community Relations	March 8, 2024	Posted
Casual Labourer	Engineering & Public Works	March 15, 2024	Posted

COMMUNICATIONS

Social Engagement Metrics

Platform	# of Posts	New Followers	Total Following	Post reach	Engagement Rate
Facebook	42	106	14,971	212,800	4.59%
X (Twitter)	21	7	4197	3,400	3.76%
Instagram	57	40	3577	25,900	5.62%
LinkedIn	19	30	997	6,485	5.35%

Noteworthy Post:



For International Women's Day this year, we featured five incredible women who are making Riverview a better place to be. Through their roles with the Town, Council, volunteerism, youth programming, and entrepreneurial success, it was our pleasure to share some of their stories. We will continue to prioritize the stories of community members and residents throughout the year, as seen with recent anniversaries and cultural celebrations.

The community is also looking forward to Maple Fest April 5-7 based on our social engagement this month!

We're all looking forward to longer days, warmer temperatures, and melting snow — all the signs that mean Riverview's annual spring festival is around the corner!

Maple Fest is happening April 5-7, and promises a weekend full of sweet treats, maple-themed fun, and seasonal events to suit families and individuals alike.

- 🔥 Enjoy a treat around the campfire
- 🥞 Indulge in a pancake breakfast
- 🎾 Play some pickleball
- 🍷 Support local with lots of specials and goodies
- 🏹 Learn to rughook
- 🕯️ Make a maple candle
- 🏊 Learn to disc golf
- 🐦 Go birding
- 🧘 Experience a blanket exercise
- 🌅 Enjoy sunrise yoga
- 🌊 Splash around at the free swim
- 🛍️ Browse at a fair
- 🌑 Learn more about the upcoming total solar eclipse
- 🍁 Explore Albert County's maple producers

And so much more! Visit www.townofriverview.ca/maple for all the details. We can't wait to savour the season with you, Riverview!

Thank you to our festival sponsors, MapeliciousNB and Briggs Maples!



Section 2: Status of Department's Operational Priorities for 2024

COMMUNICATIONS	
Objectives	Actions
Build Riverview brand awareness Strategic Plan Service Excellence, Building a Sustainable Community, Thriving Community, Active and Engaged Community	News releases: Feb 22 <u>Local Business News Form is Now Available</u> Feb 27 <u>Recognizing Riverview - Awards Gala Evening Celebrates Community Contributors</u> Feb 28 <u>Decade of Dedication: Celebrating 10 Years of Excellence at Neroli Salon & Spa</u> Feb 28 <u>Tri-Community Launches Enhanced Newcomer Guide</u>

	<p>Feb 29 <u>Council Highlights - February 26, 2024</u></p> <p>Mar 5 <u>Nominate a Community Leader Today for the Jim DeWolfe Community Spirit Award</u></p> <p>Mar 6 <u>Savour the Season with Riverview Maple Fest 2024</u></p> <p>Mar 7 <u>Riverview Receives Age-Friendly Community Designation</u></p> <p>Mar 13 <u>Council Highlights - March 11, 2024</u></p> <ul style="list-style-type: none"> Continued to work with web development team on website upgrade project, with a revised launch date of mid-Q2. Provided promotional and event support for Maple Fest. Provided event support for Recognizing Riverview Awards Gala. Created quarterly utility newsletter for residents. Launched e-billing campaign to engage residents in signing up for e-billing to eliminate paper waste and increase efficiency. Started the 2023 Annual Report. Supported new economic development initiatives. Engaged with media regarding 2024 local improvement projects.
<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. Continued 'Talk of the Town' program to reward and recognize employee engagement. First quarterly team recognition will be awarded at the end of March. March's monthly challenge for employees is focused on volunteerism and community impact.
<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 1,520 people registered for Riverview Alerts. Worked with RFR to finalize their 2024-2028 Strategic Plan. Assisted with onboarding of new HR & Communications Assistant.

HUMAN RESOURCES	
Objectives	Actions
HR & Communications Operational Management Oversight	<ul style="list-style-type: none"> • Conducting interviews for the above posted postings, prepared questions, and scheduling. • Orientation sessions for new employees hired in March • 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 • 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. • Employee Benefits and planning for Life Insurance for 1 employee • 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 departmental goals. March is encouraging volunteerism. To date 87% of employees have participated in the new program. • 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.

	<ul style="list-style-type: none"> • MOU have been signed with CUPE Local 2162, for 4 day Compressed Work Week have attached survey results from employees for 4 day compressed work week. (Separate Summary attached)
Occupational Health and Safety	<ul style="list-style-type: none"> • Reviewing existing policies and amendments made to code of practice and emergency response. • Reviewing and implementing changes in Standard First Aid requirements Monthly JHSC meeting (Prepare reports and any outstanding actions). • WHMIS Training for all employees- currently have over 85% 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 to get updated records. • Implementing new vaccination process for Parks and Recreation Employees assigned to arena. • Reintroduce – Safety Talks subjects for all departments. Also included new online campaign that can be used for emails, screens and the newsletter.