

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



To: Colin Smith, CAO

Prepared by: Tyla Finlay, Director HR

Date: April 15, 2024

Month & Year: April 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 -April 2024 – 42 job openings  
38/42 – Job postings are closed to date.

**Job Openings for 2024**

Position	Department	Posted	Status
Various Summer Students Position	Parks, Recreation & Community Relations	December 20, 2023	Posted – Feb. 11, 2024 (31/31 Closed)
Information Protection & Compliance Administrator	Finance & IT	March 1, 2024	Interviewing
Town Clerk	Development & Legislative Services	March 14, 2024	Re-posted April 16, 2024
Casual Labourer	Parks, Recreation & Community Relations	March 8, 2024	Closed
Casual Labourer	Engineering & Public Works	March 15, 2024	Interviewing
Equipment Operator	Engineering & Public Works	March 20, 2024	Interviewing

## COMMUNICATIONS

### Social Engagement Metrics

Platform	# of Posts	New Followers	Total Following	Post reach	Engagement Rate
Facebook	27	77	15,048	139,344	3.55%
X (Twitter)	11	0	1,683	3,400	4.41%
Instagram	55	49	3615	23,564	4.22%
LinkedIn	11	40	1,036	5,814	10.65%

### Noteworthy Post:

Town of Riverview  
April 8 at 6:55 PM · 🌐

Congratulations to two of our fabulous Town of Riverview team members who are finalists in the Chamber of Commerce Greater Moncton / Chambre de Commerce Grand Moncton Top 20 Under 40! 🎉

Shanel Akerley, Economic Development Manager, and Alicia Clarkson, Community Engagement Worker - Sustainability, are each dedicated and passionate individuals who work tirelessly to improve our community. We're honoured to celebrate them and their many achievements!

Best of luck, Shanel and ... See more

We're proud to celebrate staff once again being nominated for the Top 20 Under 40. Shanel and Alicia are strong community builders inside and outside of their roles with the Town. We're wishing them luck at the awards on May 22.

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

COMMUNICATIONS	
Objectives	Actions
Build Riverview brand awareness	<b>News releases:</b>  <b>Mar 27</b> <a href="#">Council Highlights - March 25, 2024</a>  <b>Apr 5</b> <a href="#">Coverdale Road Closure</a> <b>Apr 8</b> <a href="#">Water Main Flushing to Begin April 15</a>
<b>Strategic Plan</b> Service Excellence, Building a Sustainable Community, Thriving	

<p>Community, Active and Engaged Community</p>	<p><b>Apr 15</b>  <a href="#">Council Highlights - April 9, 2024</a></p> <ul style="list-style-type: none"> <li>Continued to work with web development team on website upgrade project, with a revised launch date of mid-Q2.</li> <li>Provided promotional and event support for Maple Fest.</li> <li>Provided event support for Recognizing Riverview Awards Gala.</li> <li>Launched e-billing contest to engage residents in signing up for e-billing to eliminate paper waste and increase efficiency.</li> <li>Finalizing 2023 Annual Report.</li> <li>Capitalizing on trending reels to raise awareness for important content (parking alerts, council highlights, swim registration, eclipse safety).</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 bi-weekly newsletters to ensure team is up to date on initiatives and engaged in organizational priorities.</li> <li>Continued ‘Talk of the Town’ program to reward and recognize employee engagement. First quarterly team recognition was awarded.</li> <li>April’s monthly challenge for employees is focused on sustainability and earth month initiatives.</li> </ul>
<p>Service Excellence</p> <p><b>Strategic Plans</b>  Service Excellence</p>	<ul style="list-style-type: none"> <li>Augmented EMO training continues.</li> <li>Developing Riverview Alerts campaign shifting focus from winter parking to emergency notifications.</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 March</li> <li>Completing paperwork for summer grants for students</li> <li>Bi-Weekly Meetings for both Departments</li> <li>Training of New Employees within HR and Communications Department.</li> <li>DMS Record Keeping for HR Files</li> <li>Reviewing training plan for Employees – Introduced training schedule for non-bargaining employees for 2024.</li> </ul>

<p>Maintaining and overseeing Labour Management, Performance, Compensation and Benefits.</p>	<ul style="list-style-type: none"> <li>• Reviewing and collecting 2024 objectives for the non-bargaining employees. –Opened the Q1 Check-in Process, closing out the 1<sup>st</sup> quarter</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>• Pension Plan sessions has been scheduled for April 18-19 for employees.</li> <li>• One-on-One meetings have been scheduled for employees who are eligible to retire.</li> <li>• Retirement Plans and discussions with 2 employees –2 retirements in 2024 to date.</li> <li>• Employee Benefits and planning for Life Insurance for 1 employee</li> <li>• Benefits training with Manulife for new employees.</li> <li>• Working with Manulife on Retiree plans and complications with online software with Manulife</li> <li>• Compensation review for employees within CUPE.</li> <li>• EAP Communications and increased support for all employees and their families.</li> </ul>
<p>Lead enrichment of employee engagement and Wellness</p>	<ul style="list-style-type: none"> <li>• Celebrated the 1<sup>st</sup> Quarter Winner(Town Titans) of our new 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. April is encouraging sustainability. To date 97% of employees have participated in the new program.</li> <li>• 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>• 4 Day Compress Workweek will be starting April 29-October 11, 2024</li> </ul>
<p>Occupational Health and Safety</p>	<ul style="list-style-type: none"> <li>• Reviewing existing policies and amendments made to code of practice and emergency response.</li> <li>• Reviewing and implementing changes in Standard First Aid requirements Monthly JHSC meeting (Prepare reports and any outstanding actions).</li> <li>• WHMIS Training for all employees- currently have over 87% employees that have completed this online training</li> <li>• First Aid Training for all departments</li> <li>• Training scheduled and completed for 2024 for Health and Safety for employees.</li> <li>• Reviewing vaccination process for Public Works Employees to get updated records.</li> </ul>

	<ul style="list-style-type: none"><li>• Implementing new vaccination process for Parks and Recreation Employees assigned to arena.</li><li>• Reintroduce – Safety Talks subjects for all departments. Also included new online campaign that can be used for emails, screens and the newsletter.</li></ul>
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