

# Town of Riverview

## HR & COPORATE COMMUNICATION

### DEPARTMENT MONTHLY REPORT



To: Colin Smith, CAO

Prepared by: Tyla Finlay, Director HR

Date: May 22, 2024

Month & Year: May 2024

#### Section 1: Operational Dashboard

Metric	Current YTD	Previous YTD	Trend
WorkSafe NB Lost Time Claims	4	1	>2023
Employee- Fulltime	111	103	>2023
	Monthly Average	Yearly Average	Trend
Full-Time Turnover Rate	1.01	1.05	<2023

**We have had 4 Employees currently out due to workplace injuries this past month.**

#### Recruitment Metrics

January 2024 -May 2024 – 46 job openings

43/46 – Job postings are closed to date.

#### Job Openings for 2024


Position	Department	Posted	Status
Information Protection & Compliance Administrator	Finance & IT	March 1, 2024	Hired – S. Landry May 13, 2024
Town Clerk	Development & Legislative Services	March 14, 2024	Hired – K. Ostroski June 3, 2024
Casual Labourer	Parks, Recreation & Community Relations	March 8, 2024	Hired – S. Williamson, S. Bujold, L. Ouellette, and J. LeBlanc May 6, 2024
Casual Labourer	Engineering & Public Works	March 15, 2024	Hired – A. Hickey May 13, 2024 Interviewing
Equipment Operator	Engineering & Public Works	March 20, 2024	Hired – C. LeBreton May 13, 2024
Training Officer	Riverview Fire	May 1, 2024	Reviewing applications
Economic Development Coordinator	Development & Legislative Services	May 2, 2024	Reviewing applications
Utility Worker 1	Parks, Recreation & Community Relations	May 9, 2024	Reviewing applications

## COMMUNICATIONS

### Social Engagement Metrics

Platform	# of Posts	New Followers	Total Following	Post reach	Engagement Rate
Facebook	41	128	15,176	264,700	3.73%
X (Twitter)	15	-5	4,188	2,733	5.47%
Instagram	49	34	3,638	27,441	4.58%
LinkedIn	11	41	1,077	5,586	7.65%

### Noteworthy Posts:



**Town of Riverview**  
 April 19 · 🌐

As we wrap up National Volunteer Week, we'd like to introduce you to Conor Huxter, who dedicates his Saturday mornings and Thursday afternoons to the Pat Crossman Memorial Aquatic Centre.

"I volunteer at the PCMAC pool because I enjoy teaching people how to swim and preventing potential drowning risks. That's important to me because I want everyone to be safe, as it can be a dangerous world out there. I am an assistant instructor while at the pool doing things such as teaching some skills, helping out around the pool deck, and making sure that the main instructor has all the equipment they need. I've been volunteering now for about 4-5 months and am thankful for this opportunity!"

If you're Bronze Cross certified, you're welcome to volunteer on our pool deck. You'll assist with swimming lessons and Open Swims, which is a great opportunity for junior lifeguards to enhance their skills before pursuing National Lifeguarding (NL) and Swim Instructor certifications. Volunteers adhere to a weekly training plan, and upon reaching a minimum number of volunteer hours, we cover the fees for their NL certification as a thank-you for their contributions. This program is overseen by Jill Greene and offers valuable on-the-job training, and a job offer letter once the volunteers earn the minimum job requirements to work with us (15 yrs or older, etc.). If you're Bronze Cross certified, email [swim@townofriverview.ca](mailto:swim@townofriverview.ca) for more details.


#NVW2024



Boost this post to reach up to 4347 more people if you spend CA\$35.

Boost post

151 13 comments 7 shares


**Town of Riverview**  
 April 24 at 3:02 PM · 🌐

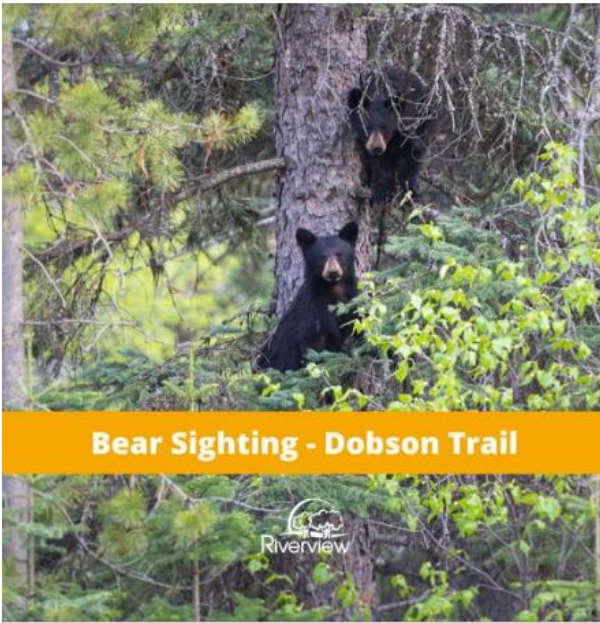
We have received our first report of a bear sighting for the spring 🐻

A bear cub was spotted on the Dobson Trail last night by the firepit - and where there are babies, we know the mama is nearby. As bears and other wildlife become more visible over the warmer months, please stay vigilant and do not approach.

Bear in mind these tips when enjoying our many parks and trails:

- Stay alert when hiking, and watch the trail ahead
- Carry noisemakers such as bells or cans with rocks inside
- Hike in a group whenever possible
- Keep children close when exploring, and talk to them about what to do if you encounter a bear or other wildlife
- Keep all dogs on a leash

Learn more about avoiding black bears: <https://www2.gnb.ca/.../Wildlife/be-aware-of-black-bears.pdf>



Boost this post to reach up to 4347 more people if you spend CA\$35.

Boost post

190 40 comments 515 shares

The Town received an outpouring of support for the featured volunteers on our social channels for National Volunteer Week in April. We shared stories from volunteers who are helping to move our community forward through many ways such as social programming, swim safety, and fire services. We also received our first bear sighting of the season which was followed by high engagement from the community on our educational posts.

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

COMMUNICATIONS	
Objectives	Actions
Build Riverview brand awareness  <b>Strategic Plan</b> Service Excellence, Building a Sustainable Community, Thriving Community, Active and Engaged Community	<b>News releases:</b>  <b>Apr 17</b> <a href="#"><u>RECOGNIZING RIVERVIEW CELEBRATES COMMUNITY CONTRIBUTORS IN A NIGHT TO REMEMBER</u></a>  <b>April 23</b>  <a href="#"><u>SEWER CLEANING UNDERWAY IN RIVERVIEW</u></a>  <b>April 24</b>  <a href="#"><u>COUNCIL HIGHLIGHTS - APRIL 22, 2024</u></a>  <b>April 26</b>  <a href="#"><u>LANE REDUCTION ON HILLSBOROUGH ROAD</u></a>  <b>April 29</b>  <a href="#"><u>2024 LINE PAINTING PROGRAM</u></a>  <b>May 9</b>  <a href="#"><u>SERVING MORE THAN COFFEE: AARON'S COFFEE HOUSE</u></a>  <a href="#"><u>GRAND OPENING CELEBRATION</u></a>  <ul style="list-style-type: none"> <li>Continued to work with team on website upgrade project, launched May 22.</li> <li>Provided promotional and event support for SunFest.</li> <li>Provided support for summer programming.</li> </ul>

	<ul style="list-style-type: none"> <li>Continuing 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>Supporting local improvement projects awareness for the construction season.</li> </ul>
Establish TOR as an Employer of Choice  <b>Strategic Plans</b> Service Excellence, Active & Engaged Community	<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. The second town-wide engagement planned for May 23 during Public Works Week.</li> <li>May's monthly challenge for employees is focused on sustainability – encouraging employees to thrift, reuse materials, plant pollinators and vegetables, take active transportation etc. We also had an office equipment step challenge to incorporate movement into daily work.</li> <li>Developing student training to deliver at the end of the month surrounding content creation and adhering to brand standards.</li> </ul>
Service Excellence  <b>Strategic Plans</b> Service Excellence	<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
HR & Communications Operational Management Oversight	<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 April and May</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>

Maintaining and overseeing Labour Management, Performance, Compensation and Benefits.	<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 were 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>
Lead enrichment of employee engagement and Wellness	<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>• Work with the Engineering and Public Works Department for Public Works week –BBQ and events.</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>
Occupational Health and Safety	<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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