

Town of Riverview

HR & COPORATE COMMUNICATION

DEPARTMENT MONTHLY REPORT



To: Colin Smith, CAO

Prepared by: Tyla Finlay, Director HR

Date: June 19, 2024

Month & Year: June 2024

Section 1: Operational Dashboard

Metric	Current YTD	Previous YTD	Trend
WorkSafe NB Lost Time Claims	3	1	>2023
Employee- Fulltime	111	103	>2023
	Monthly Average	Yearly Average	Trend
Full-Time Turnover Rate	1.01	1.05	<2023

We have had 3 Employees currently out due to workplace injuries.

Recruitment Metrics

January 2024 -June 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	Scheduling Interviews
Economic Development Coordinator	Development & Legislative Services	May 2, 2024	Scheduling Interviews
Utility Worker 1	Parks, Recreation & Community Relations	May 9, 2024	Scheduling Interviews

COMMUNICATIONS

Social Engagement Metrics

Platform	# of Posts	New Followers	Total Following	Post reach	Engagement Rate
Facebook	51	115	15,181	289,850	7.30%
X (Twitter)	21	4	4,188	3,130	3.70%
Instagram	38	66	3,704	20,110	5.06%
LinkedIn	18	43	1,117	7,120	7.39%

Noteworthy Posts:

Town of Riverview
Published by Hootsuite · May 31 at 9:02 AM · 🌐

There is a newly painted orange crosswalk with white feathers outside of Town Hall. This is part of the Town's observation of National Indigenous Peoples Day, which falls on June 21.

The feathers represent the Seven Grandfather Teachings recognized by many Indigenous communities in Canada — the teachings are love, respect, courage, honesty, humility, truth, and wisdom.

Thank you to the Town staff who took the time to install these crosswalks as a tangible reminder of these important values.



[See insights and ads](#) [Boost post](#)


👍❤️ 663 73 comments 125 shares

Town of Riverview
Published by Hootsuite · May 23 at 3:57 PM · 🌐

Happy National Public Works Week! 🚚👷

As part of this week's celebrations Town staff enjoyed an appreciation BBQ at the Operations Centre. There, we chatted with Starsky Reid, a Heavy Equipment Operator who has been working with the Town for 8 years. Starsky is part of the hard working team that looks after infrastructure maintenance (such as underground sewer and water repair). "Working for the Town is a great job — I love what I do and the services we provide keep me busy!"

Please join us in thanking our Public Works team who work tirelessly for the Town of Riverview! From keeping our streets and sidewalks free of snow and ice, sweeping streets, improving roads, responding to resident concerns, maintaining the Town's water distribution system — and so much more — the Public Works staff connects Riverview through infrastructure and exceptional service.



[See insights and ads](#) [Boost post](#)

👍❤️ Food Depot Alimentaire and 150 others 12 comments 10 shares

The Town received an outpouring of during National Public Works Week last month. Our community rallies behind the people and processes that make the Town run. We also received high engagement on our orange crosswalk reveal. Our community is often vocal in their appreciation of inclusivity efforts, and posts like this highlight the need for ongoing public education efforts to ensure Riverview is a welcoming community for all.

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: May 15 <u>COUNCIL HIGHLIGHTS - MAY 13, 2024</u> May 28 <u>COUNCIL HIGHLIGHTS - MAY 27, 2024</u> MAY 29 <u>WEDNESDAY NIGHT ENTERTAINMENT RETURNS WITH</u> <u>ART IN THE PARK</u> May 31 <u>LANE REDUCTION ON HILLSBOROUGH ROAD</u> June 3 <u>COMMUNITY VOICES WANTED: HELP SHAPE</u> <u>RIVERVIEW'S ECONOMIC RUNWAY</u> June 4 <u>SUMMER FUN AWAITS: SUNFEST RETURNS TO</u> <u>RIVERVIEW JUNE 26-JULY 1</u> June 12 <u>COUNCILLOR AT LARGE STEPHEN GOUZOULES</u> <u>ELECTED DEPUTY MAYOR</u>

	<p>June 12</p> <p><u>COUNCIL HIGHLIGHTS – JUNE 11, 2024</u></p> <p>JUNE 13</p> <p><u>2024 CAPITAL PROJECTS UNDERWAY</u></p> <p>June 17</p> <p><u>THE TOWN OF RIVERVIEW ANNOUNCES FIRST</u></p> <p><u>RECIPIENT OF THE EMBRACING RESPONSIBILITY</u></p> <p><u>SCHOLARSHIP</u></p> <ul style="list-style-type: none"> Continued to work with team on website training and optimizations post-launch Provided promotional and event support for SunFest. Provided support for summer programming. Published 2023 Annual Report. Supporting local improvement projects awareness for the construction season. Provided promotional support for public engagement surrounding the Municipal Plan & Community Economic Development Strategy. Hosted Riverview's Next Big Idea winning Grade 4 class for a day of fun and learning about the different teams and operations that help Riverview run.
<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. The second town-wide engagement was a hit on May 23 during Public Works Week. June's monthly challenge for employees is focused on staying active for Parks & Rec month. Employees are encouraged to choose a better commute (bike, walk, bus, carpool) June 2-8, as well as submit their activities for the month of June to show how they stay active outside of work. Delivered student training at the end of May surrounding content creation and adhering to brand standards as they enter their new roles for the summer.

	<ul style="list-style-type: none"> Hosted first 'Coffee with Comms' in-person outreach to different departments to engage with staff and keep a pulse on day-to-day activities across TOR.
Service Excellence Strategic Plans Service Excellence	<ul style="list-style-type: none"> Augmented EMO training continues. Developing Riverview Alerts campaign shifting focus from winter parking to emergency notifications.

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 April and May 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 – Introduced training schedule for non-bargaining employees for 2024.
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. – Opened the Q2 Check-in Process, closing out the 2nd quarter Labour Management with IAFF and CUPE Attend monthly meetings for both IAFF and CUPE, Actions agenda issue pertaining to HR prior to next meeting. Pension Plan sessions were scheduled for April 18-19 for employees. One-on-One meetings have been scheduled for employees who are eligible to retire. 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.

Lead enrichment of employee engagement and Wellness	<ul style="list-style-type: none"> • Celebrated the 1st 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. • Employee Recognition Program. Looking at increasing awareness of new program. Steady flow of applications • Work with the Engineering and Public Works Department for Public Works week – BBQ and events. • Continued to foster employee relationships within departments. • Provided Coaching for other Directors in team building and relationship building. • Encouraged Employee collaboration between different departments. • 4 Day Compress Workweek will be started April 29-October 11, 2924
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 requirementsMonthly JHSC meeting (Prepare reports and any outstanding actions). • WHMIS Training for all employees- currently have over 87% 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.