



The Insider, May 4

Find out what's new at the RMWB on May 4, 2026

Prepared, trained, and ready: the faces behind Emergency Management

Emergency Preparedness Week is here and runs until May 9! This important week is a reminder that while plans, systems, and alerts are critical, preparedness ultimately starts with people.

Today, we're putting faces to the team behind the planning, coordination, and response efforts that help keep the region safe.

The **Emergency Management branch** works year-round to ensure the organization and community are ready to respond when the unexpected happen. Their work often happens behind the scenes, but their focus is constant: preparedness, coordination, and clear communication during emergencies.

They have been so busy responding to late spring snow and high river levels that we briefly had to "detain" them to capture a photo. Don't worry – no charges laid, just a quick pause to put faces to preparedness!

Jody Butz, director of Emergency Management & Regional Fire Chief
Time served: 25 years

Since June 2001, Jody has worn a few different hats—but the focus has always stayed the same: serving the community.

Whether planning, responding, or leading through the unexpected, Jody leads with sound judgment and a strong commitment to keeping people safe.

Katie MacDonald, acting manager, Emergency Management
Time Served: 13 years

Over the years, Katie worked in different roles before finding her way into Emergency Management, where she now keeps a close eye on preparedness and response efforts for the Local Authority.

Always ready, mostly organized, and occasionally drinking a Rockstar, Katie is committed to ensuring others are prepared to respond.

Julie MacEachern, advisor, Community Emergency Management Plans
Time Served: 5 years

Since joining the team, she's made it her mission to stay connected, which might explain why she seems to run into someone she knows everywhere she goes.

Day-to-day, Julie keeps things moving by supporting community emergency management plans, along with preparedness messaging and initiatives across both urban and rural areas of the region. Always engaged, always connected—and never really “off the clock” when it comes to community.

Cassia Thomas, advisor, Emergency Social Services
Time Served: 11 years

Cassia started her journey in 9-1-1 Dispatch before making the move to Emergency Management, where she now focuses on Emergency Social Services and the Vulnerable Persons Registry.

Cassia keeps things grounded, maintaining program plans, supporting program growth, training and strengthening regional preparedness.

Arndis Arnold, coordinator, Emergency Management
Time Served: 18 years

With deep historical knowledge of the organization, Arndis has worn many hats and supported a wide range of roles along the way.

She has been a powerhouse in Regional Emergency Coordination Centre activations, always stepping in when needed. As the unofficial “chaos coordinator” (a.k.a. Emergency Management Coordinator), Arndis keeps things moving, connected, and adds just the right amount of organization when it matters most.

What can you expect this week?

Coffee Talk with Emergency Management | May 6, 9 to 11 a.m.

Come meet the Emergency Management team at Firehall 5 (200 Sapræ Creek Trail) from 9 to 11 a.m. Get an inside peek at where incidents are managed – in the Regional Emergency Coordination Centre (RECC) – and have a snack while you're here!

Alberta Emergency Alert test | May 6, 1:55 p.m.

Don't be alarmed if your phone, radio, or TV issues a test alert at 1:55 p.m. on Wednesday, May 6. This is a scheduled Alberta Emergency Alert test and a good opportunity to check that alerts are enabled. It's also a good time to ask yourself what you would do if the alert was real.

Emergency Preparedness Week BBQ | May 8, 11 a.m. to 2 p.m.

Join us on May 8 from 11 a.m. to 2 p.m. at kiyam Community Park for the Emergency Preparedness Week BBQ, held in partnership with ATCO.

Enjoy a hot dog, enter to win a door prize, and connect with Emergency Management and partners to learn more how you can prepare for emergencies.

Learn more at rmwb.ca/eprep.

Spots open for upcoming Inclusivity Webinar

Join us for a workshop with Wood Buffalo Pride on Wednesday, May 6 from 10:30 to 11:30 a.m. to learn about:

- Terminology within the 2SLGBTQIA+ community.
- The concept of "coming out".
- The stigmas and stereotypes associated with the 2SLGBTQIA+ community that can create barriers for acceptance.

Register via [Learn](#).

Join us on May 5 for the Red Dress Solidarity Walk

Please join us on Tuesday, May 5 in kiyām Community Park for the Red Dress Solidarity Walk.

All staff are welcome as we gather to honour and support the families and survivors of Missing, Murdered and Exploited Indigenous Peoples.

The solidarity walk will begin with prayers and remarks at noon, with the solidarity walk itself starting at 1 p.m.

Access and service request tools are moving to Pulse Align

Internal Pulse Ticketing launches May 6

Internal Pulse ticketing is launching on May 6, creating a “one stop shop” for managing both citizen requests and staff requests, and for coordinating tickets across the organization.

Pulse Internal Ticketing will replace several tools currently used across the organization, including:

- Phaseware, currently used by Transit
- City Reporter, used by Parks and Roads
- All SharePoint forms on the intranet used by Facilities

These Sharepoint forms on the Intranet will be available:

- Swipe card access request
- Gym access request
- Parking access request

Thank you for getting us this close to the PulseAlign finish line!

We are in Phase 4 of the rollout of PulseAlign, supporting the vision of One System, One Process for managing customer requests and tracking data. Nearly all remaining departments are going live on May 6.

From the initial launch in June 2024 through the end of Q1 2026, PulseAlign has been successfully implemented across many areas of the organization, with over 132,258 citizen tickets captured within the system.

This phase will include Rural Operations, Roads, Parks, and Facilities, with Transit Services following at a yet-to-be-determined date.

Day of Mourning recognized on April 28

Tuesday, April 28 was National Day of Mourning. Marked annually in Canada, the Day of Mourning honours workers who have lost their lives, sustained injuries, or experienced an illness due to workplace incidents.

This year's ceremony was held at the Royal Canadian Legion, Branch 165 in Waterways.

Staff snapshots: Where we are & what we're up to

Winter wrap-up with a thank you

The Pulse team shared a few photos from the Goodbye Winter Appreciation Lunch, thoughtfully organized by **Farrah Terpstra**, supervisor, Parks. Farrah reached out to bring both Customer Service (Pulse) teams together, and it was a wonderful success.

"The kindness didn't stop at lunch—we've proudly framed the thank-you card and truly appreciate the time and care behind this gesture. Winter Maintenance season demands a tremendous amount of effort, and we're grateful not only for this recognition, but also for the dedication and hard work each team member brings every day."

Contact us

For questions and concerns, contact TheInsider@rmwb.ca.

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