



The Insider, Sept. 2

Find out what's new at the RMWB on Sept. 2, 2025.

Week 1 of your Truth and Reconciliation Challenge begins

Welcome to Week 1 of the 2025 Truth and Reconciliation Challenge!

If you completed the Challenge last year, some of this (including Week 1) will seem familiar! We encourage repeat Challenge-takers to re-commit, refresh their memory and do their best to share the Challenge with someone who didn't have the opportunity to participate last year.

We have some new, timely material coming up in Week 3 about steps the RMWB is taking as an organization on its own Reconciliation journey.

This week the Challenge will cover the following themes and subjects:

- What is Truth and Reconciliation, and what is my personal commitment?
- The Truth & Reconciliation Commission's Calls to Action
- United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)

Watch your RMWB email inboxes this week and the following weeks for TRC Challenge email newsletters. This year there will only be one newsletter each week – please set aside about 15 minutes to complete this newsletter.

If you are often away from your desk and don't have the opportunity to read the email newsletters, you should expect to hear short TRC Challenge presentations and receive printed handouts from TRC Champions and volunteers in your department.

These TRC Challenge handouts are also available on the Intranet home page under “announcements.”

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It's almost pancake time for Regional Emergency Services!

Regional Emergency Services welcomes everyone to join them for the annual community pancake breakfast on Saturday, Sept. 6, from 9 a.m. until noon at Fire Hall 1 (Hawkins Hall, 2 Tolen Drive).

There will be something for everyone – rescue demonstrations, tours of emergency services equipment, fire trucks, an interactive fire safety trailer, fun children's activities, and of course ... lots of pancakes. Children can enjoy time with Sparky and other local mascots, try their hand at using a full-size fire hose, and even take part in a fire rescue obstacle course.

The breakfast will also involve many Regional Emergency Services representatives and partners – including the Fort McMurray Fire Department, RMWB Bylaw Services, the RCMP, Phoenix Heli-Flight/Local HERO Foundation, RES Fire Prevention Branch, FireSmart, Fort McMurray Search and Rescue Society, Alberta Wildfire, RES Emergency Management, and more.

Pulse by the numbers

Customer Service is always busy behind the scenes helping to support residents and departments alike. Every day, agents handle Pulse inquiries, front desk reception and Bylaw dispatching and the numbers tell the story!

Here's what we've achieved from Jan. 1 to July 31 this year:

- **39,217** tickets entered the PulseAlign system
- **58%** (22,824) were resolved right at first contact 🍌 (goal is 65% after full rollout!)
- **7,355** in-person transactions at the Jubilee Centre front counter

- **4,856** tickets & **1,558** warnings processed for Bylaw

Every ticket resolved at first contact is a win—faster answers for residents and less back-and-forth for departments.

👏 Thanks to everyone who continues to share info and resources with Pulse—keep it coming!

Thank you to our co-op students!

Co-op students from departments across the RMWB came together to share their summer experience with The Insider. Read on!

Our co-op experience at the RMWB was nothing short of enriching. We gained practical skills, got introduced to the hustle culture, made mistakes (and learned from them), and built meaningful relationships along the way.

Some of us are heading back to school, while others are stepping into the “real world.” Either way, thanks to the RMWB, we now have a much clearer picture of what that world looks like.

Co-op programs give students across a variety of fields, from finance to HR to communications, the chance to gain hands-on experience that truly sets the direction for our careers.

We’re just a few of the many co-op and summer students (not all pictured!) who benefit from opportunities like this to help launch us forward.

Hopefully, we’ve been able to contribute in meaningful ways—by bringing fresh ideas, new perspectives, and maybe even a little change to the routine. Above all, we’re grateful for the experience... and who knows, maybe you’ll see us back here someday. 👁👁

Thank you for sharing your experience and best of luck!

Transit presentations are on a roll

On Friday, the Transit team visited the Golden Years Society to share updates on new and improved transit services for seniors.

They were joined by members of the Strategic Communications team to help answer questions and chat with attendees about their newly launched services.

What began with coffee and breakfast turned into an engaging and informative session, with an even bigger turnout than expected! Seniors asked plenty of great questions, and the team was thrilled with the response.

*With sessions like these, RMWB Transit is moving in the right direction—working to provide safe, fast, and efficient service **for all**.*

CPI team lends a hand at the Wood Buffalo Food Bank

Last week, some members of the CPI team volunteered at the **Wood Buffalo Food Bank**—stocking shelves and building hampers while learning more about the programs and services offered.

Did you know? The Wood Buffalo Food Bank runs a **mobile pantry program** that visits all rural communities each month. Learn more at woodbuffalofoodbank.com.

Next month, you'll find CPI at **ATC Fest**—see you there! 🍌

Expand your horizons with Learn this September

September is here—and so are a variety of courses designed to help us grow, learn, and strengthen our understanding as a community.

Some sessions are virtual, others are in person, but all are aimed at broadening knowledge and expanding horizons.

This month's courses include:

- **2SLGBTQ+ Identity (Module 1)** – Sept. 17 | 10 a.m.–12 p.m. | *Hosted by Wood Buffalo Pride*
- **Indigenous Awareness Training** – Sept. 18 | 8:30 a.m.–4:30 p.m. | *Hosted by Holly Fortier*
- **LAPP General Information Session** – Sept. 10 | 8:30 a.m.–12 p.m. | *Hosted by Rhonda Sherb-Gillam*
- **Residential School System (Part 1): History** – Sept. 2 | 10 a.m.–12 p.m. | *Hosted virtually by Benita Koochicum*

- **Residential School System (Part 2): Ongoing Colonial Impacts** – Sept. 9 | 10 a.m.–12 p.m. | *Hosted virtually by Benita Koochicum*
- **Residential School System (Part 3): Reconciliation and Resilience** – Sept. 16 | 10 a.m.–12 p.m. | *Hosted virtually by Benita Koochicum*

Register via [Learn](#).

Spotted around the RMWB

Hands on education cements career decision

A family member of **Kimberly Pardy**, Legal Services, got the ride of a lifetime with the RCMP last week! Kaitlyn Richard is a third year student of Criminal Justice and Public Policy at the University of Guelph, with plans to join the RCMP once completing her studies.

Thanks to a connection at the RCMP detachment, Kaitlyn was treated to a ride along tour last Friday! According to Kim, this has more than cemented her decision to pursue a career with the RCMP.

Thank you to Tina Hawkins and the RCMP detachment for providing Kaitlyn with such an amazing opportunity!

Supporting Council, behind the scenes

Nadia, Caitlin, Danielle, and Nicole make up Council Relations, a branch of the Chief of Staff's team in the Office of the CAO.

They play a vital role in supporting Council's daily operations—facilitating clear communication between Council and Administration, organizing Council-hosted events and engagements, preparing Councillors for conferences and conventions, managing scheduling and expenses, and providing essential administrative support. Through thoughtful planning and collaboration, the Council Relations team helps ensure elected officials have the tools and support they need to lead effectively and serve the region.

As the team prepares to welcome a new Council this October, their focus is on ensuring a smooth transition through onboarding and orientation. They're working closely with colleagues across the RMWB to provide the information, training, and support newly elected officials need to navigate their roles with confidence.

Want to learn more about how this team supports Council? Reach out—they'd love to connect!

Contact us

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

For previous editions of The Insider, visit the archive on rmwb.ca/staff.

