



## The Insider, April 27

Find out what's new at the RMWB on April 27, 2026

### Join us on May 5 for the Red Dress Solidarity Walk

Please join us on Tuesday, May 5th 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.

### Annual cleaning starts in May

Starting in **May**, caretakers will complete an annual cleaning at many RMWB office facilities. The work will include dusting and cleaning of interior surfaces and windows, wood panel walls, doors and special surfaces, as well as blinds and air grills.

Notifications will be circulated to each facility the week prior to its cleaning event.

**How can you help?**

Please remove **all personal** items from your work station to a safe location, including items on the floor, desk or window frames during the cleaning event specific to that facility. This assistance will allow caretakers to complete their tasks without having to touch or accidentally harm your items.

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*Facilities appreciates your cooperation as we strive to maintain each facility as a clean and safe working environment. If there are any questions or concerns, contact [facilities@rmwb.ca](mailto:facilities@rmwb.ca).*

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## Internal Pulse Ticketing launches May 6

### Access and service request tools are moving to Pulse Align!

Internal Pulse Ticketing is launching on May 6, creating a single, streamlined “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

The following access request forms will also be replaced with Pulse Internal Ticketing:

- **Swipe card** access request
- **Gym** access request
- **Parking** access request
- **Move** 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.

## April is Records and Information Management (RIM) Month

This annual event shines a spotlight on the vital role of Records and Information Management in safeguarding data and driving business value.

As part of RIM Month, Corporate Records would like to highlight ARMA International's [Generally Accepted Recordkeeping Principles](#), which provide a comprehensive framework for managing records and information through their lifecycle.

These principles guide organizations in ensuring accountability, compliance, transparency, and protection while supporting business continuity and legislative obligations.

### What IS Records Information Management?

It's the day-to-day activity of **creating, receiving, organizing, disseminating, securing and disposing** of records.

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*If you have questions or to learn more, please contact [RecordsManagementServices@rmwb.ca](mailto:RecordsManagementServices@rmwb.ca).*

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## Four outstanding community members recognized at Council's Excellence Awards ceremony

Last week, four community members were celebrated for their significant contributions to the region, with Council presenting awards for Citizen of the Year, Everyday Hero, Indigenous Advocate and Youth at a ceremony on April 23.

Mayor and Councillors chose award recipients whose impact foster a culture of home and belonging in the region.

To learn more about the program, visit [rmwb.ca/excellence](http://rmwb.ca/excellence).

## Horse River Wildfire: Reflecting on 10 years

May 3 marks the 10-year anniversary of the Horse River wildfire approaches. We're taking time to recognize this milestone and the many ways it continues to shape the region and our organization.

This anniversary means different things to different people. Some staff lived through the wildfire firsthand. Others joined the organization years later and have learned about it through colleagues and shared experiences. All of these perspectives are valued.

### Share your story

To mark the anniversary, a special edition of *The Insider* will be released on May 1, focused on reflection, hope, and the lasting impact of the wildfire on our culture and values today.

If you're interested in contributing, you may wish to reflect on one of the following questions:

- What lesson from the wildfire—learned personally or observed over time—still resonates with you today?
- What moment, value, or change stands out to you when you think about how the community has grown since 2016?
- If you joined the organization after 2016, what have you learned about the wildfire and its impact through the people and culture around you?

Share your story with [The Insider](#) by April 30.

### Support and resources

We recognize the anniversary may bring up difficult emotions.

Support is available through the Employee and Family Assistance Program (EFAP), Calm, and curated wellness resources.

Learn more by visiting the [Employee Well-being intranet page](#) on My RMWB.

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

### Smooth roads ahead for long-time Public Works employee

The Roads team came together last week to celebrate **Don Parsons** as he heads off into retirement!

Don began his career as a permanent employee in 1999 and became a true leader within the department. His dedication, strong work ethic, and commitment to both his team and the community have left a lasting impact.

A well-respected and appreciated colleague, Don leaves behind a legacy of professionalism and camaraderie. He will be greatly missed by all who had the pleasure of working with him.

We wish Don all the very best as he begins this exciting new chapter of retirement—may it be filled with relaxation, good health, and many new adventures.

## RMWB Soccer for Fun starts this May

With warmer days returning, outdoor soccer season is officially kicking off, and **RMWB Soccer for Fun** is ready to get back on the turf. Open to soccer enthusiasts of all skill levels—from complete beginners to experienced players—the group offers a relaxed and welcoming environment focused on fun, fitness, and connection.

The first scrimmage of the season is set for May 6 from 7 to 8 p.m. at the MacDonald Island Park outdoor turf (formerly known as Shell Place). Games typically take place once a week on Wednesdays from 7 to 8 p.m. (weather permitting).

For more information or to get involved, contact [Sam Poudyal](#).

## Contact us

For questions and concerns, contact [TheInsider@rmwb.ca](mailto:TheInsider@rmwb.ca).

For previous editions of The Insider, visit the archive on [rmwb.ca/staff](http://rmwb.ca/staff).

# The Insider

*Let's keep the conversation going!*

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