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CEO TALK



Along with the Fall season arriving comes a relentless reminder of a similar message I had sent around this time last year regarding the second wave of COVID19. I would have never believed we would be here today at the peak of a fourth wave. It is a surreal reminder and one that I can only hope we can soon live with...without the restrictions. What we have found in terms of business and APL is also a series of internal waves during these times. I am involved with a business leadership group in Edmonton called TEC Canada and what I learned from virtually all my fellow members is that we are experiencing this extreme wave of new business and it comes with staffing shortages across the board. Certainly APL is experiencing these challenges along with all levels of healthcare, but it goes way beyond our industry.

I want to say "Thank you" to all of our incredible staff. I know that you are tired and have been frustrated over the last 20 months of this pandemic. It was only a few months ago when we were seemingly

ahead of this pandemic only to learn that we were at the foot of a fourth wave. I know you are working hard, working extra shifts and providing high level care to your patients, their families during a time in their life when they are most vulnerable. Thank you for doing what you do every day, in a time with increased volume and you are doing so with utmost professionalism.

We will continue to support you in any way that we can. We are working tirelessly to increase our staffing levels in order to stabilize our schedule. We have a long history of approving vacation requests and we want to protect that in any way we can. The extra shifts you offer to us, Albertans and your colleagues are always very much appreciated. I also understand many of you have shared the APL opportunities with other qualified practitioners. I ask that you to continue this and encourage your colleagues to do the same. I would like to help with this recruitment process directly so feel free to share my contact

information with any practioners or potential recruitments. I would enjoy helping directly with that so please reach out to me!

We are resilient and we will get through this. We will be a much better and stronger organization on the other side. As I write this, I understand that we are on the fourth wave decline which is encouraging news; however, we cannot let our guard down. We are with you. We respect you. We thank you all for your professionalism and commitment to patient care.

And finally, it feels much to early for this, but this will be our last advisor bulletin before Christmas so let me be the first to wish you all a safe and healthy holiday season. Please be safe, stay healthy and look after each other...

STEPHEN WOODBURN, CEO



MEET YOUR TEAM



SHAUNA HOLT, ADMINISTRATIVE ASSISTANT

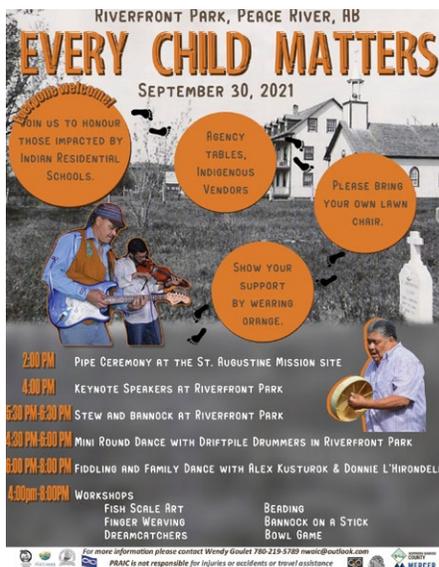
Shauna Holt started with APL in August 2021, bringing more than fifteen years of management and administration experience to the team with a background mostly in Education. Her passion for helping others has always been a driving force in developing strong interpersonal relationships, with colleagues, parents, students, and clients. Having worked in Education, Shauna understands the importance of compassion and community: two key components of the APL mission statement and ethics framework. She is a dedicated professional who will always do her best to show kindness and share empathy with our patients, their families, and clients. Her heart is as big as her smile. When she is not in the office, she can be found in her garden, renovating her home (yes, she can swing a hammer), tending to her growing number of house plants, or enthralled by a good book in her hammock.

In the Community

EVERY CHILD MATTERS

Sep 30 2021 – APL donated a medic and MTC to the Every Child Matters event that was hosted in light of the new National Holiday of “National Day for Truth and Reconciliation”.

Photos by Sharon Krushel



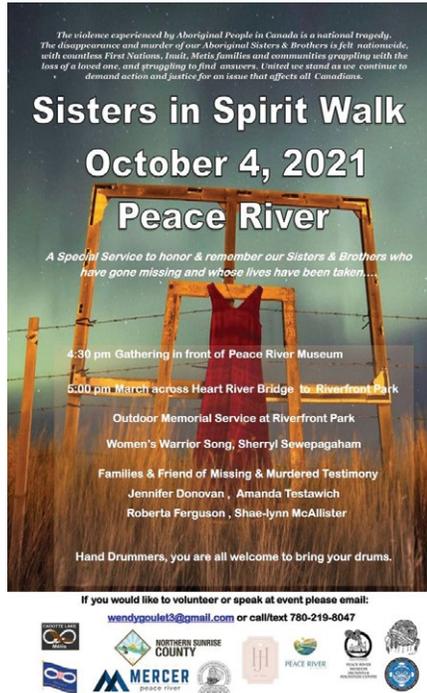
SHARE YOUR APL STORIES ON SOCIAL MEDIA.

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SISTERS IN SPIRIT WALK

Oct 4 2021 – APL donated a medic and MTC to the Sisters in Spirit Walk event.



HR SPOTLIGHT: EMPLOYEE REFERRAL PROGRAM UPDATE

We have recently updated our Employee Referral Program Policy! Please see the summary of changes below:

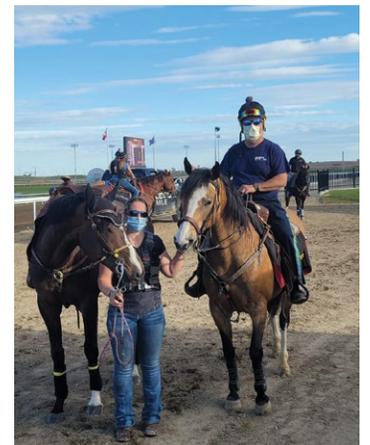
- Employees may refer candidates for any full-time, part-time, or casual position
- Employee Referral Bonus Structure is as follows:
 - Management Positions: \$1500
 - Full-Time Field Positions: \$1000
 - Full-Time Administrative Positions: \$750
 - Part-Time Field Positions: \$750
 - Casual Field Positions: \$500

Please visit the Employee Referral Program Policy on DATS for more details. Any questions can be directed to Courtney.r@advancedparamedic.com

COURTNEY ROBINSON,
HUMAN RESOURCES ADVISOR



Snapshots



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CREATING COMMUNITY CONNECTIONS

KRISTEN ST. ARNAULT, NORTHERN SUNRISE COUNTY & CADOTTE LAKE FCSS

KRISTEN ST. ARNAULT, ABOVE RIGHT

Kristen St. Arnault is originally from Little Red River Cree Nation and she now resides in Simon Lake within the Woodland Cree First Nation. For as long as she can remember she's been volunteering within her community and is always trying to find ways to lend a helping hand or rally support for community events.

In November of 2019 she started working for Northern Sunrise Country as the area's Community Coordinator and at the same time, took on a role within the Cadotte Lake FCSS.

"I've always been passionate about community involvement, but this is the first time I've been a direct worker and facilitator of it. I just really enjoy helping out in any way that I can," said Kristen.

Upon stepping into her new role, she set out to create a strong relationship with APL, which is something she's very grateful for today. Kristen knew that APL was a valuable asset to have when it came to putting on community events and having extra support, so it just made sense to work together.

"APL gets involved in the community WITH us. They help us to coordinate programs and also assist with funding. Not only that, but they're willing to volunteer their time, which we are always so thankful for," said Kristen.

Kristen works mostly in Cadotte Lake where she divides her time up between coordinating recreational programs and her FCSS duties. As she does this, she almost always enlists the help of APL so that events and programs can come to life and run smoothly.

"I try to bring in programs, events and resources for the community to help them with family connectivity and family communications," said Kristen. "A highlight we recently had was our bike rodeo this summer. It was big and successful, and APL played a major part in it."

Although Kristen tries to do as much as she can herself, she's learned that receiving help makes all the difference. She believes community involvement is directly impacted when more people are willing to step in, and this is exactly why she cherishes her working relationship with APL.

"APL has been super helpful and has made my job so much easier. They take a lot of the pressure off when it comes to planning and putting on big events for the community. Their involvement is always appreciated," said Kristen.

When it comes down to how APL can help within the community next, Kristen believes that continuing to offer their time and resources is one of the most valuable actions that they can provide moving forward.

"They are so involved and we know we can count on them for any community events. I think keeping that momentum would be ideal for everyone involved," said Kristen.

At the end of the day, Kristen cares deeply about serving her community and is continuing to work on coordinating events as much as she can.

Whether it's creating events online for others to enjoy and partake in or putting together programs in person with the help of APL, she is fully dedicated to showcasing the positive affects these events have on community members.

"Community involvement is important to me because it brings people together to communicate and to participate in programming that is joyful and helpful," said Kristen. "To me it means getting out there and being a part of something. I want to make a difference in my community, even if it is small."

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Employee Testimonials



Our employees are everything to us! These are testimonials given to us by staff. We are incredibly proud and wanted to share. If you know someone looking for a career in paramedicine. We encourage you to send them to our current career opportunities here: <https://advancedparamedic.com/careers/>

I remember from 2015-2017 I would come into APL and say 'Hi' to Pam on a regular and ask if they were hiring. In 2017, APL took a shot on me. Since I have moved from an EMR working events and industrial, to a NEMT driver, to Operations Assistant, Acting Operations Supervisor and now a Projects Supervisor. APL takes the time to grow their people and provide them with opportunities to learn and grow in their career. At APL I am surrounded by brilliant minds, optimism, and a driven work environment. I've found my career at APL!

Brie Bizuns, Projects Supervisor

Since joining APL I've felt very welcomed and have made some incredible new connections. I've learned more from my role in ISC clinics than I've learned anywhere else and I truly feel like part of a team that makes a real difference in patient's lives. I've been in EMS for 7 years and have never been more fulfilled as a practitioner than since starting with APL in the ISC clinics.

Taryn Spitzer, ISC Clinics

Staff accommodations are some of the best I have seen or heard of in EMS. Most of the rooms are large and spacious, the beds all have memory foam toppers and are at least a double. Ensuite bathrooms with showers and bar sinks allow a great deal of privacy. There is a basic gym which allows for one person to do light exercising and weight lifting. The communal area has nice kitchen with large couches and communal TV. Like watching your own shows? Each room has its own TV as well.

Staff are friendly, typically when someone leaves, has a baby or has an illness many coworkers band together to get a gift basket or more. Everyone is driven and eager to help others learn.

Peace River, although surrounded by land so flat you could watch your ex walk away for a year, has a very beautiful river valley. In the fall the changing of the tree colours is a beauty that contends with Moraine Lake's Larch Valley. Peace has a nice restaurant called Board n Barrel, that you can find many APL staff enjoying during down time with a beautiful river front patio. There's many trails on Misery Mountain although more of a large mound, but still majestic and nice for running, cycling or ATVing.

Nick Dutta, Flight Division

UPCOMING INTERNAL & EXTERNAL EVENTS

BLS RECERTIFICATION

October 6, 2021

More internal BLS recertification dates to be released on a quarterly basis.

Dates TBD.

HEALTH & SAFETY MEETINGS

- November 19 2021 @ 1330hrs
- December 17 2021 @ 1330hrs
- January 21 2022 @ 1330hrs

CULTURE COMMITTEE MEETINGS

- November 18 2021 @ 1600hrs
- December 16 2021 @ 1600hrs
- January 20 2022 @ 1600hrs

All APL employees are welcome to join committee meetings using the following information:

PARTICIPANTS JOIN MEETING INSTRUCTIONS

Requirements:

Mobile Users: Zoom App - Iphone (Appstore) or Android (Google Play Store)

PC /Mac Users: Chrome Web Browser Preferred / MacOS Browser

Website: <https://zoom.us> | Meeting ID: 399-683-4257 | Password: 411511

Dial by your location:

+1 647 558 0588 Canada | +1 720 707 2699 US

Find your local number: <https://zoom.us/j/3996834257>

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SEEK TO UNDERSTAND AND RESPECT



Advanced Paramedic Ltd. has a unique commitment in our Aboriginal Policy which is currently being worked on to update. When I look back at the current policy, one thing stands out heavily to me is “seek to understand and respect their history, customs, beliefs and traditions”.

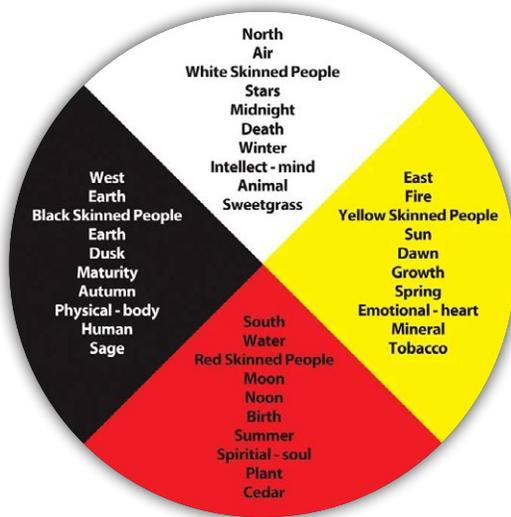
This really opened my eyes to think just how uneducated I was. I may have taken Indigenous and Cultural Awareness training, and a long history of attending Indigenous events within the communities, but although I respect their history, customs, beliefs, and traditions, I did not understand them which made me ignorant to just how important they were. With that I set out to become more educated.

On June 21, 2021, the Projects team had the opportunity to attend Every Child Matters Walk. Following the events that evening, I had the chance to provide a Tobacco offering to Dave Matilpi and asked to seek understanding and learn from him. In late August we had the opportunity to meet at the Sagitawa Friendship Center in Peace River. Dave shared with me bits and pieces of his story, but his ultimate question was “what do you want to learn?”. It was difficult to pick one thing, but I asked about the medicine wheel and the meaning behind it. The more he explained the medicine wheel the more impactful it all became.

I learned that there are several meanings behind it and that it all ties into Indigenous history and culture as a collective and for each individual. I learned that it portrays the different regions of the earth and how they are all connected, different elements of the earth and how they have healing properties, the stages of the seasons and how they flow seamlessly and have unique traditions within each one, the different ethnicities and how we are all one; human when connected at the core of the wheel, and lastly, that each component of the wheel represents a different stage in life and that each person creates their own medicine wheel; their learnings, their emotions, their spirit and their physical body.

Listening to Dave speak about the stages in life was emotional. I looked at his medicine wheel painting while listening to his words and I could feel the emotion behind it. Unfortunately, much of Canada’s history with the Indigenous population is still hidden, but we can seek to understand and respect their history, customs, beliefs, and traditions. I look forward to more opportunities to learn about the traditional land I live and work on and am excited to share more of this and incorporate my learnings into the communities we serve.

**BRIE BIZUNS,
PROJECTS SUPERVISOR**





KUDOS CORNER



Congratulations to Cole Milton on successful completion of the ACP program!



oh baby!

Congratulations to Pam Clendinning on your new baby!



Congratulations to Kailee Weber on running 125km and 3 summits in the Death Race!



Congratulations Vincent Man on being accepted to the MD program at UofA!



Krista Kadatz finished 3rd in her age category at the World Triathlon championships in Edmonton.



Kudos to Jack Webb, ACP and Kaylee Snow, PCP for providing collaborative patient care excellence on Sept 22.

PICTURE: TAKEN GARDEN RIVER - (HERO) HELICOPTER EMERGENCY RESPONSE ORGANIZATION



IT TALKS WITH LUC BRUNEAU

With the advent of staff working more and more from home remotely, we rely heavily on many tools and resources accessible over the internet. One particular software tool we use often for office staff is Microsoft Teams. We currently use Teams for chatting and video meetings. Recently, the “Tasks by Planner” app had been added on and is being used by our Projects team for task collaboration. I’m glad that it has been working out and that we are making effective use of this tool.

It’s great that we can use software tools such as Whatsapp and Microsoft Teams to effectively communicate between our teams and look forward to exploring more features to enhance the effectiveness of the software solutions used in our organization.

If anyone has any questions in regards to our current means of communications, please let me know.

**LUC BRUNEAU,
COMMUNICATIONS TECHNOLOGIST**



PROJECTS DIVISION UPDATE

As many of you know, Pam Clendinning began her maternity leave at the end of July, welcoming a new son in early August. Since that time, Tim Ljuden has taken on the role of Acting Operations Manager, providing oversight to both the Projects and Air Ambulance programs. Thank you, Tim, for taking on those additional duties!

Another development in Projects is the hiring of Janel Miller to the position of Projects Supervisor as a cross-shift to Brie Bizuns, the incumbent in that role. The two positions work an 8 days on / 6 days off rotation, allowing for a full crossover day on Tuesdays, when both Brie and Janel are on duty.

Finally, with the departure of Vince Man to medical school (congratulations Vince!), Jade Wright has moved to the role of Projects Assistant. Jade is a familiar face to APL as she's spent the last several months working as an Administrative Assistant in the office. Her positive energy and fast pace will certainly fit in well with the operations of the Project division!

SHEILA VEIDT, COO



CELEBRATING COMPANY MILESTONES

15 Year Milestone:



Linda Gaboury (2021)

10 Year Milestone:



Sheila Veidt (2021)



Luc Bruneau (2021)



Gary Fenton (2021)

5 Year Milestone:



Mark Kirby (2021)



Tina King (2021)



Courtney Bolduc (2021)

HEALTH & SAFETY UPDATE



I want to highlight patient aggression as a theme we have been discussing at APL'S Health and Safety Committee meetings over the last few months.

Patients, and sometimes their carers, become challenging, difficult, uncooperative or aggressive for a number of reasons including being in pain, alcohol/substance misuse, fear, anxiety, communication of language difficulties, previous poor experience

I would like to share a few generalized safety tips with you. I say generalized because I recognize every situation is different and the generalized suggestions may not be a practical solution in every situation. However, my hopes are to remind the team a few ways that may help over all.

PATIENT AGGRESSION

1. Before:

- Create a risk assessment for your areas of work as it pertains to your site. Have all staff participate to gain different perspectives involved. This will help the team explore the risks and possible solutions before an actually incident takes place
- For community responses, note the location prior to your arrival and determine if there is a history of unwanted threat or violence in that area. Also consider the dispatch of the call and chief complaint. Note that these are not always reliable but should be a factor in deciding to enter or stage waiting for assistance.
- Demonstrate situational awareness by continually observing the whole environment, thinking ahead and reviewing protentional options and consequences

2. During:

Dealing with aggressive patients takes care, judgement and self-control. During a situation try to:

- Remain calm, reassure them,
- Maintain eye contact (but not prolonged)
- Keep an adequate distance from the patient, but keep away from corners.
- It is ok to assume that the patient will act inappropriately and lash out at some point, especially if influenced by drugs, alcohol or pain. For this reason, be on constant alert and place yourself in areas that are outside of a contact zone and away from extremities if able.
- Ensure an egress by remembering your way into the area, and look for alternative egress points while in the area. Note any trip hazards and mitigate them as best possible upon entry.
- If the patient has a weapon, ask them to put it down. Don't ask them to hand it over.
- Use the panic button or call for help. (Where applicable)
- Leave the area and call security or the police
- Use the AFFRAC radio if available

3. After:

- After an incident engage in personal and professional reflection regarding the adverse event and apply and share lessons learned with your team.
- Debrief after an incident with professionals and/or your peers

**JOANNE LOBB,
HEALTH AND SAFETY COORDINATOR**

MENTAL HEALTH SUPPORT

Fulltime Employee EAP Program
1-800-664-1142
Free-No Cost to Employee

Casual Employee EAP Progrma
1-877-412-7483

TRUTH & RECONCILIATION WITH DAVE MATILPI



As we looked forward to September 30, the first National Day for Truth and Reconciliation, APL leadership discussed alternatives to a company gathering, being mindful of Covid-19 restrictions.

As a result, on September 29th, we were fortunate enough to have Dave Matilpi join us at the head office of APL to be part of a live Zoom presentation that was recorded for staff to

listen at any time after the event. Dave is a Resident Elder at the Sagitawa Friendship Society in Peace River and friend of CEO, Stephen Woodburn.

It was truly an honour to have Dave visit and speak with us. His story-telling captured both important facts and truths that are not taught as part of Canada's history, as well as the heartbreak and suffering endured by residential school survivors like himself. I was particularly touched by Dave's open and vulnerable description of his personal experiences and the effects of intergenerational trauma in his own life. Finally, he concluded his time by asking us not to feel guilty, but rather to listen to understand.

A link to Dave's story, as well as links to other resources for September 30 and every other day of the year, were included in an All Staff email from Stephen. Please take the time to watch the recording, as well as check out the other resources. I highly recommend the Indigenous Canada course from the University of Alberta!

In case you missed it, here is the link to the presentation:



Take care everyone and, from the bottom of my heart, thank you all for your hard work and sacrifices during this most challenging time.

SHEILA VEIDT, COO

HAPPY BIRTHDAY!

- Nathan Henry
- Amber McDuffe
- Courtney Bolduc
- Cindy Beattie
- Peter Dry
- Mark Kirby
- Luc Bruneau
- Amanada Duperron
- Candice Paluck
- Rachel Zep
- Cameron Webber
- Derek Rosendal
- Stephanie Lyon
- Bryan Mills
- Kane Dozorec
- Pam Clendinning
- Ashley Gramson
- Roger Duncalfe
- Jade Wright
- Sheila Veidt
- Ashley Richard
- William Halabisky
- Anthony Presley
- Jenelle Empey
- Kamryn Glaser
- Kaylee Snow
- Michael Papes
- Kristen Damer
- Saiisha Wilson
- Clarke Imes
- Nate Alaimo
- Alysia Carew
- Dianna Deacon
- Dakota McCallum
- Jaelyn Heenan
- Yume Kobayashi
- Gabrielle Boyer

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PEER RECOGNITION AWARD

Kennedy Mueller, PCP, was chosen for the Peer Recognition Award for September 2021. Kennedy was recognized by her peers for her distinguished service. Congratulations Kennedy!

Kennedy has been recognized by her peers for distinguished service. She assisted in a medical procedure with a female pediatric patient who required blood work. As many children are fearful of needles and this process, she was very distressed. Kennedy's display of compassion and care by providing both reassurance and support to both the child and mom was duly noticed and appreciated by all. Her actions exemplified our APL core values.

In recognition of her efforts, we present Kennedy with this certificate. We will also display her picture as the recipient on a plaque until the next recipient is announced.

Kennedy will be given one (1) day off with pay at her regular wage rate to be used by March 30, 2022. The Senior Management Team will also like to take Kennedy out for lunch at a restaurant of her choice when restrictions are lifted.

Kennedy, we are so proud of your successes and sincerely thank you for all you do for APL.

Advanced Paramedic Ltd. (APL) has created a recognition program where one recipient will be recognized for their outstanding contributions towards the business activities of APL every three months.

Employees are nominated by their peers and nomination forms must be completed.

Nomination forms are to be submitted to Human Resources by:

NOMINATION FORM DEADLINE	AWARDS DATE
January 15	March 1
May 15	June 1
August 15	September 1
November 15	December 1



Recipients will have their picture posted in the office until the next recipient is announced, and their name engraved on a plaque that will stay at APL. They will also receive a thank you note communicating their outstanding contribution, be given (1) day off with pay at their base wage, and lunch with the senior management team.

THE NEXT NEWSLETTER IS SCHEDULED FOR FEBRUARY 2021

**IF YOU HAVE ANY SUGGESTIONS/SUBMISSIONS FOR THE NEXT NEWSLETTER,
PLEASE SEND THEM TO PR@ADVANCEDPARAMEDIC.COM BY DECEMBER 1, 2021.**

