



IN THIS NEWSLETTER

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- PEER RECOGNITION AWARD
- TALENT CALL OUT





CEO TALK

If you have been reading these newsletters long enough you will know that Spring is my favorite time of year for several reasons including the obvious one. NO chance of 20 below zero plus wind chill for another 6 months... I hope.

Our leadership team had recently met with our AHS ground contract manager regarding our ground EMS contract in Cadotte Lake. We were pleased to learn that we were provided a 2 year contract extension which will take us to March 2024. This contract extension was well received and provides more stability to our partnership with AHS, the community and most importantly our ground EMS staff. This is great news as we continue to build our professional relationships with the local RCMP and health agencies

in-community. This is an important step forward for all of us.

The Air Ambulance Hours of Work project continues. We continue to negotiate with AHS on the terms and conditions of the 12-hour air ambulance shifts. We look forward to concluding these discussions very soon and once we do, we will communicate the results to our teams. I want to recognize our ISC and ISC Mobile teams as they are so dedicated and provide so much value to the communities they service. They have a tough job and they do it so very well.

We have started the preliminary steps to recruit for these new air ambulance positions and others. Please help us in doing so. We have invested in a few



different advertising campaigns and soon to come, a video campaign which we will start in June when the weather has high probability of being nice. We have made a 3-day commitment with a videographer to shoot an APL recruitment video. Our intent is to share as much information in as many locations as possible in a short period of time. I encourage as many of you to participate if your comfortable in doing so.

I wish you all a happy spring and please stay safe...

STEPHEN WOODBURN, CEO



COO UPDATE

EXCITING CHANGES FOR ADMIN STAFF!

As part of APL's goal to become the EMS employer of choice, your leadership team has been working diligently behind the scenes to improve the work/life balance for all employees, including those in the office. A core-flex model has been implemented for Cadotte Lake Ground Ambulance, and negotiations are underway for how to roll-out 12-hour work shifts for Air Medical Crews. And, by the time you read this, we will have implemented a new initiative amongst the administrative staff.

Earlier this year, our HR Advisor Courtney Robinson, presented us with several studies

and articles which supported four-day work weeks for providing as much, or even more, productivity as what is achieved in a five-day week. This was intriguing to us on many fronts—it could provide some much-needed flexibility for staff as well as being a key recruitment and retention tool. We are happy to say that after consultation with each affected staff member, we are now closing the office on Fridays and working slightly extended hours Monday to Thursday, 8:00 am to 5 pm, with 30-minute lunch hours.

It is our commitment to provide the same level of service to both internal and external customers, that we have in the



past. Though this is not a new concept, we believe it is quite innovative in this region for this size of employer. We look forward to all the benefits that this new work model will bring!

SHEILA VEIDT, COO

In the Community

CADOTTE LAKE YOUTH NIGHT

APL's Susan and Brie hauled out the BBQ and joined the Youth Night hosted by RCMP in Cadotte Lake on April 13 2022. The BBQ was so busy we couldn't snap any pictures! The kids had lots of fun playing floor hockey with local RCMP officers and left with full bellies.



HAPPY BIRTHDAY!

HERE ARE OUR TEAM MEMBERS THAT CELEBRATED BIRTHDAYS IN FEBRUARY, MARCH AND APRIL!

- Dan Woloshyniuk
- Rebeckah Heninger
- Sarah Vardy
- Carly Vandenberg
- Jessica Roy
- Jaimie Roy
- Karen Tran
- Taylor Mundle
- Bradly Vonk
- Linda Garboury
- Mohammed El-Tohamy
- Kayla Germain
- Phillip Tautchin
- Alexy Drobizki
- Gregory Woodruff
- Valerie Ebertz
- Glen Tong
- Trevor Coote
- Kailee Weber
- Brie Bizuns
- Elliott Taylor
- Steve Cameron

SHARE YOUR APL STORIES ON SOCIAL MEDIA.

#APLSAVESLIVES

#WHOISAPL

+ EASTER VOLUNTEERING



HEALTH & SAFETY UPDATE

HEALTH AND SAFETY COR AUDIT

Our Health and Safety, Certification of Recognition audit (COR) was completed in March. Thank you to everyone that made yourselves available to complete interviews with our COR auditor. We expect to hear the results soon. We will keep everyone up to date.

FLOOD PREPAREDNESS

Rainfall, snow melt, and river overflow all can lead to flooding. In the past we had to evacuate one of our APL facilities because of rising flood water. With Spring run off and ice break up on the river we may have to monitor our facilities located on flood zones.

Floodwater can, in turn, cause power outages, disrupt transportation and damage to buildings.

If you live or work where flooding is a risk, identify a safe location to go to when water rises. Other tips from **Ready.gov**:

- Keep a weather radio at work and on jobsites, or listen to local alert systems on smartphones for emergency information.
- Never drive around barricades or through floodwaters. Refrain from driving on bridges over fast-moving water, as bridges can be washed away without warning during floods.

- Follow evacuation orders. If told to evacuate, do so immediately.
- If trapped in a vehicle in rapidly moving water, stay inside. If the water rises within the vehicle, seek safety on the roof.
- If you're trapped in a building and water begins to rise in it, go to the building's highest interior level; use the roof only if necessary. Once there, signal for help from emergency workers.
- Another serious flooding risk is electrocution. Never touch electrical equipment if it's wet or you're standing in water. Additionally, avoid wading through floodwater – it may contain dangerous debris or be contaminated. If you need to use a generator or other type of gasoline-powered machinery, only do so outdoors or in an open, well-ventilated area.

HEALTH & SAFETY COMMITTEE

The H&S Committee has the responsibility to play an important role in creating a safe and healthy working environment within APL. To achieve this, the H&S Committee will work to ensure all members of the APL community are knowledgeable about the requirements of the Occupational Health and Safety Program.

The committee is made up of the following people:



Shaelyn Brown, PCP

CADOTTE LAKE

cadotterep@advancedparamedic.com



Nathan Henry, ACP

GRANDE PRAIRIE

gprep@advancedparamedic.com



Dakota McCallum, RN

HIGH LEVEL/FORT VERMILION

hlfvrep@advancedparamedic.com



Jack Webb, ACP

INDIGENOUS SERVICES CANADA

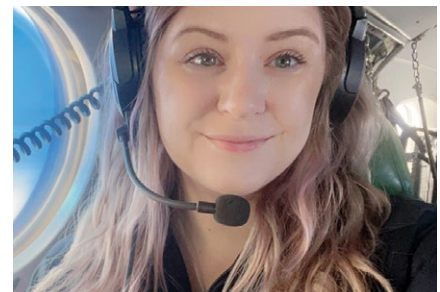
foxlakerep@advancedparamedic.com



Amanada Gach

OFFICE REP

amanda.g@advancedparamedic.com



Karley Sutherland, PCP

PEACE RIVER

prrep@advancedparamedic.com



Susan Redmond

PROJECTS ASST.

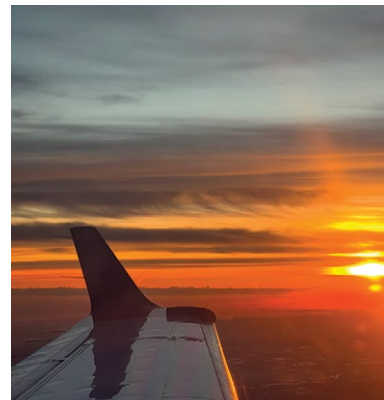
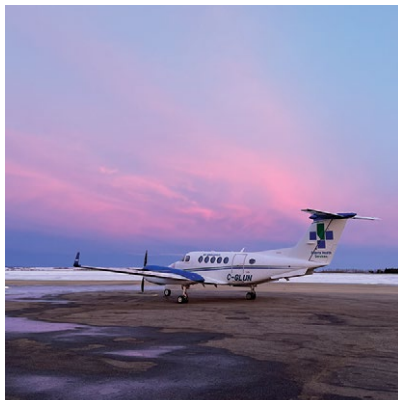
SPECIAL EVENTS/NEMT REP



Joanne Lobb, HSE MANAGER

safety@advancedparamedic.com

APL
ADVANCED PARAMEDIC LTD. *Snapshots*



SUNSETS | BY ELLIOTT TAYLOR

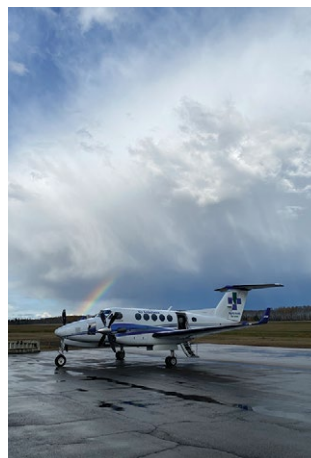


NICK DUTTA | BY ELLIOTT TAYLOR

COCKPIT | BY ELLIOTT TAYLOR

COLE MILTON | BY ELLIOTT TAYLOR

ELLIOT TAYLOR | BY ELLIOTT TAYLOR



BY ELLIOTT TAYLOR

HIGH LEVEL TEAM | BY CHERYL CRAIGE

SHARE YOUR APL STORIES ON SOCIAL MEDIA.

#APLSAVESLIVES

#WHOSAPL

PEER RECOGNITION AWARD

Courtney Bolduc and Elliott Taylor were chosen for the Peer Recognition Award for March 2022. Congratulations Courtney & Elliot!

Courtney has been recognized by her peers for going the extra mile. Courtney is an excellent colleague and Team Lead, and your character exemplifies all the APL code of ethics and more. Courtney constantly goes above and beyond for the staff whether it be for personal time off, shift scheduling or simply responding to late night phone calls and email. Courtney shows dedication to the staff on her roster through small gifts throughout the year such as Christmas and Easter. She is a true leader, one who doesn't shy away from hard work and puts her staff ahead of herself when it comes to unpleasant tasks such as relocating to another base during a tour. Courtney has been deserving of this award for a long time now.

She doesn't just accommodate every AMC with our vacations and time off, but she is constantly asking us for our input and suggestions which is very appreciated. Courtney is an amazing practitioner, and her skills and knowledge are remarkable. She is able to have a great relationship with her team while having a very heavy workload as a supervisor and also working as an AMC. Her work ethic and dedication to the company is something to be recognized.

Elliott is being recognized by his peers for his customer service and distinguished service. Since Elliott joined the Peace River Team, he has been a team player who is always finding ways to help his colleagues out. Elliott has an easy-going attitude, and an infectious positivity is always noted by the patients and the people he work with, both on and off shift. Elliott truly embraces APL's mission statement.

Elliott is a kind and considerate team member who takes the time to go above and beyond for patients, coworkers, and the APL team environment. He always makes patients feel comfortable and safe during flight and prioritize their care first. Elliott has gone out of his way to make new team members feel included and go the extra mile, whether to make sure team members are fed or take the initiative to complete tasks around the base. He is a great role model and a wonderful addition, and has made the Peace River base a better place since you were hired!



Note: Elliot has not completed his temp full-time position and has moved on to another company. He is still on our casual roster.

FOLLOW APL ON SOCIAL MEDIA

@ADVANCEDPARAMEDIC @ADVANCEDPARAMEDICLTD



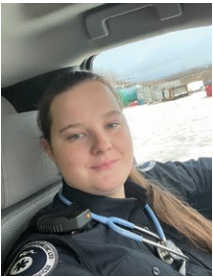


KUDOS CORNER



Kudos to Shaelyn and Kamryn! Shaelyn and Kamryn are being recognized for outstanding patient care!

“To Shaelyn/Kamryn, Thank you for being my Angel of mercy. You saved my life on the evening of December 9th 2021 near Cadotte Lake. There is no greater calling than helping someone in need. I cannot tell you how grateful and appreciative I am for your help. May God’s mercy be always with you”



Congratulations to Kamryn on being accepted to school for ACP!



Congratulations to Lily on being accepted to school for ACP!



IT TALKS WITH LUC BRUNEAU: IT PASSWORD TIPS



TIP 1

Store your passwords in a password manager such as Dashlane, Bitwarden etc. A password manager safely encrypts your information online and the company usually provides a mobile/web app for convenient access. Let a password manager help with remembering all of your account usernames and passwords for you.

TIP 2

Use a strong password. A password generator such as the one below can tell you how strong your password is. <https://bitwarden.com/password-generator>

TIP 3

Do not use the same password for multiple login accounts. If one account has been breached, you run the risk of other accounts being accessed easily as well. Run your email through a website such as <https://haveibeenpwned.com> to see if your email/password may have been exposed in a breach.

TIP 4

Use multi factor authentication (MFA) where possible. A code sent to your phone after logging into an online account with email/password is one method of using MFA. Security questions are sometimes used as another method . If this is the only option available, just ensure that answers to these questions are not easily guessed nor can be researched. ie facebook, instagram etc.

TIP 5

Do not store passwords on your desktop nor in email in clear text. Passwords should always be encrypted. If sending a password to someone from your computer, using a program online such as Password Pusher can be used to securely send an encrypted link with the password. The generated secret link can be set to expire after a given number of days and/or views.

<https://pwpush.com>

A well protected smartphone using a PIN and encryption provides an effective and secure method for sharing sensitive information as well.

**LUC BRUNEAU,
COMMUNICATIONS TECHNOLOGIST**

NEW SPECIAL EVENTS

We have an array of new special events coming up with covid slowing down. Check out some of these unique work opportunities as well as come on out to enjoy the rodeo events!

MERCER SHUT DOWN (LOCAL TO PEACE RIVER)

ACP/RN needed!

Days 0530-1800

- May 20, 21, 22, 28, 29
- June 4,5

Nights 1730-0600

- May 20, 21, 22, 26, 27, 28, 29
- June 3, 4, 5, 6

HARMON VALLEY AFTER GRAD PARTY (LOCAL TO PEACE RIVER)

PCP needed!

- June 4, 2022, 2130-0230hrs

HARMON VALLEY RODEO (LOCAL TO PEACE RIVER)

EMR/PCP needed!

- June 25, 2022, 1230-1730hrs
- June 26, 2022, 1230-1730hrs

MERCER COVERAGE (LOCAL OF PEACE RIVER)

ACP/RN needed!

- July 18, 2022, 0700-1700
- July 19, 2022, 0700-1700
- July 20, 2022, 0700-1700
- July 21, 2022, 0700-1700
- July 22, 2022 0700-1700

MANNING RODEO (LOCAL TO PEACE RIVER)

EMR/PCP needed!

- July 22, 2022, 1730-2230hrs
- July 23, 2022, 1100-2230hrs
- July 24, 2022, 1100-2230hrs

HARMON VALLEY EDM MUSIC FESTIVAL (LOCAL TO PEACE RIVER)

EMR/PCP needed!

- Sep 2, 2022, 1630-0530hrs
- Sep 3, 2022, 1630-0530hrs
- Sep 4, 2022, 1630-0530hrs

Contact logistics@advancedparamedic.com or 780-617-8116 to speak with Brie Bizuns/Jade Wright for more details!

UPCOMING INTERNAL & EXTERNAL EVENTS

CULTURE COMMITTEE MEETING

- 3rd Thursday of every month @ 4:30pm
- May 19th 2022, June 16th 2022, July 21st 2022

Join Zoom Meeting:

<https://us02web.zoom.us/j/3996834257?pwd=cUhhRm5yekwxTUowQ0ttVjZLOHZaZz09>

Meeting ID: 399 683 4257 Passcode: 411511

One tap mobile

+16475580588,,3996834257# Canada
+17789072071,,3996834257# Canada

Dial by your location

+1 647 558 0588 Canada
+1 778 907 2071 Canada
+1 438 809 7799 Canada
+1 587 328 1099 Canada
+1 647 374 4685 Canada

Meeting ID: 399 683 4257

Find your local number: <https://us02web.zoom.us/j/3996834257?pwd=cUhhRm5yekwxTUowQ0ttVjZLOHZaZz09>

HEALTH & SAFETY MEETING

- 3rd Friday of every month 1:30pm to 2:30pm
- May 20th 2022, June 17th 2022, July 15th 2022

Join Zoom Meeting:

<https://us02web.zoom.us/j/3996834257?pwd=cUhhRm5yekwxTUowQ0ttVjZLOHZaZz09>

Meeting ID: 399 683 4257 Passcode: 411511

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+1 587 328 1099 Canada
+1 647 374 4685 Canada

Meeting ID: 399 683 4257

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APL RECRUITMENT VIDEO TALENT CALL

WHAT:

Join Adam Hutlet Films for a fun day of filming as we explore different bases for a multimedia shoot focusing on recruitment.

WHEN:

June 13, 14 & 15, 2022

SCHEDULE:

SHOOT DAY	DATE	TIME	LOCATION	DIVISIONS
Shoot Day 1	June 13	9AM - 12PM	Edmonton - Century Mile Racetrack	Special Events Division
Shoot Day 2	June 15	8AM -11AM	Fox Lake	Indigenous Services Canada
		11AM - 2PM	High Level/ Fort Vermilion/Grande Prairie	Air Ambulance
		Late Afternoon/ Evening (3 Hours)	Peace River	Air Ambulance Sunset Shoot
Shoot Day 3	June 16	8AM - 10AM	Peace River	NEMT
		12PM - 3PM	Cadotte Lake	Ground Ambulance Division

WHO:

We are seeking 1-2 employees per base shoot who are comfortable in front of a camera. We will be taking video and photos of our talent and talent will be required to speak on camera. Talent will have the opportunity to work with Adam and Alana prior to the shoot to help prepare them for the shoot day.

THE DIVERSE ROLES OF ADVANCED PARAMEDIC LTD. IN NORTHERN ALBERTA

In paramedicine, it is no secret that every day is different. But for these four women, employed by Advanced Paramedic Ltd, this especially rings true. In this article, we will share their experiences, advice, and highlight the diverse roles of paramedicine.



CAROLYN MAY

ACP and Team Lead for Advanced Paramedic Ltd.'s (APL) Indigenous Services Clinic (ISC) Division.

What is your favourite part of your role?

The continuity of care - you are involved in primary care, preventative medicine, and day-to-day concerns, so you make those important connections with patients.

Working in remote locations, you will see things you'd see in a hospital, clinic, ambulance and on the ground, all wrapped into one. It's an experience like no other.

In your role, what does a "normal" day look like?

I check and answer emails and take care of anything that came through in the night. Then I go to clinic and lead the group morning meeting. At 9 am, we open the clinic and see patients on a primary care aspect, and if an emergency happens, everything gets dropped and I attend the emergency. I take care of my Team Lead responsibilities between patients whenever possible.

How did you become interested in paramedicine and progress to your role?

Paramedicine has been in my life for as long as I can remember. My grandfather was a medic in World War II, my older brother is also an ACP, and for a while, my younger brother was responsible for the 911 PSP. I progress in my role by persevering, having confidence and making connections.

What would you say contributed to your success?

Having internal drive and enthusiasm is built into my genes, and my family is very supportive and encouraging. So anytime I went for something I wanted, I always had their full support - I am very fortunate in that.

What has been the greatest challenge that you had to overcome in your career?

For me, the biggest challenge was the lack of encouragement, support, and investment from the company I was working for in Nova Scotia. But when I came to Alberta and APL took over, it was like night and day. APL wants growth, innovation, and support, and they do everything they can to make us flourish - they treat us so well.

What advice would you give to a female within the paramedicine industry?

Protect your physical health - you need to be fit and able to lift. If that means working out or doing weights, then that is what you must do. Protect your mental health and if you are struggling, reach out to a mental health counsellor, your Employee Assistance Program, a family member or a good friend. 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.



COURTNEY BOLDUC

Peace River Flight Division Team Lead and Registered Nurse (RN) for Advanced Paramedic Ltd.

What is your favourite part of your role?

Working with all the amazing ACPs has taught me more than any formal educational setting, and just practicing critical care medicine in general. It's rewarding when I

can make someone else feel better - whether that is caring for my patients, debriefing with my partner after a hard call, or guiding them in the right direction for the best outcome.

In your role, what does a “normal” day look like?

First, we get the call to go help the person wherever they may be and transport them to the hospital. We assess them, treat them, manage them, stabilize them, and then take them to the appropriate level of care they need. Their condition determines which hospital they will go to in either Edmonton or Calgary, and once we arrive, we hand over care to the receiving facility.

How did you become interested in paramedicine and progress to your role?

While working in the emergency department in my RN role, I admired all my friends who were paramedics. By seeing them at

work and live in action, I knew I wanted to do that job. The self-assurance, knowledge, professionalism, and passion that they all carried fuelled me to work my butt off. After a lot of hard work, I was offered a position in the Flight Division with APL.

What would you say contributed to your success?

The people around me – if it weren't for them, I would not be where I am now. The team has always supported, persuaded and even pushed me to go further. Gaining more knowledge and experience, and testing and nurturing my leadership potential has been huge, especially from being at a first responder level to now supervising the same people. We have such a nurturing relationship, and they all helped me succeed throughout the process.

What has been the greatest challenge that you had to overcome in your career?

For me, it would be that it takes time to absorb, process, and apply any knowledge into the practice. I've always wanted to know everything right now but allowing the appropriate learning process to happen was probably my biggest challenge.

What advice would you give to a female within the paramedicine industry?

Take care of your health. This is one of the things that I had to focus on because I wanted to work so hard and prove myself because I am a woman. But you don't have to. Just take care of yourself physically, mentally, emotionally, and as long as you keep those aspects of your health strong, you can do it.



KAMRYN GLASER

Primary Care Paramedic (PCP) in the Ground Division in Cadotte Lake, Alberta for Advanced Paramedic Ltd.

What is your favourite part of your role?

It is over an hour to the closest resource, so we tend to intervene more than if it was a simple 10-minute drive to the hospital. I

love that you get to use all your skillsets with it, and you are always learning something.

In your role, what does a “normal” day look like?

When I am on my week on rotation, I live at the Cadotte Lake Ambulance Station. We are the only ambulance in the area and we typically run two to three calls per day. When we are not running calls, we do base duties like cleaning, stocking the ambulance, making sure the base is fully functional, or resting.

How did you become interested in paramedicine and progress to your role?

When I was 18, there was a personal interaction with paramedics when our family had a medical emergency, and a very important

member of my family nearly passed away. We called the paramedics and they were so caring, compassionate and professional; I was just like, 'this is what I want to do.' So, I took the PCP program and worked my way to my current position at Cadotte Lake, and I recently got accepted to take my ACP in the fall.

What would you say contributed to your success?

A big part of it is passion – I love what I do, and I just want to grow and learn in it. I have a really supportive family, a strong backbone and support system. The way APL helps their practitioners grow and learn in their trade is a big part of it. They support me in pursuing my career desires and are very open to providing opportunities to grow and learn in it.

What has been the greatest challenge that you had to overcome in your career?

The biggest challenge for me was my age. I was 19 when I graduated from getting my PCP license and went to the oil patch. Being a young girl, people don't take you as seriously. "You will never last" or "you are too young" are judgments that I faced in the beginning, but I used it as fuel to show them they were wrong.

What advice would you give to a female within the paramedicine industry?

You are good enough, you are strong enough, and you are smart enough. If paramedicine is something you are truly passionate about and interested in, don't let anyone say that you aren't good enough. It's a tough job and it's hard to learn but it is so worth it.



LINDA GADBOUREY

Emergency Medical Responder (EMR) in the Industrial Division for Advanced Paramedic Ltd.

What is your favourite part of your role?

One of my favorite parts about the role is the sense of community. I usually work in remote locations for the same contractors for extended periods, which allows me to really

get to know the people around me because we are there together every day.

In your role, what does a "normal" day look like?

I wake early, start my truck, eat breakfast, pack my lunch, and head to the job site. I make sure the equipment is ready to go, sit in my truck (Mobile Treatment Centre), and observe the work and people on the site.

How did you become interested in paramedicine and progress to your role?

Helping people has always been a big part of me. My first job was in a drug store where I spent six years as a pharmacy assistant, and later in life, the paramedic field interested me, so I did my training. Being able to assist people and attend to their needs and get further medical aide if needed is always fulfilling.

What would you say contributed to your success?

Having my family's support behind me is major, and my sister, who was an RN, has a big influence on me. Another important part of it is working for the same company for the past 16 years. We work together on jobs and scheduling, and the contractors I work with are pretty great too.

What has been the greatest challenge that you had to overcome in your career?

The greatest challenge is dealing with a medical emergency, and we are a long way from a medical facility. Also, being gone from home for long periods and sitting in my MTC unit for 10-12 hours a day is hard mentally and physically.

What advice would you give to a female within the paramedicine industry?

Go into the job knowing that you are every bit as important as the next person. Whether you are an EMR, PCP, or ACP, we all have our roles to do, so never let anyone make you feel that you are less. Stand your ground, stick up for yourself, but be respectful. There is always something more to learn, so don't forget to be kind and supportive to individuals who are still getting to that point.



MARCH 3 TOOL BOX TALK RECAP



EMPLOYEE ENGAGEMENT SURVEY

Based on the Employee Engagement Survey results over the last 2 years, we have identified opportunities to focus on making improvements in 3 main areas: Mental Health / Work-Life Balance, Training, Communication from Leadership.

CHANGES / IMPROVEMENTS

1. Organizational Structure

Flipped organizational structure upside down to show our commitment to “because people matter”. We are fortunate to have an amazing team here at APL and the leadership team is proud to support you.

2. Creation of the Culture Committee

Goals: Promote diversification across all divisions and practitioner levels; establish activities, events, themes, recognitions/awards, boost employee morale, promote work/life balance, support mental health initiatives, and encourage employee engagement.

3. EAP Program Options in Excess of Basic Counselling Sessions:

- Depression Care
- Life Smart Coaching
- Legal and Financial Advisory
- Childcare and Eldercare Support Services
- Career Counselling
- Pre-Retirement Planning
- Shift Worker Support
- Grief and Loss Coaching Services
- Smoking Cessation
- Nutritional Counselling

4. Psychological Safety Courses

We have been working with Red Cross to setup access to staff for two 90-minute courses on caring for yourself and caring for others. More Information forthcoming.

5. Leadership Courses

We are proud to cover leadership and effective supervision training courses to all our supervisors.

6. CPR Training

We have been offering quarterly CPR training to practitioners and H&S committee members.

7. FlightBridgeED Critical Care Certification

New partnership with FlightBridgeED that allows us to offer Critical Care training and certification to staff.

8. Hours of Work discussions with AHS

While it’s still too early to release information on how this is going to look, we are in ongoing discussions with AHS and will update as soon as we know more.

9. Company Events

- Blue Monday
- Appreciation Gift Bags
- Online Christmas Party
- Frosty February
- Covid cancelled Golf Tournament
- Easter Egging/Iced Frapping

10. The employee engagement survey itself

Your feedback provided in these surveys is reviewed and carefully considered by management. Thank you to everyone who took the time to complete the survey and provide valuable input.

11. These Tool Box Talks and Workshops

This was the kickoff to a series of Toolbox Talks and Workshops, but they will be 100% reliant on staff participation.

12. Leadership Communication/Accessibility

This is ongoing and cannot be stressed enough: please don’t hesitate to reach out to any member on the Leadership team with any questions, comments, or concerns. We truly believe that our people matter, and we value your comments/feedback.

EAP

The EAP program is a mental health support resource that you (or dependants covered under your plan) can call and be given access to a counselor, wellness coach, etc. The number to reach the EAP for Full Time employees is 1-877-412-7483 and for Casual employees is 1-800-663-1142. These numbers and more information about the program are accessible in the Documents Library in DATS.

CULTURE COMMITTEE EVENTS

CULTURE COMMITTEE MEETINGS

Sit in to hear what's cooking in the Culture Committee Kitchen, and maybe throw in some spicy ideas of your own! Meetings are held on the 3rd Thursday of each month in the Zoom Room*. Upcoming dates:

- April 21 @ 4:00pm
- May 19 @ 4:00pm
- June 16 @ 4:00pm
- July 21 @ 4:00pm

APL LOUNGE LIVE (COMPANY-WIDE ZOOM MEETINGS)

Following the last Toolbox Talk, we had some great casual discussion amongst new and tenured staff members; and we decided we should make it a regular occurrence! Join us during one of our upcoming 30-minute APL Lounge Live sessions in the Zoom Room* to connect with your team members from other bases and allow the new team members to connect some familiar names with faces!

- June 2 @ 3:00pm
- September 1 @ 3:00pm

OTHER UPCOMING EVENTS/DATES

Easter Egging & Icing

April 4 – 22

Stay on the lookout around Easter time because people are being iced with Starbucks Frappuccino's and Egged with Cadbury Mini Eggs at random!

Administrative Professional's Week

April 25 - 29

Behind every successful organization, there is a hard-working group of efficient and dedicated Administrative Professionals. Thank you for all you do.

National Nurses Week

May 9 – 15

According to the International Council of Nurses, the theme of this year's National Nursing Week is "A Voice to Lead." It is an honor to have so many Nurses with leading voices on our team here at APL and we are looking forward to celebrating them during Nurses week.

EMS Week

May 23 – 29

During EMS week, APL's leadership team and Culture Committee will be sending out/personally delivering tokens of appreciation to all our heroes with boots on the ground. "Next to creating a life, the finest thing a man can do is save one." — Abraham Lincoln

National Indigenous People's Day

June 21

APL is fortunate to have so many incredible Indigenous team members to celebrate on this day and every day. We are also fortunate to have the opportunity to make positive contributions to our Indigenous communities through our daily work and participation in community events. A special thank you to our Indigenous team members for all you do and all our devoted team members working in the Indigenous communities we proudly serve.

**For details/instructions on how to log in to the Zoom Room, please contact admin@advancedparamedic.com*

CHANGES TO PROJECTS TEAM

This past quarter there have been some changes in the Projects Team and we figured this is a great opportunity to bring everyone up to speed.



In February, Jade Wright was promoted to a Projects Supervisor position, cross shifting Brie Bizuns. These two individuals are based out of the Peace River Head Office and cross shift on an 8/6 rotation, sharing Tuesdays. Congratulations Jade on your promotion!

In early March, Andrea Bruneau joined the team as the Projects Assistant based out of the EIA office. Many staff have had the

opportunity to meet Andrea as they fly in/out of the EIA. Andrea has brought a "homey" feel with her to the EIA and brightens up the space for all our frontline staff. We are pleased to have Andrea joining the team and looking forward to continuing her training process.



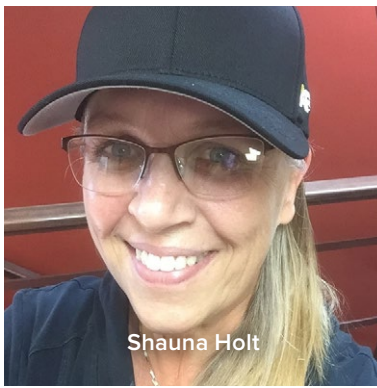
We encourage all staff to please send their DATS uploads and documents to logistics@advancedparamedic.com This email is shared and checked daily by APL Projects Supervisors and delegated appropriately to ensure timely response and corrective actions.



Nick Dutta



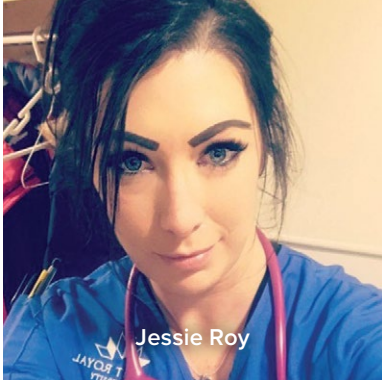
Arabella Mettimano



Shauna Holt



Cheryl Craigie



Jessie Roy

CORPORATE CULTURE COMMITTEE



Michaela Johnson

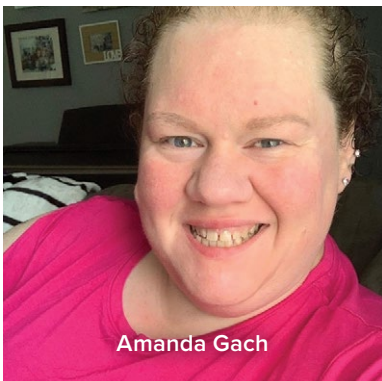
The culture committee strives to promote diversification across all divisions and practitioner levels. The committee establishes activities, themes, recognitions, and awards through the year to boost employee morale. We strive to enhance work life balance, mental health support, and employee engagement.

TEAM MEMBERS:



Jenelle Empey

- Nick Dutta, ACP
- Jessie Roy, PCP
- Michaela Johnson, PCP
- Jenelle Empey, OFFICE MANAGER
- Amanda Gach, HUMAN RESOURCES
- Arabella Mettimano, ACP
- Shauna Holt, ADMIN ASSISTANT
- Cheryl Craigie, RN, PEACE RIVER FLIGHT TEAM



Amanda Gach



AHS EMS MEDICAL CONTROL PROTOCOLS (MCPS) UPDATES

The AHS EMS Medical Control Protocols (MCPS) have been updated once more. This is now Version 4 and we have received the second phase of updates this past month. The updates to the protocols include information on:

- Pelvic Binding
- Imminent Delivery/Fundal Massage
- EZ-IO
- Tourniquet
- Wound Packing

Employees follow these protocols to ensure safe and competent care of our patients' needs. These updates are imperative to continued patient safety and optimal care. Employees are required to complete all online training including modules, videos, and exams/evaluations. There is also a hands-on, face-to-face skills day to ensure employee skill competency. This must be completed by March 31, 2023.

Neonatal BVM Training - Mercury Medical 2022 (ahsems.com)

The Alberta PCP scope has been enhanced to include new skills and increased theory base. PCPs will have an opportunity to attend an Enhancement Skill day which will cover all the additions to their scope. These include:

- Administration of ibuprofen, acetaminophen, diphenhydramine, and dimenhydrinate
- Monitoring PICC lines
- Blood Product Monitoring
- 2/3- 1/3 solution administration

There is online content on AHSEMS, though all content and skills are being delivered in a face-to-face training day. Once the PCP has completed the skills day, they will have to monitor their ACoP profile for restrictions to be lifted or for an endorsement to be added to their license.

MCP Certification Education Home (ahsems.com)

AHS and APL have also recently implemented Neonatal BVM with PEEP and Manometers. This new education and equipment will also be added and covered in the MCP skills days.

2022 PCP Skills Enhancement Training (ahsems.com)

APL will be providing the employees with multiple training days. A couple dates have already been arranged and there will be more announced in the month of May.

- April 25 - Grande Prairie MCP Skills Enhancement
- April 26 - Peace River (for Cadotte) MCP/PCP Skills Enhancement
- April 27 - Peace River MCP/PCP Skills Enhancement
- April 29 - Edmonton EIA MCP/PCP Skills Enhancement
- May 6 - Edmonton MCP/PCP Skills Enhancement

Please reach out to Courtney Bolduc to sign up for any of these dates at courtney.b@advancedparamedic.com. Times are to be determined.



HR SPOTLIGHT: NEW HUMAN RESOURCES ASSISTANT

I am pleased to welcome a new addition to our office team, Amanda Gach. Amanda is joining us at the Peace River Head Office, taking on the role of Human Resources Assistant. Amanda is local to Peace River and is currently working towards her Business Accounting Diploma. She has many years of office experience and we are excited to have her join the APL team. If you pass through Peace River, please stop by and say hello!





FULL-TIME EMPLOYEE BENEFITS – PLAN COMPONENTS & SUMMARY OF COVERAGE

EXTENDED HEALTH BENEFITS	Carrier:	Manulife Financial
	Plan/Policy Number:	G0085308
	Contact:	1-800-268-6195
	Benefit Summary:	<p>100% for Hospital Care, Vision, Drugs, Medical Services &Supplies, Professional Services</p> <p>Drugs - Generic Substitution. Drug deductible 20% of the total cost of each prescription.</p> <p>Eye Examinations – oncer per 2 calendar year(s)</p> <p>Paramedical Services – \$500 per calendar year(s) each for: Chiropractic, Osteopath, Podiatrist/ Chiropodist, Massage Therapist, Naturopath, Acupuncture. \$500 combined for: Psychologist/Social Worker/Clinical Counsellor/Marriage and Family Therapist/ Psychoanalyst/Psychotherapist.</p> <p>Medical Travel – 60 Day Trip Duration</p> <p><i>Please refer to the Benefit Booklet for all coverage inclusions, exclusions, and limitations.</i></p>
Claiming:	<p>Direct Billing: Pay Direct Pharmacy Cards; eClaims Direct Billing for other Health.</p> <p>Reimbursement: Manulife Group Benefits @ PO Box 2580 STN B Montreal, QC H3B 5C6 Manulife Mobile App https://www.manulife.ca/personal/group-plans/group-benefits.html</p>	

EMPLOYEE ASSISTANCE PROGRAM (EAP)	Carrier:	Manulife Financial
	Plan/Policy Number:	G0085308
	Contact:	1-866-644-0326
	Benefit Summary:	<p>Counselling Services (Workplace Advisor). Approximately 4 to 6 hours of short-term counselling for an unlimited number of issued. You can receive counselling by phone, online or in person.</p> <p>Online self-help courses on a variety of topics including but not limited to:</p> <ul style="list-style-type: none"> • Embracing Workplace Change • Taking Control of Stress / Taking Control of Your Mood • Taking Control of Job Loss / Taking Control of Your Career • Taking Control of Alcohol Use • Foundations of Effective Parenting • Resolving Conflict in Intimate Relationships • Database to search for childcare or eldercare resources in your area <p>To access counselling services online: <i>Visit the Plan Member Secure Site</i></p> <p>To access any of the Workplace advisor services by phone: <i>Call 1-866-644-0326 to reach a representative any time, 24hours a day.</i></p> <p><i>If you use a TTY/TDD device, call 1-888-384-1152.</i></p> <p><i>Please refer to the Benefit Booklet for all coverage inclusions, exclusions, and limitations.</i></p>



FULL-TIME EMPLOYEE BENEFITS – PLAN COMPONENTS & SUMMARY OF COVERAGE

LIFE INSURANCE	Carrier:	Manulife Financial
	Plan/Policy Number:	G0085308
	Contact:	1-800-268-6195
	Benefit Summary:	<p>Benefit Amount: \$25,000</p> <p>Reduction and Termination Age: Your benefit amount reduces by 50% at age 65 and terminates at the earlier of age 70 or your retirement.</p> <p>Benefit Amount: \$10,000 for your spouse and \$5,000 for each dependent child</p> <p>Reduction and Termination Age: The earlier of Plan member's age 70 or retirement.</p> <p><i>Please refer to the Benefit Booklet for all coverage inclusions, exclusions, and limitations.</i></p>

DISABILITY – SHORT TERM	Carrier:	Manulife Financial
	Plan/Policy Number:	G0085308
	Contact:	1-877-481-9169
	Benefit Summary:	<p>Benefit Amount: 66.7% of your weekly earnings, to a maximum of \$1,000</p> <p>Qualifying Period: 0 days, if the disability is due to an accident. 7 days, if the disability is due to a sickness.</p> <p>Maximum Benefit Period: 17 weeks.</p> <p>Termination: The earlier of age 70 or your retirement.</p> <p><i>Please refer to the Benefit Booklet for all coverage inclusions, exclusions, and limitations.</i></p>

DISABILITY – LONG TERM	Carrier:	Manulife Financial
	Plan/Policy Number:	G0085308
	Contact:	1-877-481-9169
	Benefit Summary:	<p>Benefit Amount: 66.7% of your basic monthly earnings, to a maximum of \$5,000</p> <p>Qualifying Period: 119 days</p> <p>Maximum Benefit Period: to age 65 for Total Disability Benefits. 2 years, but not beyond age 65, for Partial Disability Benefits.</p> <p>Termination: The earlier of age 65 less the Qualifying Period, or your retirement.</p> <p><i>Please refer to the Benefit Booklet for all coverage inclusions, exclusions, and limitations.</i></p>



FULL-TIME EMPLOYEE BENEFITS – PLAN COMPONENTS & SUMMARY OF COVERAGE

DENTAL BENEFITS	Carrier:	HUB International (formerly, Canwest Group Benefits)
	Plan/Policy Number:	56082
	Contact:	1-866-408-4999 hcw.cwg.admin@hubinternational.com
	Benefit Summary:	<p>Benefit Amount: \$25,000</p> <p>Reduction and Termination Age: Your benefit amount reduces by 50% at age 65 and terminates at the earlier of age 70 or your retirement.</p> <p>Benefit Amount: \$10,000 for your spouse and \$5,000 for each dependent child</p> <p>Reduction and Termination Age: The earlier of Plan member's age 70 or retirement.</p> <p><i>Please refer to the Benefit Booklet for all coverage inclusions, exclusions, and limitations.</i></p>
Claiming:	<p>Direct Billing: Pay Direct Dental Card.</p> <p>Reimbursement: HUB International @ Box 1569 Fairview, AB T0H 1L0 Canwest Mobile Claims App https://canwest.onlineclaimsaccess.net</p>	

HEALTH SPENDING ACCOUNT	Carrier:	HUB International (formerly, Canwest Group Benefits)
	Plan/Policy Number:	53546
	Contact:	1-866-408-4999 hcw.cwg.admin@hubinternational.com
	Benefit Summary:	<p>Eligible Expenses: 100%, Tax Free Benefit Annual Maximum: \$750.00 per calendar year (*Combined maximum for all claimants listed on your account. Not an individual amount per claimant.)</p> <ul style="list-style-type: none"> • Premiums for Health Care Plan: Premium paid to any NON-GOVERNMENT medical, dental or hospital care plans • Medical Materials & Equipment: Must be prescribed by a licensed medical Practitioner &/or dispensed by a licensed Pharmacist or Medical Supply Store. Includes, but is not limited to: Braces, Breast prosthesis, Infusion Pumps, Catheters, Orthopedic Shoes & Boots, Oxygen, Hospital Beds at Home, Extremity Pumps Synthetic Speech Systems & Braille Printers, Wheelchairs, Crutches • Prescription Medications • Professional Services: Massage Therapy, Chiropractic, Naturopathic, Acupuncturist, Psychologist, Podiatry, Audiology • Dental Services: Includes, but is not limited to: Dental Examinations, X-Rays, Tooth Extractions, Dentures & Repairs, Crowns & Bridgework, Root Canals, Oral Surgery, Orthodontics • Prescribed Vision Care: Eye Examination, Glasses, Contact Lenses, Laser Eye Surgery • Laboratory, Examinations, Test & Hospital Services: Anesthetist, Private MRI's, Tests, Vaccines, X-Rays & Lab Fees
Claiming:	<p>Reimbursement: HUB International @ Box 1569 Fairview, AB T0H 1L0 hcw.cwg.claims@hubinternational.com</p>	



FULL-TIME EMPLOYEE BENEFITS – PLAN COMPONENTS & SUMMARY OF COVERAGE

WELLNESS (TAXABLE) SPENDING ACCOUNT	Carrier:	HUB International (formerly, Canwest Group Benefits)
	Plan/Policy Number:	53546
	Contact:	1-866-408-4999 hcw.cwg.admin@hubinternational.com
	Benefit Summary:	<p>Eligible Expenses: 100%, Taxable Benefit Annual Maximum: \$750.00 per calendar year (*Combined maximum for all claimants listed on your account. Not an individual amount per claimant.)</p> <ul style="list-style-type: none"> • Alternative Practitioners (Reflexology, Energy Treatments, Holistic Practitioners, etc.) • Bike Trailers / Jogging Strollers • Books for Post-Secondary Studies • Child Care • Computer Accessories (i.e.: ergonomic mouse, phone head-sets, USB sticks, laptop/phone protective covers or cases, & earphones) Educational & Personal Development • Exercise Equipment (Treadmills, Exercise Bikes, Yoga Mats, Weights, etc.) • Fertility Programs • First Aid & CPR Training Courses • Fitness Club Memberships, Punch Cards & Organized Classes (Yoga, Spin Class, Zumba, etc.) & Personal Trainers • Hobby & General Interest Classes • Insurance Premiums for Critical Illness, Life & Long-Term Care • Language Training • Pedal Bikes • Public Transportation • Race Registration (Marathon Races, Running, Ski, Swim, etc.) • Safety Equipment (Safety Glasses, Boots, etc.) • Ski Passes & Lift Tickets • Smoking Cessation Programs • Sports Equipment (Skis/Boots/Poles, Golf Clubs, Basket Balls, Hockey Equip., etc.) • Vitamins & Supplements • Weight Loss Programs • Will & Estate Preparations • Workplace and Life Coaches <p><i>Please refer to the Benefit Booklet for all coverage inclusions, exclusions, and limitations.</i></p>
Claiming:	Reimbursement: HUB International @ Box 1569 Fairview, AB T0H 1L0 https://canwest.onlineclaimsaccess.net	

RRSP	Carrier:	Sun Life Financial
	Plan/Policy Number:	89E/01
	Contact:	Roni Dibb , Sales Associate Advisor, Thompson & Wagner Financial Services Cameron Dechant , Advisor, Thompson & Wagner Financial Services Phone: 1-800-661-1540
	Benefit Summary:	Advanced Paramedic will match employee contributions to a maximum of: Full-Time Members: up to \$100 / month



PART-TIME EMPLOYEE BENEFITS – PLAN COMPONENTS & SUMMARY OF COVERAGE

HEALTH SPENDING ACCOUNT	Carrier:	HUB International (formerly, Canwest Group Benefits)
	Plan/Policy Number:	53546
	Contact:	1-866-408-4999 hcw.cwg.admin@hubinternational.com
	Benefit Summary:	<p>Eligible Expenses: 100%, Tax Free Benefit Annual Maximum: \$375.00 per calendar year (*Combined maximum for all claimants listed on your account. Not an individual amount per claimant.)</p> <ul style="list-style-type: none"> • Premiums for Health Care Plan: Premium paid to any NON-GOVERNMENT medical, dental or hospital care plans • Medical Materials & Equipment: Must be prescribed by a licensed medical Practitioner &/or dispensed by a licensed Pharmacist or Medical Supply Store. Includes, but is not limited to: Braces, Breast prosthesis, Infusion Pumps, Catheters, Orthopedic Shoes & Boots, Oxygen, Hospital Beds at Home, Extremity Pumps, Synthetic Speech Systems & Braille Printers, Wheelchairs, Crutches • Prescription Medications • Professional Services: Massage Therapy, Chiropractic, Naturopathic, Acupuncturist, Psychologist, Podiatry, Audiology • Dental Services: Includes, but is not limited to: Dental Examinations, X-Rays, Tooth Extractions, Dentures & Repairs, Crowns & Bridgework, Root Canals, Oral Surgery, Orthodontics • Prescribed Vision Care: Eye Examination, Glasses, Contact Lenses, Laser Eye Surgery • Laboratory, Examinations, Test & Hospital Services: Anesthetist, Private MRI's, Tests, Vaccines, X-Rays & Lab Fees
Claiming:	Reimbursement: HUB International @ Box 1569 Fairview, AB T0H 1L0 hcw.cwg.claims@hubinternational.com	

WELLNESS (TAXABLE) SPENDING ACCOUNT	Carrier:	HUB International (formerly, Canwest Group Benefits)
	Plan/Policy Number:	53546
	Contact:	1-866-408-4999 hcw.cwg.admin@hubinternational.com
	Benefit Summary:	<p>Eligible Expenses: 100%, Taxable Benefit Annual Maximum: \$375.00 per calendar year (*Combined maximum for all claimants listed on your account. Not an individual amount per claimant.)</p> <ul style="list-style-type: none"> • Alternative Practitioners • Bike Trailers / Jogging Strollers • Books for Post-Secondary Studies • Child Care • Computer Accessories • Educational & Personal Development • Exercise Equipment • Fertility Programs • First Aid & CPR Training Courses • Fitness Club Memberships, Punch Cards & Organized Classes & Personal Trainers Hobby & General Interest Classes • Insurance Premiums for Critical Illness, Life & Long-Term Care • Language Training • Pedal Bikes



PART-TIME EMPLOYEE BENEFITS – PLAN COMPONENTS & SUMMARY OF COVERAGE

WELLNESS (TAXABLE) SPENDING ACCOUNT (CONTINUED)	Benefit Summary:	<ul style="list-style-type: none"> • Public Transportation • Race Registration • Safety Equipment • Ski Passes & Lift Tickets • Smoking Cessation Programs 	<ul style="list-style-type: none"> • Sports Equipment • Vitamins & Supplements • Weight Loss Programs • Will & Estate Preparations • Workplace and Life Coaches
		<i>Please refer to the Benefit Booklet for all coverage inclusions, exclusions, and limitations.</i>	
	Claiming:	Reimbursement: HUB International @ Box 1569 Fairview, AB T0H 1L0 https://canwest.onlineclaimsaccess.net	

EMPLOYEE ASSISTANCE PROGRAM (EAP)	Carrier:	Arete HR Inc.						
	Plan/Policy Number:	56082						
	Contact:	1-877-412-7483						
	Benefit Summary:	<p>You and your eligible dependents can access up to a total of 12 combined hours of face-to-face counselling within each calendar year, and to a maximum of 3 hours of telephone consultations, each per calendar year.</p> <p>Simply call the above toll-free number, and a professional will arrange for either face-to-face or telephone counselling, depending on your needs.</p> <p>In-Person Counselling coverage includes:</p> <table border="0"> <tr> <td> <p>Family challenges</p> <ul style="list-style-type: none"> • Relationship or marital concerns • Separation/divorce problems • Conflict and communication issues • Parenting problems, blended family </td> <td> <p>Dependency concerns</p> <ul style="list-style-type: none"> • Excessive use of drugs, alcohol • Compulsive gambling and gaming • Internet/electronic device dependency • Coping through self-medication </td> </tr> <tr> <td> <p>Work-related difficulties</p> <ul style="list-style-type: none"> • Stress, burnout • Adjusting to change • Interpersonal problems with supervisors or co-workers • Conflict, harassment, bullying </td> <td> <p>Eldercare issues</p> <ul style="list-style-type: none"> • Assessment of needs • Custom care strategies • Support accessing local resources </td> </tr> <tr> <td> <p>Personal problems</p> <ul style="list-style-type: none"> • Fatigue, sleep disturbances • Depression, anxiety and isolation • Loss of self-esteem, motivation • Coping with bereavement </td> <td></td> </tr> </table>		<p>Family challenges</p> <ul style="list-style-type: none"> • Relationship or marital concerns • Separation/divorce problems • Conflict and communication issues • Parenting problems, blended family 	<p>Dependency concerns</p> <ul style="list-style-type: none"> • Excessive use of drugs, alcohol • Compulsive gambling and gaming • Internet/electronic device dependency • Coping through self-medication 	<p>Work-related difficulties</p> <ul style="list-style-type: none"> • Stress, burnout • Adjusting to change • Interpersonal problems with supervisors or co-workers • Conflict, harassment, bullying 	<p>Eldercare issues</p> <ul style="list-style-type: none"> • Assessment of needs • Custom care strategies • Support accessing local resources 	<p>Personal problems</p> <ul style="list-style-type: none"> • Fatigue, sleep disturbances • Depression, anxiety and isolation • Loss of self-esteem, motivation • Coping with bereavement
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PART-TIME EMPLOYEE BENEFITS – PLAN COMPONENTS & SUMMARY OF COVERAGE

EMPLOYEE ASSISTANCE PROGRAM (EAP) (CONTINUED)	Benefit Summary:	<p>Telephone Counselling includes:</p> <p>Legal issues</p> <ul style="list-style-type: none"> • Divorce, child custody, domestic violence, adoption, family law advice • Criminal and employment law explanation • Trusts, wills, estates, probate <p>Financial Struggles</p> <ul style="list-style-type: none"> • Personal money management • Debt reduction, budgeting <p>Childcare information</p> <ul style="list-style-type: none"> • Input regarding childcare options • Special needs consultation <p>Nutritional counselling</p> <ul style="list-style-type: none"> • Support/education on chronic and digestive disorders • Healthy eating pre-and post-pregnancy • Weight management and sports nutrition options <p><i>Please refer to the Arive EAP Brochure for all coverage inclusions, exclusions, and limitations.</i></p>
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RRSP	Carrier:	Sun Life Financial
	Plan/Policy Number:	89E/01
	Contact:	<p>Roni Dibb, Sales Associate Advisor, Thompson & Wagner Financial Services</p> <p>Cameron Dechant, Advisor, Thompson & Wagner Financial Services</p> <p>Phone: 1-800-661-1540</p>
	Benefit Summary:	<p>Advanced Paramedic will match employee contributions to a maximum of:</p> <p>Part-Time (0.5 FTE) Members: up to \$50 / month</p>

APL
ADVANCED PARAMEDIC LTD.

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CASUAL EMPLOYEE BENEFITS – PLAN COMPONENTS & SUMMARY OF COVERAGE

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Carrier:	Arete HR Inc.
Plan/Policy Number:	56082
Contact:	1-877-412-7483
Benefit Summary:	<p>You and your eligible dependents can access up to a total of 12 combined hours of face-to-face counselling within each calendar year, and to a maximum of 3 hours of telephone consultations, each per calendar year.</p> <p>Simply call the above toll-free number, and a professional will arrange for either face-to-face or telephone counselling, depending on your needs.</p> <p>In-Person Counselling coverage includes:</p> <p>Family challenges</p> <ul style="list-style-type: none"> • Relationship or marital concerns • Separation/divorce problems • Conflict and communication issues • Parenting problems, blended family <p>Work-related difficulties</p> <ul style="list-style-type: none"> • Stress, burnout • Adjusting to change • Interpersonal problems with supervisors or co-workers • Conflict, harassment, bullying <p>Personal problems</p> <ul style="list-style-type: none"> • Fatigue, sleep disturbances • Depression, anxiety and isolation • Loss of self-esteem, motivation • Coping with bereavement <p>Dependency concerns</p> <ul style="list-style-type: none"> • Excessive use of drugs, alcohol • Compulsive gambling and gaming • Internet/electronic device dependency • Coping through self-medication <p>Eldercare issues</p> <ul style="list-style-type: none"> • Assessment of needs • Custom care strategies • Support accessing local resources <p>Telephone Counselling includes:</p> <p>Legal issues</p> <ul style="list-style-type: none"> • Divorce, child custody, domestic violence, adoption, family law advice • Criminal and employment law explanation • Trusts, wills, estates, probate <p>Financial Struggles</p> <ul style="list-style-type: none"> • Personal money management • Debt reduction, budgeting <p>Childcare information</p> <ul style="list-style-type: none"> • Input regarding childcare options • Special needs consultation <p>Nutritional counselling</p> <ul style="list-style-type: none"> • Support/education on chronic and digestive disorders • Healthy eating pre-and post-pregnancy • Weight management and sports nutrition options <p><i>Please refer to the Arive EAP Brochure for all coverage inclusions, exclusions, and limitations.</i></p>

THE NEXT NEWSLETTER IS SCHEDULED FOR AUGUST 2022.

**IF YOU HAVE ANY SUGGESTIONS/SUBMISSIONS FOR THE NEXT NEWSLETTER,
PLEASE SEND THEM TO PR@ADVANCEDPARAMEDIC.COM BY JUNE 1, 2022.**

