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CEO TALK

Welcome to Spring 2023! I want to start this message by acknowledging the life of our friend, colleague and Canwest Pilot, James Vomastic. I certainly did not know him like many of you but have learned and heard nothing but wonderful stories of this gentleman and incredible pilot. He will be missed by many.

I would like to dedicate my newsletter submission to Tim Ljuden. As most of you know by now, Tim has finally announced his re-retirement and I would like to congratulate him on finally reaching this milestone in his life. Tim and I have known one another since 1991 and have remained friends. We met at NAIT and enjoyed each other's friendship and successfully completed the 2-year Paramedic program in 1993 together. Tim accepted a FT position with the Grande Prairie EMS system as a Paramedic and held leadership positions in both the public and private systems. I had been meeting with Tim socially in Grande Prairie on and off for several years leading into and during the 2016/17 RFP. We even had worked cooperatively as competitors when he was with Trojan Safety and well into his 1st retirement. Shortly after APL was awarded the Air Ambulance contract in 2017, I had a vacancy of a key position...my Operations Manager. During one of our coffee meets, I was sharing my operational challenges along with the poor timing of losing such a key position. Tim had suggested himself as a possibility as he had some spare time to offer. Ultimately, we had made an agreement that he could step into the role in a temporary position until we had found a suitable candidate. As Tim puts it... this was the longest 6 months of his life.

Tim will be relocating to the beautiful recreation community of www.watersedgeestates.ca. Fun Fact: Tim and his wife Holly will be my neighbors as I have resided in this community for over 14 years.

Tim, thank you for serving your time with us at APL for the past 6 years. We appreciate your hard work and dedication during your time with us. We will miss you and your friendship. All the best to you and your family as you re-enter your retirement years!

STEPHEN WOODBURN, CEO



STEPHEN & JACK AT NORTHERN LAKES COLLEGE SLAVE LAKE



STEPHEN AT KEYANO COLLEGE IN FORT MCMURRAY

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CAREER FAIR AT PEACE HIGH



HAPPY BIRTHDAY TO OUR MARCH, APRIL & MAY BIRTHDAYS:

- Tonya Simms
- Alia Kohlmann
- Linda Gaboury
- Jim Laird
- Samantha Lychak
- Alexey Drobizki
- Gregory Woodruff
- Valerie Ebertz
- Andrea Bruneau
- Trevor Coote
- Nicholas Simonson
- Kailee Weber
- Amber Stuckey
- Brie Bizuns
- Tom Mcphail
- Amanda Magliocca
- Nathan Olson
- Aranzazu Sanchez Toledo
- Courtney Robinson
- Claire Ruzsvanzski
- Brooke Wegner
- Byron Jones
- Lane Nicholson
- Chris Farnady
- Greg Nielsen
- Amy Brown
- Amanda Gibson
- Jack Webb
- Kathy Reid
- Stephen Ward
- Temi Gbarada

SHARE YOUR APL STORIES ON SOCIAL MEDIA.

#APLSAVESLIVES

#WHOSAPL

Words from Tim



Wow... what a long friggin' 6 months this has been!

I was invited for supper with my buddy Stephen almost 6 years ago, when he asked if I was free to help out with structuring and growing his company. He knew me well as a steak sandwich, a baked potato and a beer were certainly the items needed to make me have weak knees and say “sure I can do that”.

Stephen just needed a quick 6 months help and things would be “golden”. Fortunately for me I was almost 3 years into my first “R’ment” (my wife disallowed that actual word around the house lol), meaning that I had some time free to help. Six months and then I would be good to continue with my “R’ment”. This would work well because EMS was in my blood, and I happen to know a thing or 3 about EMS and business. My thoughts were... This would be fun and a challenge, and I like fun and challenges. I’m in!

The growth in the past 5 plus years has been nothing short of amazing. Both fun and challenging. This was not from one thing that I did, nor Sheila or Stephen did, but from each person at APL that acts as a productive member and has worked towards a common vision. Business is a team sport, and everyone has a position to play.

Major milestones in growth that we should all celebrate are the opening of the GP Air Ambulance base, followed by HL and FV. Ground contract with AHS in Cadotte lake, then we have the clinics that we service in the Indigenous communities in the North, the special events coverage that include a nice contract in Edmonton near the EIA. There are more, but I will leave it at that.

I have made some mistakes during my time with APL. Mistakes are an opportunity for growth and learning, which I have done both. Brad is coming in to pick up where I have left off, and with that I will have time to share with him these points that I have

learned, and perhaps not executed yet. I am hopeful that Brad will learn from what I failed to accomplish and continue to grow as I have seen him do over the past many years. I wish Brad much success in his new role with the additional responsibilities that it brings. He will succeed. Failure is not an option.

For all the others I have met over the years at APL, thank you for sharing your wisdom, guidance, knowledge, and personalities with me. Thank you for making my work life easy, for doing the things that I could not and in so making me look good. That is a credit to the great person that you are and what you bring to APL and society. Be proud! This has certainly added to the fun part, as well as the challenging piece.

A few beliefs that I have at work and in my personal life, that I would have you ponder...

- Be part of the solution, not the problem
- Too much energy is spent on people that bring disharmony. This takes away from the people that work hard, bring value and who truly deserve our time and appreciation. Let’s not forget about the roses while we are dealing with the thorns.
- Be kind and take care of everyone. Life is too short. Active practitioners should certainly know what I am talking about, as we have witnessed these undesired scenarios too many times.

Signing off for now, as I close this chapter and open another in my family’s life. This includes a move that involves a lake, Tequila, fishing, new friends, and many other positive changes, including **Retirement!**

Take care and I wish everyone health and happiness!

TIM LJUDEN

WHO RESCUES THE RESCUER?

That was a phrase I first heard in ACP school many years ago, it was referring to scene safety, but they failed to mention scene safety also included mental health and traumatic stress. This is a tough one for us prehospital providers, we often talk about it like its taboo, like it only happens to others. Well, let me ask you. When it comes to mental health and traumatic stress who rescues us? We can. We can by talking about it.

Hi, I'd like to take a quick moment to introduce myself. I'm Lyle Barron, I work for APL in the flight division in Peace River. I've been with APL for 2 years. I started EMS in 1994 as a PCP in Nova Scotia and became an NREMT-P in 1996 at the Center for Emergency Medicine of Western Pennsylvania. I've spent 19 years working in cities as well as rural areas of Nova Scotia as a Senior Operations Paramedic. In 2011 I migrated to Industrial work in Alberta and have since moved here, now living in Edmonton for the past 3 years. I'd like to talk about something very personal for me as I'm sure it will be for some of you as well, mental health in our industry. We all have wondered about this at some point, and lots of us struggle with how to deal with the traumas we face daily.

My first bout of PTSD occurred only a few years into my career. I was 24 years old, working in NS. I was one of very few ACP's the province had back then, I was a Senior Operations Paramedic "fancy word for team lead" and worked on the side as a quality control medic for the province, had a new house and my son was only a month old. Life was good! One sunny day in early June my partner and I were called to back up a BLS crew for a 14yo F who was swimming and carrying on with friends at the lake when they noticed she hadn't surfaced. The fire department was quick to respond and when we arrived on the scene the fire department and BLS crew were just bringing her to shore. She'd been submerged for 20 mins in fresh water and was VSA. We did our work and after about 5mins got ROSC. The ambulance ride to the hospital would take about 30mins and as I sat in the airway seat bagging this 14yo girl things started to settle in. First, I realized she was my neighbor; she came from a very loving and kind family and worst of all she is most likely brain dead. If this could happen to somebody's daughter what could happen to my infant son? I had so many thoughts racing through my brain from these world-crumbling realities to running the call that I barely remember hearing the siren wailing. As we transferred to care at the regional hospital I was still in the room when a nurse guided her parents in. I saw my neighbors holding each other, crying and almost scared to approach their daughter. I left the room, walked outside to the front of the ambulance, folded both arms on the hood, put my head down, and started to cry. I didn't even know at the time why I was crying. I finished my shift, went home, and cried more. I couldn't sleep, I doubted my career path and I felt lost.

Luckily, I had close family that got me to a therapist. I resisted the process and was mad at myself for not being "tough enough" as the culture was back then. Life went on, as did my career, but it was not easy, life seemed

dark and I was becoming angry at the world. Fortunately, my family was persistent, and I ended up with a great therapist who helped me gain insight and tools to live a happier more fulfilling life as a career paramedic. Now don't get me wrong, I've had many episodes of Traumatic Stress since then, and some have been very bad but I have the tools and support network in place now, I can lean on my support network, my therapist, my partner, my family, and friends.

I saw and continue to see paramedics and nurses suffering in the pre-hospital world. I've lost too many friends and colleagues to not mention my story. We have many faces here at APL, from northern remote clinics, ground ambulances, flights, events, etc. We all face unique challenges regardless of the division. So, I'd like to take a moment to say to you all, please look out for yourselves and each other. Don't hesitate to seek help if you or somebody you know is in need. The work you do is critical, the things we see can't be unseen. We as nurses and medics see the worst of humanity and oftentimes, we're it, there's no higher level of care for us until our patient gets to the hospital. That responsibility alone is stressful.

So please remember it's ok to not be ok. Please look out for yourselves, look out for each other. Don't be afraid to talk about it. Reach out. We are working hard to have a Peer Support Program in place very soon to bridge the time gap in getting to a therapist or other mental health professionals, we have many options available for help already through EAP, and AHS Peer support as well as national numbers for mental health and suicide prevention.

We are all in this chosen profession of prehospital care together, let's look after each other!

LYLE BARRON, PEACE RIVER FLIGHT ACP

Peer Support Program

APL staff members and management are working towards the creation of a Peer Support Program. We are currently exploring options for different platforms and gathering ideas to launch a successful program. Please take a moment to fill out the Peer Support Questionnaire as we value your input and feedback.

[CLICK HERE TO TAKE THE SURVEY](#)

If you have any other feedback or would like to be involved with the Peer Support Program please reach out to Amanda Gach or Pam Clendinning.

APL

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Snapshots



TEAM BUILDING



NORTHERN LIGHTS FROM THE PLANE
PHOTO BY REBECCA PRIEST



NRP (NEONATAL RESUSCITATION PROGRAM) TRAINING IN FOX LAKE. A COLLABORATIVE GROUP OF APL PCP/ACP AND NURSING STAFF.

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HR SPOTLIGHT: HEALTH & WELLNESS CHALLENGE



Health & Wellness
CHALLENGE
June 6, 2023 - July 6, 2023

We will focus on your wellness, which in turn focuses on your health. We want to challenge you all this year to focus on your health internally. We will give out weekly recipes, daily motivations and be your biggest cheerleader.

Hello everyone,

Take out your calendars and **SAVE THE DATE!** Our next Health and Wellness challenge begins on June 6th, 2023.

We had one of our biggest turnouts to date last year and we would like to continue 2023 with a similar theme.

This year we plan to introduce some challenges once again for extra points. These challenges will range from making a recipe to getting out into your community.



We will be sending out invites in May to join in on the challenge, you can join in anytime via this QR code. This will direct you to our WhatsApp group and from there we will be in contact with your tracking sheet, and you will be added to the weekly e-mail list as well.

Stay healthy, stay safe.



AMANDA GACH

CULTURE COMMITTEE UPDATE: HAPPY EMS APPRECIATION MONTH

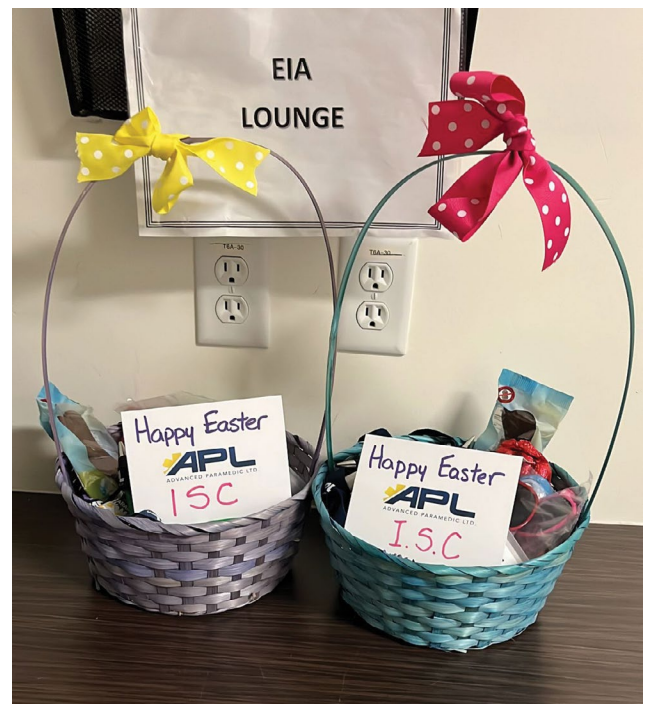
The committee has decided to officially call May APL's EMS appreciation month since nurse's week, mental health week, and EMS week all fall in this month. We want the chance to involve all staff not just the staff members who are on shift the one week. This year we have planned a special visit from Management to each of the bases... yes, even you Fox Lake. Courtney Bolduc (training and development coordinator) has lined up a guest speaker. The committee is also putting together a small gift for all our front-line staff! Remember to reach out to one another and show your appreciation. Spread the positivity, it is contagious!

We hope everyone enjoyed the easter baskets that were sent to each base in April.

Interested in joining the Culture Committee? We meet the third Thursday of every month at 3pm on Zoom.

Email pam for the link: pam.c@advancedparamedic.com

PAM, AMANDA, MICHAELA, COURTNEY, SHAUNA, NICK & ARABELLA



SHARE YOUR APL STORIES ON SOCIAL MEDIA.

#APLSAVESLIVES

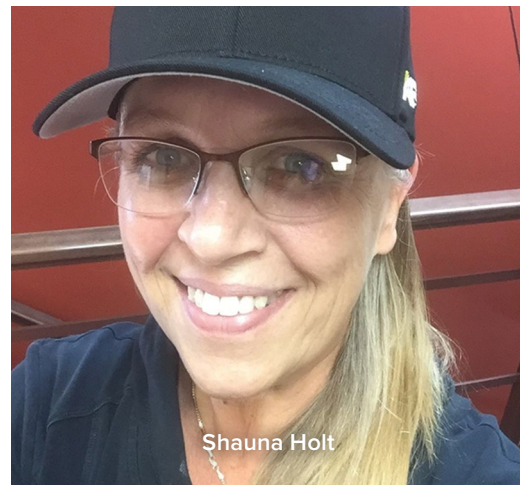
#WHOISAPL



Nick Dutta



Arabella Mettimano



Shauna Holt



Michaela Johnson

CORPORATE CULTURE COMMITTEE



Pam Clendinning



Amanda Gach

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:

- Nick Dutta, ACP
- Michaela Johnson, PCP
- Pam Clendinning, PROJECT'S AND CULTURE MANAGER
- Amanda Gach, HUMAN RESOURCES ASSISTANT
- Arabella Mettimano, ACP
- Shauna Holt, ADMIN ASSISTANT



WE ARE GOING TO PLAY A GUESSING GAME!

Who's The Baby?



_____ Amanda Gach

_____ Jack Webb

_____ Amanda Gibson

_____ Samantha Mazurik

_____ Andrea Bruneau

_____ Sheila Veidt

_____ Derek Rosendal



Happy spring to everyone!

As you know from staff emails and Stephen's newsletter piece, Tim Ljuden is moving into retirement soon. Though we are sad to see him go, we wish him all the best in his new lifestyle!

With that, we are blessed and excited to have long time APL employee, Brad Rideout, join the management ranks as the new Air Ambulance and Clinics Manager! Brad brings nearly 20 years of air ambulance experience to the table, so we are very fortunate to have him to fill Tim's shoes.

Brad was born in Newfoundland and transplanted to Alberta in 1997. He was always drawn to medicine, so he became an EMR in 2001 ... and the rest is history!

We have always valued Brad's straightforward approach along with his superb skills as a paramedic and trainer. We look forward to working with him in this new venture and know that the staff he manages will be in good hands.

Please join me in congratulating Brad on this promotion and give him a warm welcome when he crosses your path!

SHEILA VEIDT, COO



PEER RECOGNITION AWARD

Our winner this round is **Arabella Mettimano!**

Arabella has been nominated for Distinguished service and going the extra mile.

Arabella is professional, personable, and just wonderful to be around. Her communication with patients, families, and members of the interdisciplinary team is exceptional. She is a supportive co-worker, and she always ensures new hires and students feel welcomed and comfortable. Her experience, kindness, skill, and knowledge make her an ideal mentor. She also participates in the Culture Committee, which shows her dedication to the company and to staff satisfaction. She is being awarded for distinguished service and going the extra mile for her patients and coworkers. She is also being awarded for working so hard on the flight jacket project and sitting on numerous committees. She is always volunteering her time and making APL an enjoyable place to come work.



Peer Recognition Award Nominees

Nominees this round were:
Amanda Gach, Amanda Gibson,
Andrea Bruneau, Carolyn May,
Karley Sutherland, Lyle Barron



KUDOS CORNER



A very appreciative family of an 8 week old baby transported to High Level, then onto Edmonton at midnight thanked ACP Jack Webb and PCP Zoe Saunders with mugs.

ISC Nurses on duty to help were Karen Hansen and Jennifer Howling.



Big shout out to Michaela Johnson PCP in Fox Lake- successfully inserted her first I.O.

Congrats Michaela- Good job!



IT TALKS



I'm happy to mention that with more choices of internet providers, we can now look forward to improved internet service for some our rural base locations. Our Cadotte Lake Ground Ambulance base had been recently upgraded with the addition of Starlinks Satellite service which has significantly improved internet service.



Also, I am coordinating with our High Level team lead Albert Wong and am hopeful we will have improved service come spring or early summer of this year.

With better technologies becoming more available, I think that the overall experience will be much more pleasant for all base staff to use.

LUC BRUNEAU

ACCREDITATION UPDATE

Audit Dates: June 19, 20, 21

The auditors will be visiting the PR Office flight base, GP flight base, and Cadotte Lake!

The auditors will be doing a virtual meeting with employees from all divisions, I will be looking for volunteers to sign up mid May.

Two very important surveys have been sent out.

**WORDS CAN BE FOUND IN ANY DIRECTION (INCLUDING DIAGONALS)
AND CAN OVERLAP EACH OTHER. USE THE WORD BANK BELOW.**

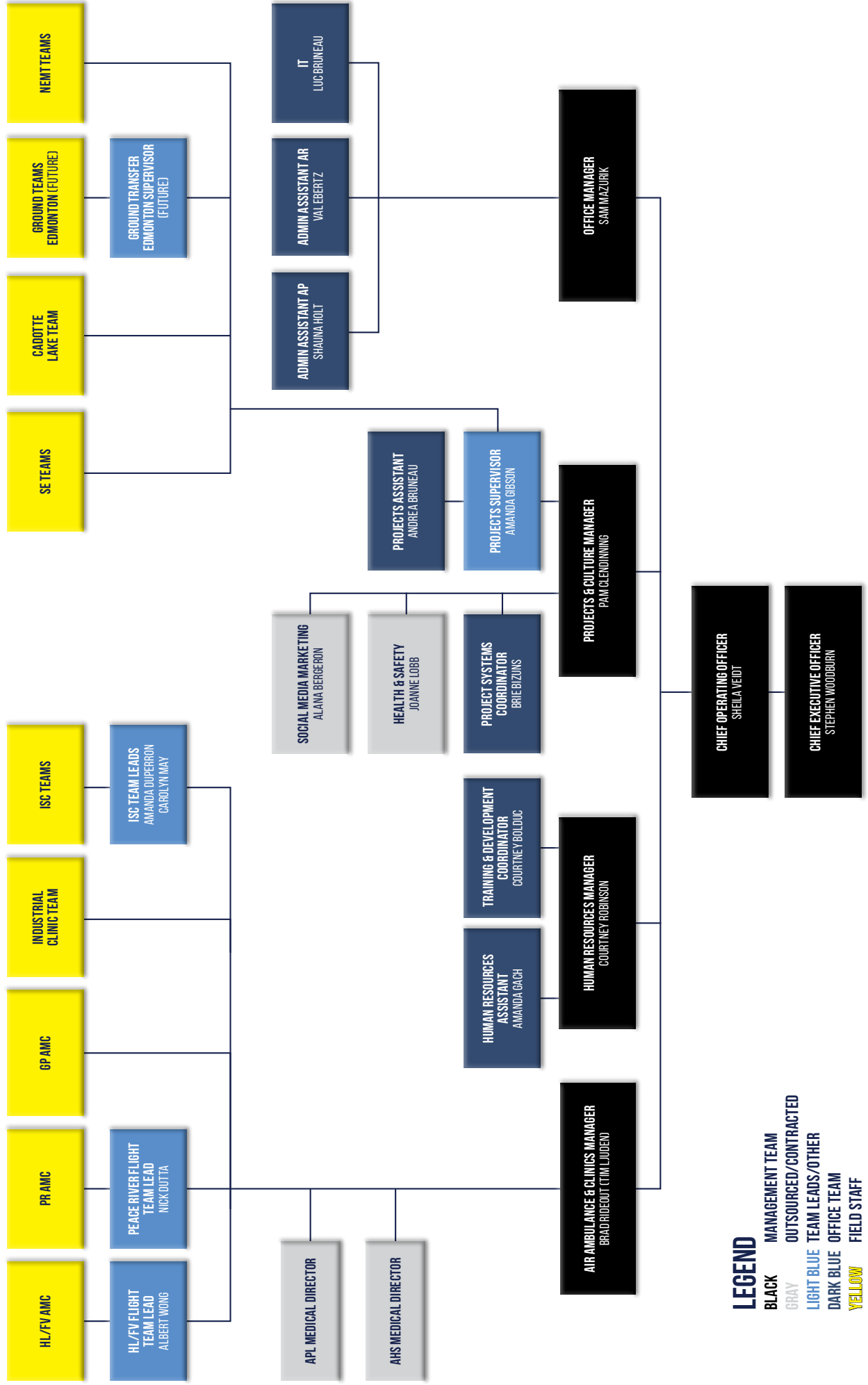
W Q A P L G A R D E N R I V E R M L M W
J L Q D N D X E K A L X O F T Y C F C Z
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H R I S E V T Y L R M V I F Q Y W R M I
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Word Bank

- | | | | |
|---------------|---------------------|------------------|----------------|
| 1. integrity | 2. innovation | 3. fortvermilion | 4. airplane |
| 5. foxlake | 6. bases | 7. grandeprairie | 8. people |
| 9. paramedic | 10. medivac | 11. edmonton | 12. compassion |
| 13. community | 14. professionalism | 15. gardenriver | 16. peaceriver |
| 17. highlevel | 18. johndorprairie | | |



ORGANIZATIONAL STRUCTURE 2023



- LEGEND**
- BLACK MANAGEMENT TEAM
- GRAY OUTSOURCED/CONTRACTED
- LIGHT BLUE TEAM LEADS/OTHER
- DARK BLUE OFFICE TEAM
- YELLOW FIELD STAFF

THE NEXT NEWSLETTER IS SCHEDULED FOR AUGUST 2023

**IF YOU HAVE ANY SUGGESTIONS/SUBMISSIONS FOR THE NEXT NEWSLETTER,
PLEASE SEND THEM TO PR@ADVANCEDPARAMEDIC.COM BY JUNE 1, 2023.**



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