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- PEER SUPPORT UPDATE
- APL IN THE COMMUNITY





CEO TALK

I hope everyone is enjoying some much-needed time away with family and friends during the spring and summer months!

I am beyond pleased with the work that the entire APL team has completed in order for APL to successfully receive Accreditation status. On July 17th 2023, the Accreditation Canada Decision Committee informed APL that we are now Accredited with Commendation under the QMentum accreditation program. This is such an incredible milestone we can all celebrate and be proud of! A very Special Thank You to Pam Clendenning for taking the lead on this project over the past 4 years.

Hours of Work Project. This is ongoing and seemingly never ending. We have requested a meeting with AHS to discuss this project as it needs to be put back on

the table as a high priority. I feel that when we can eventually move to 12-hour shifts, this will help all of us in several ways including our staffing challenges. We will inform everyone as soon as we hear any more progress on this.

We have arranged for a new automatic gate system at the Peace River main office. This system will hopefully eliminate the fuel theft challenges we have been having. The system will allow us to code in and out. The gate will slide open allowing easy and quick access. We can all easily park behind the gate, and it will allow for quick and easy exits when required. This system will be installed in late August.

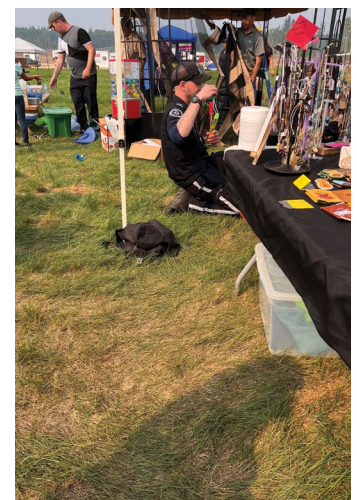
I wish everyone a wonderful summer and feel free to reach out anytime you choose. I always enjoy connecting. Stay safe!

STEPHEN WOODBURN, CEO



In the Community

+ WOODLAND CREE FIRST NATION TREATY DAYS



AMANDA, JOEL, MIKAILA, JANELLE, AND ARTEM WERE OUT PROUDLY SUPPORTING THE TREATY DAYS EVENT IN CADOTTE LAKE.

FOLLOW APL ON SOCIAL MEDIA

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In the Community

+ PEACE RIVER AIR SHOW



Advanced Paramedic Ltd
CPR 
Tournament

July 23 & 24 2023

DO YOU THINK YOU HAVE WHAT IT
TAKES TO PERFORM PERFECT
COMPRESSIONS?
COME TRY!

2 categories each day; child and adult
win an APL Swag Bag!

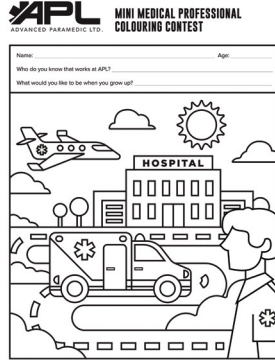


SHARE YOUR APL STORIES ON SOCIAL MEDIA.

#APLSAVESLIVES

#WHOISAPL

+ PEACE RIVER AIR SHOW



Advanced Paramedic Ltd

COLORING CONTEST

JULY 22 & 23, 2023

WIN A PRIVATE AIR
AMBULANCE TOUR WITH
YOUR FAMILY

+ GRANDE PRAIRIE CAREER FAIR



HASHTAG = #APL

ADVANCED SOCIAL MEDIA CHALLENGE

PARAMEDIC

USE #APL ON INSTAGRAM OR TAG APL
ON FACEBOOK JULY 22 AND 23 AND GET
ENTERED TO WIN A \$100 GIFT CARD TO
BOARD N' BARREL

FOLLOW APL ON SOCIAL MEDIA

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#APL

Share your APL stories, experiences and good times on social media by using **#APL** or by **tagging APL** on **Facebook** and **Instagram**.

We can't wait to see all of the fun you have on the job!



HAPPY BIRTHDAY TO OUR JUNE, JULY & AUGUST BIRTHDAYS:

- Amy Brown
- Jack Webb
- Kathy Reid
- Temi Gbarada
- Stephen Woodburn
- Samantha Mazurik
- Bethany Bateman
- Nicole Wright
- Amber Bagan
- Michaela Johnson
- Marin Cislo
- Cole Milton
- Karly Eastman
- Erin Corbett
- Denny Melanson
- Garry Lovas
- Kimberley Loucks
- Nathan Henry
- Rickki-Lee Evans
- Courtney Bolduc
- Peter Dry
- Rachelle Sarpalius
- Laura Thiessen
- Luc Bruneau
- Amanda Duperron
- Candic Paluck
- Tony Korobanik
- Rachel Zep
- Cameron Webber
- Janelle Bedson
- Derek Rosendal
- Stephanie Lyon

SHARE YOUR APL STORIES ON SOCIAL MEDIA.

#APLSAVESLIVES

#WHOSAPL

HEALTH & SAFETY UPDATE

First off, our Health and Safety Audit has been completed and officially sent off to the management team. Oh, the suspense! We'll be revealing all the thrilling findings and our action plan to the entire staff in the next couple of weeks. Get ready for some heart-pounding health and safety excitement!

A massive shoutout to all the heroes who participated in the audit. You've helped us level up our safety game in helping keeping everyone safe and sound. Give yourselves a pat on the back and let's keep the momentum going!

As we dive headfirst into this scorching season, it's absolutely vital that we keep ourselves, our loved ones, and our co-workers safe and healthy.

Here are a few essential reminders to ensure a safe and enjoyable summer for everyone.

SUN SAFETY:

- Apply sunscreen generously and regularly.
- Wear protective clothing and accessories.
- Seek shade during peak hours to avoid excessive sun exposure.

HYDRATION:

- Drink plenty of water throughout the day.
- Carry a reusable water bottle for easy access.
- Stay hydrated to prevent dehydration and heat-related illnesses.

PHYSICAL SAFETY:

- Use appropriate safety equipment for outdoor activities.
- Wear helmets, life jackets, and proper footwear.
- Prioritize safety to minimize the risk of injuries.

INSECT AND TICK PREVENTION:

- Use insect repellents to deter bugs and ticks.
- Wear protective clothing, such as long sleeves and pants.
- Conduct regular tick checks and remove them promptly.

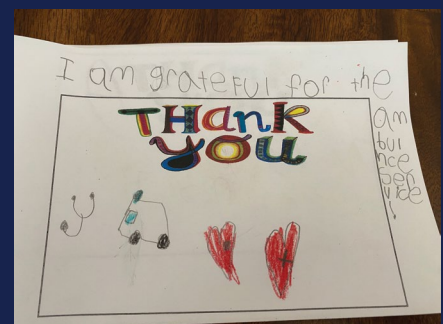
MENTAL WELL-BEING:

- Practice self-care and prioritize your mental health.
- Engage in activities that bring you joy and relaxation.
- Find balance amidst summer's demands and pressures.

Wishing you all a safe summer filled with sunshine, laughter, and good health!

THANK YOU!

Pam Clendinning's daughter Malia's class did these thank you pictures for EMS Appreciation Month.



Did You Know About These APL Benefits?

Stock Options

Full Time & Part Time:
Purchase 3 get 1 free

Up to 5% of your annual base income

RRSPS

Full Time

APL matches \$1200 annually

Part Time

APL matches \$600 annually

Fuel Discount Card

Pay the same price as APL
for your personal vehicle

Education Assistance Program

APL has assisted 34 staff
through 74 courses to further
their education.

See Employee Referral Program for more details

Employee Referral Program

Management Positions \$1500.00
Full Time Field Position - \$1000.00
Full Time Admin Position - \$750.00
Part Time Field Position - \$750.00
Casual Field Position - \$500.00

See Employee Referral Program for more details

Flex Accounts

Full Time - \$750

Part Time - \$375

on items that are not covered
under benefits annually.

Benefits

APL pays %100 of health
and dental premiums



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APL

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Snapshots



ACCREDITATION REPORT

We have successfully been Accredited with Commendation under the Qmentum accreditation program.



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Since the evacuation from Fox Lake, all APL staff have been working in JDP and GR. Our staff in JDP were asked by ISC to assist in an outreach model of care since there were evacuees staying all over the place and wouldn't necessarily present to the clinic with health concerns. It started as swinging by the school in JDP to see if any evacuees needed anything and trying to locate where everyone was staying. This quickly developed into APL staff doing so much more!

Claire Ruzsvanski and Amanda Duperron took it upon themselves to organize more of a Community Paramedic model, as they both have experience in that capacity from working in Calgary as CPs. They put together an appropriate gear bag, created referral forms, connected with the band members overseeing evacuee placement and went from there.

Since the middle of May, They have been successfully running a full CP/Mobile Integrated Health model of care that has expanded to include supporting evacuees daily at the school, the Fox Lake evacuee camp in JDP, evacuees staying in wooden tent frames throughout the community, The Willow Camp (which supports approx. 30 folks in the addictions and mental health recovery program), regular residents of JDP, including several elders in the community, as well as actively palliating one of the elders in their home to prevent several unnecessary hospital visits. They have been averaging around 15 patient encounters daily and this number continues to grow.

This has been a great improvement in patient centered care for all LRRCN community members, however, we want to highlight 2 of our staff that have absolutely gone above and beyond in this role.

Claire Ruzsvanski and Nate Alaimo have been working together in this role since June 26th. They have not only demonstrated a huge commitment to patient centered care, but they have also provided significant patient advocacy in some extremely challenging circumstances.

They were made aware of a family from Fox Lake, where there are 6 at risk children living with their single mom whom is also struggling significantly. 2 of the children required ABX treatment 4 times a day for 10 days. Because they were concerned about the children not getting their ABXs as prescribed, they have been visiting this family 4 times a day starting at 06:00, with their last



visit being at 21:30 daily. On their arrival to the family every day, they have changed diapers, ensured food is available, collected diapers, wipes, formula and clothes for all the children and the mom from the donation center to drop off, they have collected the laundry and done it themselves at the clinic, dropping bags of clean clothes off with the family on subsequent visits throughout the day. They have arranged virtual care appointments with the Indigenous Virtua Care Clinic and facilitated it at the camp room for the mom.

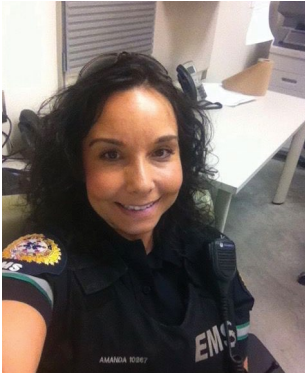
They have ensured all referrals and medical appointments are being made and that the family has transportation. When the mother couldn't attend the clinic for a treatment required for one of the children, Claire and Nate brought the child to the clinic, managed the medical concern and returned the child to the camp. The children all required significant cleaning and treatment, Nate and Claire brought the whole family to the clinic to assist the mom in bathing all 6 kids.

I could go on and on about all the incredible things Claire and Nate have done, not only for this family, but for all the patients they are providing care for. They have gone way above and beyond what is expected of any health care provider to ensure the overall health and wellbeing of their patients.

It has been an honour to work alongside these 2 and everyone should be proud to call them friends and colleagues, they truly are an example of what it is to be a compassionate, competent, care provider breaking down barriers to care, one small act of service at a time.



KUDOS CORNER



Amanda Duperron
Going above and beyond after the evacuation, spearheading community paramedicine in John D'Or in the aftermath, and committing to a long-term stay in community. Thank you, Amanda!



Kudos to the following people for your willingness to help the evacuees in Fox Lake. This crew was asked to drive vehicles up and within the hour of being asked they all came together!

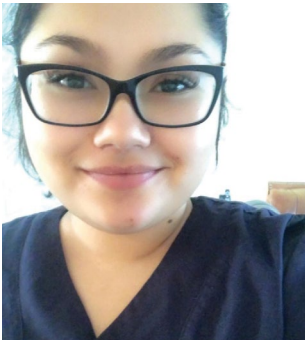
Left: Earnie, Kaitie, Mike, Andrea, Carolyn
Brie, Jack, Amanda 2.0 (not pictured)

Derek and Trevor – Peace River Flight

This crew received an outstanding review on a Patient Satisfaction Survey. Way to go Trevor and Derek, thank you for your professionalism and compassion! Keep up the great work.

Kudos – Cadotte Crew (Amanda Gibson, Claire, Jeremie, Megan, Artem)

Way to go Cadotte crew for leaving an astounding positive impression on the the Accreditation surveyor with your focus on patient centered care. You all showed off the APL Core Values during your in-person episodes of care. The surveyor mentioned that Cadotte should be the team that sets the standard going forward for all organizations when it comes to community and compassion. We could not be prouder!



I'd like to give a kudos to Taryn Spitzer for the innovation, dedication and hard work in the roll out of 'Patient Abuse Training' and 'Patient & Family Centered Care Training'.

She has been an incredible asset for information gathering, framework production, and finishing details. She has required very little guidance and her creativity among many other skills have been so very impressive.



Nishanthan Sathanandsivam and his lovely wife, welcome their brand-new bundle of joy into this world.

PEER RECOGNITION AWARD

Our winner this round is Lyle Barron!

Lyle is being recognized for Workplace Safety, Distinguished Service, Customer Service, Going the Extra Mile and for just being a great person.

Lyle always does an exceptional job in the workplace whether it be cleanliness, teamwork, or professionalism. He regularly talks to patients to ensure their concerns are addressed and people are humanized by his empathetic conversations, in which he truly cares what makes them happy. He goes above and beyond to ensure base duties and CQ duties are done, even though he does not use the shared kitchen he is always the first to make sure it is cleaned. He is often doing tasks that most people tend to avoid without complaint, like sorting through kits weekly, picking up the ambulance from the shop or fueling up/cleaning the units. Lyle is a great team member and is always looking out for his peers, even going the extra mile to start a peer support program for APL so that he can offer his continued efforts to those around him.



Peer Recognition Award Nominees

Nominees this round were:
Janelle Bedson

PEER SUPPORT PROGRAM UPDATE

NEXT MEETING DATE: SEPTEMBER
IF YOU ARE INTERESTED IN ATTENDING EMAIL PAM.C@ADVANCEDPARAMEDIC.COM

WE HEARD BACK FROM THE SURVEY

- Confidentiality and the level of skill the peer support members have.
- It is time consuming and expensive to provide adequate initial and ongoing training to those who would fulfill the role of Peer Support within an organization. Maintaining the program and its staff over the long term is often a point of failure even in large organizations. It needs to be appreciated for the investment it is and resourced appropriately on an ongoing basis. Training and methodology will change over time. Remember when CISM was the gold standard and now we know some of those techniques can actually cause harm? Just like medicine the skills and techniques need to be updated and maintained. The program can't succumb to attrition once it isn't the shiny new toy anymore, or it can do more harm than good.
- Lack of continued interest as the program evolves over time
- Making sure that people involved actually understand the realities of mental illness, PTSD, or other traumas.

- Availability of people if its just within the organization.
- Having people sign up for the program to be peer supports that don't have true emergency experience so they'll be unable to relate.
- A lot of people in our company talk and share their opinions to others. I would love this program but would be worried about how information said in the call is shared to others.

WHAT HAVE WE BEEN WORKING ON:

- App
- OSI-Can met on June 27
- East Care

APL Peer Support Group met with an incredible group called OSI-CAN June 27th. This group was formed just after COVID by an ACP with 32 years' experience and a Veteran. They saw the need for front line staff to support front line staff. We encourage everyone to check out one of the meetings. There is zero cost and you can attend once or attend every meeting, it is completely up to you.

SUPPORT GROUP & MORE

OSI-CAN provides free support for the ones that are trained to support us. Created by Front Line Staff delivered by Front Line Staff.

In-person and online support groups run by Paramedics open to all emergency first responders. To sign up for a group please contact Jason Trenholm at 780-499-5794 or JTrenholm@osi-can-ab.ca

These support groups are 100% free and there is no minimum commitment.

CALGARY

Every 2nd Tuesday (twice a month)
 @ 11:30 and 18:30 hrs.
 John Senior, Support Group Leader

EDMONTON

Every Sunday at @16:00 hrs.
 Trudy Dover, Support Group Leader

GRANDE PRAIRIE

1st Tuesday of each month @ 19:00 hrs.
 Laverne Friesen, Support Group Leader

LEDUC

3rd Sunday of each month @16:00 hrs.
 Support Group Leader

STONY PLAIN

3rd Thursday of the month @19:00 hrs.
 Rick Wennerstrom, Support Group Leader

FORT MCMURRAY

Every Thursday @19:00 hrs.
 Andrew Gorman, Support Group Leader

RED DEER

3rd Monday of the Month @ 19:00 hrs.
 Sara Wise, Support Group Leader

STRATEGIC PLAN 2023-2025

VISION

To be recognized as Alberta's leading EMS provider and employer of choice.

MISSION

To provide high-quality patient care in diverse situations while offering an exceptional workplace that inspires our employees to be the best they can be.

CORE VALUES

COMPASSION

COMMUNITY

INTEGRITY

PROFESSIONALISM

INNOVATION

STRATEGIC PRIORITIES



HEALTHY AND SAFE WORKPLACE

We deliver our service in an environment where we provide experience and education to our employees so that they can be employed anywhere.



PATIENT SAFETY

Patient Safety is always our highest priority and of greatest importance.



STRENGTHEN OUR PROVINCIAL AND FEDERAL PARTNERSHIPS

We appreciate and value our Provincial and Federal Partnerships. In saying so, we will strengthen and emphasize our meaningful relationships with the respective governmental authorities in which we do business. We will do this by adding more value through innovation, technology and increasing our service delivery capacity beyond what it is today.



QUALITY IMPROVEMENT

We will focus on implementing quality improvement initiatives so that we will provide the highest quality care for our patients and families.

THE NEXT NEWSLETTER IS SCHEDULED FOR NOVEMBER 2023.

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



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