



COO UPDATE

Hello everyone! I love the fall season—and this one has been spectacular!

APL has been a whirlwind of activity recently—my list won't be exhaustive but let me touch on many items that you may or may not be aware of:

The Projects division headed by Pam Clendinning has embarked on a unique project at Fox Lake, supplying both ACPs and PCPs for the community's reintegration. This community was devastated by wildfires this spring, with many losing their homes and businesses and the entire population being evacuated for months. In September, people began returning to Fox Lake, gradually. Little Red River Cree Nation reached out to APL to provide medical services for a short period of time—this has recently been extended until March 2024. We are excited to be in direct partnership with the leadership of this Nation and to be of service to those who have the arduous and emotional task of rebuilding.

We're happy to welcome Meagan McDonald to the role of Medical Standby – Team Lead, based at the EIA office. She will be supervising the racetrack operations as well as other special events in the Edmonton area, and any new projects in this location. We look forward to seeing her smiling face at the EIA—welcome to the APL team!

Brie is completing an asset management certificate; we are excited to have her finish this and teach us what she has learned.

To provide backup for Training & Development Coordinator, Courtney Bolduc, two current APL staff have been hired: Bethany Bateman and Taryn Spitzer. Welcome to these new roles, ladies! These new positions will help ensure that onboarding processes can continue even when Courtney is away or unavailable.

On the topic of education, I am so proud that APL has been able to support, financially or otherwise, so many employees on their educational/training journeys. Some of the areas of study include:

- Supervisory Skills

- Human Resources courses on various topics
- Train the Trainer – BLS, ACLS, NRP
- Admin Skills
- Employment Law
- Wilderness First Aid
- STARS Academy
- Most notably, several employees are currently on track to move from PCP licenses to ACP practice permits. We admire the dedication and hard work it takes to accomplish this while also working!

And the list goes on. Well done everyone!

Recently approved initiatives include:

- Travel incentives for Peace River, Grande Prairie flight programs and Cadotte Lake ground program
- Installation of an in-line generator system at Cadotte Lake to protect against frequent outages in that community
- Interior painting of Peace River office and crew quarters common area
- Shift incentives for the flight program
- Recruitment of shift supervisors for the High Level and Fort Vermilion flight bases
- Installation of a new gating system at the Peace River office

We are currently in the midst of the EIC budgeting process. This has been a bit of a learning curve as all areas must use a more forward-thinking philosophy to anticipate the needs for 2024. Though challenging, it has forced us to think ahead and plan. We are hoping to be able to replace some of the equipment that is starting to show its age, as well as purchase new training equipment.

APL senior leadership is working towards obtaining EIC approval to lease a larger office space in Grande Prairie. This space would have offices for Stephen Woodburn and Brad Rideout, as well as house the extensive medical supplies inventory that has grown at the Canwest hangar. The goal is to obtain an inventory management system and improve



the efficiency/organization of our stock, while also reducing the lead time for bases to receive required items. We look forward to making this official soon!

Also, we are seeking approval for a significant renovation of APL's space at EIA to make room for a training area, better storage, and increased office space for both regular staff and visitors to this base. It will be an exciting change if we are able to proceed with these changes this year.

We continue to reach out to AHS for updates on the Hours of Work project which would move all flight programs to 12-hour shifts. APL firmly believes that this would help relieve multiple pressures on the system that are currently challenging both Air Medical Crew and Aviation providers. Senior management keeps this topic current, even though it has been about two years since the original announcement by the government.

Finally, I'd like to commend those who continue to work towards finding tools for mental health support at APL. We've had some bumps in the road, but I'm very proud of the commitment our staff and management show for finding solutions for our people. Psychological safety is a topic that the management team recently spent considerable time digging into. Watch for more on this soon!

As we roll towards winter with the days becoming shorter and the temperatures dropping, let's all remember to be kind to the people in our lives, as well as the others we encounter along the way. We spend so much time with our co-workers—let's build those relationships, coming from a place of curiosity, seeking to understand.

Take care!

SHEILA VEIDT, COO



CEO TALK

Dear Team,

I hope this message finds you well. As we approach the end of another productive quarter, I wanted to take a moment to reflect on you.

First and foremost, I want to express my sincere gratitude to each and every one of you for your unwavering commitment and dedication to our mission. Over the months, our team has shown exceptional resilience and professionalism in the face of ongoing staffing challenges. Your efforts have not only ensured the well-being of our patients but have also supported our reputation as a service leader in our industry.

I'm pleased to see our expanded training programs being integrated. This has not only strengthened our team but has also empowered us to offer more comprehensive care to our communities. I highly encourage

you to take advantage and complete these programs as prepared by Courtney and her department. Your participation is greatly appreciated.

In addition, our community outreach initiatives have received positive feedback, and our commitment to excellence in patient care continues to be recognized. This recognition is a testament to your dedication to making a difference in people's lives.

Looking ahead, we are focused on continuous improvement and growth. We have completed our 2024 budget and plans down the pipeline will include upgrading some of our operational and training equipment and we want to find ways to expand our reach. We are currently working to improve our security at our Peace River base with a new coded security gate and you will also see a painting crew inside our facility over the coming weeks. Your input and feedback are



always invaluable as we navigate forward, so please do not hesitate to share your thoughts and ideas with us.

As we move forward, I am confident that our team's resilience, expertise, and unwavering dedication will continue to set the standard for our industry. Together, we will achieve excellence and make a positive impact on the lives of those we serve.

Thank you once again for your exceptional work. I am proud to work with such an outstanding team, and I look forward to seeing you at the Christmas party in November!

Stay safe,

STEPHEN WOODBURN, CEO



In the Community



ONE OF THE TEAMS FROM OUR FOX LAKE REINTEGRATION PROJECT



TARYN READING TO A GRADE 1 CLASS



JULIAN, LINDEN, STEPHEN WOODBURN & AMANDA GIBSON

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PREPARING FOR THE WINTER: SAFE LIFTING PRACTICES IN PREHOSPITAL CARE

As APL employees, we often are responsible for providing safe and effective prehospital care to those in need, but we must also remember the importance of protecting our own health and safety as well. According to statistics from the Workers' Compensation Board (WCB), the health services industry has an injury rate four times greater than the mining and petroleum industry.

One of the key aspects of preserving our well-being in EMS is adhering to safe lifting practices. We've all been trained in safe-lifting habits and equipment use specific to our divisions and work environment, but let this article provide some good reminders as we enter the icy season.

KEY POINTS TO REMEMBER:

- **Reporting:** It's crucial to report all injuries, incidents, and near misses within 24 hours. This helps in identifying areas that may need improvement in terms of safety.
- **Manual Lifting:** Whenever possible, manual lifting of patients should be minimized or eliminated. By utilizing maximum client and equipment involvement, we can minimize the amount of weight we need to support.
- **Proper Assessment:** Proper assessment is key. It includes:
 1. **Self-Assessment** (example: *Physically* – What is my current fitness level? My strengths? Weaknesses? Emotionally – Am I fatigued? Distracted? *Training* – Do I feel comfortable using the equipment available? Do I recall how to safely lift and move patients? *Communication* – Am I able to effectively communicate with the patient and my partner? Do we need to go to a quieter environment to form a plan?)
 2. **Environment** (example: equipment, lighting, noise, distractions, working surfaces, snow/ice, hazards)
 3. **Patient's Condition** (*Communication* – Language Barrier? *Cognition* – Dementia? Able to follow commands? *Emotional/Behavioral* – Combative? Aggressive? *Medical* – Stable? Unstable? *Functionality* – Injuries? Weakness?)
- **Body Mechanics:** Always maintain proper body mechanics, keeping your ears, shoulders, and hips in alignment, regardless of your position. Bend at the hips, keep your butt out, knees bent, elbows tucked in, and use a palm-up grip for a neutral wrist and powerful biceps.
- **Patient Height Adjustment:** Adjust the patient's height (if possible) to a level between your shoulders and hips, ensuring all workers stay within their comfort zones. Avoid using your arms or twisting your upper body. Lift patient stretcher to area

that reaches the tallest person's comfort zone, so long as it is still in yours.

- **Utilize Patient's Assistive Devices:** Whenever available, use the patient's assistive devices (walkers, wheelchairs, crutches, bed lifts) to make lifting and moving easier and safer.

SAFE LIFTING TECHNIQUES/TIPS:

- **General Lifting and Moving:** Remember the Power Lift, Power Grip, Squat Lift, and techniques for one-handed carrying, reaching, and pushing/pulling to minimize strain and potential injuries.
- **Emergency Moves:** When there is an immediate danger to both the patient and the rescuer, try the Armpit-Forearm Drag, Shirt Drag, and Blanket Drag techniques.
- **Urgent Moves:** In situations where there is an immediate threat to the patient's life (e.g., car accidents), master Rapid Extrication for safe and efficient patient transfer. Utilize your available tools, such as, Spine Boards, Scoop Stretchers, and KEDs for extrication.
- **Nonurgent Moves:** For nonurgent scenarios, techniques like the Direct Ground Lift, Extremity Lift, Direct Carry, and Draw Sheet can be useful. Utilize Spinal Motion Restriction when necessary.
- **Carrying Devices:** Familiarize yourself with different carrying devices like stretchers, stair chairs, backboards, transfer tarps, and more to ensure safe patient transport. The available carrying devices may differ from division/station to division/station.

If you feel you need/would like more practice with certain techniques and equipment, please contact education@advancedparamedic.com or your direct supervisor.

By embracing these safe lifting practices, we can minimize the risk of injury to APL professionals and provide better care to our patients. Your well-being is as vital as the care you provide. Stay safe!

References:

- <https://emt-training.org/lifting-moving.php>
- <https://www.albertahealthservices.ca/careers/Page12772.aspx>

SAFETY TIPS FOR THE UPCOMING WINTER SEASON

As we prepare for the upcoming winter season, it's essential to stay vigilant and adapt to the unique challenges that cold weather presents. Here are some vital winter safety tips to keep in mind:

- 1. Stay Warm:** Dress in layers to retain body heat. Ensure you have thermal undergarments, insulated clothing, and waterproof outer layers to stay warm and dry.
- 2. Cold Weather Gear:** Invest in high-quality winter gear, including insulated gloves, hats, and boots. Proper footwear with good traction is crucial for icy conditions.
- 3. Vehicle and Equipment Maintenance:** Regularly check your ambulance and equipment for maintenance issues, to ensure it's in optimal condition during the colder months.
- 4. Road Safety:** Be cautious while driving in winter conditions. Slow down, increase following distances, and be extra vigilant on slippery roads.
- 5. Emergency Kits:** Stock up on cold weather emergency supplies, including extra blankets, for both yourselves and patients.
- 6. Hypothermia Awareness:** Be aware of the signs of hypothermia in patients and yourselves.
- 7. Ice and Snow Removal:** Ensure safe entry and exit from

your ambulance, MTC, by clearing ice and snow from the vehicle and the patient's surroundings.

- 8. Communication:** Maintain good communication with your team and supervisor to stay informed about changing weather conditions and road closures.
- 9. Hydration:** Don't forget to stay hydrated even in cold weather. Dehydration can exacerbate the effects of cold exposure.



Remember, your safety is paramount, and a well-prepared medic is better equipped to provide the best care to those in need, regardless of the weather conditions.

Stay warm, stay safe, and stay vigilant this winter season.

Thank you all for your dedication and service.

JOANNE LOBB,
HEALTH AND SAFETY COORDINATOR

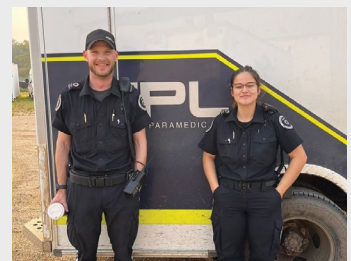
HAPPY BIRTHDAY!

HERE ARE OUR TEAM MEMBERS THAT CELEBRATED BIRTHDAYS IN NOVEMBER, DECEMBER AND JANUARY!

- Alex Sinkevich
- Brad Rideout
- David McAlister
- Joel Friesen
- Dan Lacombe
- Douglas Doubleday
- Krista Pangman
- Jessica Hodgson
- Arabella Mettimano
- Andrea Heroux
- Jesse Proch
- Kailee Drever
- Britney Dunford
- Jim Laird
- Kathryn Wild
- Carolyn May
- Rebecca Priest
- Freyja Laschuk
- Jordan Drouin
- Kelli-Anne Warren
- Sukhpreet Pritam
- Gary Fenton
- Daniel Hirsch
- Artem Zavorodnii
- Arsene Koumapie
- Nishanthan Sathanandasivam
- Nick Dutta
- Alexis Halloran
- Amanda Gach
- Linden Skog
- Alyson Brouwer



KUDOS CORNER



Artem & Mikayla earned a stork pin for delivering a baby boy

TAKING FLIGHT WITH APL

Originally from a small fishing village in Nova Scotia, Lyle Barron now lives in Edmonton and serves as a flight medic at the Peace River Station.

With previous experience as a paramedic, Lyle happened upon APL by chance and took flight in his new role in March of 2021.

“After the pandemic hit, a lot of industrial contracts for paramedics were being cancelled, and I happened to find a posting on LinkedIn for a flight position in Peace River,” said Lyle. “I’ve worked as a paramedic on land and sea and thought now is as good as time as any to try my luck being a paramedic in the air.”

Now, as a full-time medic at the APL station in Peace River, Lyle has come to thoroughly enjoy his new role in the air. After 30 years of being in EMS, he has found that there are still many opportunities to learn and grow on the job.

“Since starting with APL, I’ve learned many new things such as applying flight physiology to paramedicine, which is something I’ve never encountered with my previous jobs,” said Lyle.

On top of that, Lyle has learned that a job within EMS is always vastly different than a traditional career, especially when it comes to expectations and actual outcomes. “In EMS you can do everything right and the outcome may still be poor for a patient. You must learn to take small victories when you find them,” said Lyle.

As a medic, Lyle has come to appreciate the variety of lifestyles and patients from all walks of life and meeting people from a wide range of socioeconomic statuses while on the job.

“This job really drives home the values of compassion, empathy and equality amongst all,” said Lyle.

Working for APL has been a refreshing and exciting career move for Lyle, especially because he has had the opportunity to meet and work with many wonderful people. With strong support systems in place, there is a sense of community within the organization.

“At APL I find that management and coworkers alike truly want everyone to succeed and thrive,” said Lyle.

Starting at APL was Lyle’s first introduction to Critical Care and being away from mainstream emergency medicine. He had his reservations about whether he could rise to the occasion and take on the tasks before him but was pleasantly surprised with how supportive his team was in helping him transition.

“My Team Leads and fellow coworkers were more than understanding and continue to be so helpful,” said Lyle. “APL has been steadily building and improving new hire education and I’m excited to see

where APL will be in another five or ten years.”

As an active advocate for mental health, Lyle recognizes that working in EMS comes with its own set of challenges and protecting the mental health of workers needs to be prioritized.

“My advocacy for mental health in the profession is a painfully bittersweet one,” said Lyle. “Unfortunately, we’ve lost too many colleagues and friends to this profession to not advocate for improvements.”

When Lyle started his career in 1994, the mentality among senior medics was to “suck it up” and deal with things alone. Recognizing that this can lead to further problems, Lyle has made it his mission to generate change.

“This mindset has to stop. We must look after ourselves and each other,” said Lyle. “I have and continue to deal with PTSD, as many of my fellow coworkers do and the saddest part is that so many people are suffering in silence.”

Lyle admires APL for taking charge and putting in a variety of supports for mental health, especially with their recent partnership with OSI-CAN. He feels that this alone will start to normalize more conversations surrounding mental health in the workplace and will create an even closer atmosphere among workers.

“If you or somebody you know is having issues or isn’t themselves, please start the conversation,” said Lyle. “Ask them how they are, offer them the tools and supports we have in place, whether it be OSI-CAN, assistance through our benefits package, or encouraging them to utilize the CMHA website.”

Discussing mental health can be difficult to talk about and Lyle acknowledges that there is still a lot of stigmas attached to mental health issues. By continuing to advocate for normalcy surrounding these topics, he hopes to create change for the future.

“Eventually, I’d like to see mental health discussions be as common as talking about a sprained ankle or a common cold,” said Lyle. “We need to get to a place where a workplace injury to the mind is easy to talk about and get help for.”



LYLE BARRON, FLIGHT MEDIC, PEACE RIVER STATION



HR CORNER

With the transition of the Employee Assistance Program (EAP) to Lifeworks earlier this year we wanted to share with you some helpful tips on how to gain access to this program and what it can do for you.

- Visit the website at any time here: <https://hubcanwest.lifeworks.com> and create an account if you do not have one.
- Once logged in you can access a wide array of support systems from mental health to financial health, nutrition, exercise, critical incidents, natural disasters and so much more.
- You can do health assessments.
- Life support systems from raising a child, handling money, relationships, burnout, communicating and more.
- An online gratitude journal.
- Various articles and toolkits on goals, stress, mental health, nutrition and more.
- You can access their live chat at any time via the website, or phone 1-844-671-3327 during a critical moment.

With all the information above, this is just the tip of the iceberg when it comes to the wealth of information stored on this website. We must say though, our favourite part is the toolkits. There are various toolkits available for a lot of things we must deal with in life, family, health, work and money. A few toolkits that catch our eye are grief and loss, family safety, new parents, addictions and recovery, health and wellbeing, sleep health, stress management, mindfulness, weight loss, wellness and many more. We are excited to dive deeper into this website and learn about everything it has to offer.

Please don't forget, if you have any questions or concerns, reach out to any one of us, we will be there to assist you.



AMANDA GACH

PEER RECOGNITION AWARD

Derek Rosendal was chosen as the most recent winner of the Peer Recognition Award.

Derek has been recognized for always going the extra mile to ensure his team member's needs are met before his needs are met, whether he is doing base duties independently while other team members are catching up on rest or sharing his generosity with colleagues. He often finds little things around the base and crew quarters that require fixing and he does it without telling anyone, because he is the kind of man who doesn't do it for a thank you, but to make things easier for others on shift and in the office!

He is always there for a warm hug on a bad day, a comforting smile when needed, and a listening ear on difficult days. On transfer calls, he always gives his hand to hold for patients having a difficult time and he gives support while providing exemplary care to his patients.

We would like to recognize him for being an honest colleague who is consistently demonstrating all of APL's core values and to show our appreciation to him as our coworker.

Thank you for all you do Derek and congratulations.



Other nominations for this peer recognition term:

- Amanda Gach
- Amanda Gibson
- Courtney Bolduc
- Karley Sutherland

Congratulations!

CULTURE COMMITTEE UPDATE

Thank you everyone who participated in our Pet Submission contest for the calendar. We promised to donate \$5 for every submission, we are proud to say we had 41 adorable photos sent in. APL has decided to round way up and donate \$500 to the SPCA for all your participation!

Our next meeting is November 16th at 3pm, we would love you to join. We will be discussing the new APL store!

Email pam.c@advancedparamedic.com for a link to the meeting.



YOU AND A GUEST ARE INVITED TO THE APL

Christmas PARTY

Peace Valley Inns Emerald Room
9609 101st Peace River, AB

November 23, 2023
5:00 PM - 1:00 AM
RSVP by Nov 1, 2023

Cocktails - Dinner - Awards - Cash Bar
Dancing - Raffle - Keys Please Provided

Designated Drivers supplied by
Peace Region Performance Club
(Get you and your vehicle home safely)

Hotels

Provided By

For out of town guests only!

Let us know you need a hotel when you RSVP

In town guests may purchase a hotel room at your own cost for \$89 a night - 780-624-2020



PHOTO CONTEST

SUBMIT YOUR SNAPSHOTS FOR A CHANCE TO HAVE YOUR PHOTO FEATURED ON THE COVER OF THE APL ADVISOR NEWSLETTER!

Send in your photos regularly! There will be 4 contests a year, aligning with the release of the quarterly newsletter. Each winner's photo will be framed and showcased at next year's Christmas Party. At the Christmas Party the photos will be voted on and the winner will win a grand prize.

Enter now! Email your photos to amanda.g@advancedparamedic.com

Note: these photos will be used by APL at our discretion. There will be no compensation for the photos.

THE NEXT NEWSLETTER IS SCHEDULED FOR FEBRUARY 2024.

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

