



The APL Advisor



PHOTO CONTEST WINNER FOR Q4 2023 | PHOTO BY TYLER WERBOWSKI

IN THIS NEWSLETTER

- PHOTO CONTEST
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FEB | MAR | APR 2024



COO UPDATE

As I write this, we have just come through a serious cold spell, one that makes it feel ‘warm’ when you finally get to head out in -20C!

There were many issues across APL’s operations resulting from the cold weather—broken equipment and vehicles, lack of heat or hot water (or water at all) in crew housing and clinics, vehicles that wouldn’t start, and the risk of working in these extreme temperatures. Thank you all for working together to find solutions and to stay safe!

First off, I’d like to recognize current staff who have taken on new and added responsibilities:

- Nick Dutta
TL for High Level/Fort Vermilion flight bases in addition to Peace River
- Nicole Raivio
Shift Lead for High Level/Fort Vermilion flight bases
- Julian Power
Acting Team Lead for ISC Clinics

All three of these roles will be important in sharing the operational and administrative workloads of these programs—thank you so much!

A familiar friendly face has returned to the accounting department on a temporary assignment—Allison Nichols! She will be providing support for invoicing, accounts receivable, and payroll during her time here. Allison worked for APL in the same area, about four years ago. We welcome her back and are thankful to have her help during a very busy time!

Contract updates:

- Both contracts with Indigenous Services Canada (ACP and PCP) were due to end on November 30, 2023. We received one-year contract extensions until November 30, 2024.

- AHS has resumed negotiations with APL regarding the provision of 12-hour shifts for Air Ambulance. We look forward to resolution of this item and then implementation!
- In spring 2023, AHS provided APL with Power Pro 2/PowerLoad stretcher systems for all EHS-registered ambulances. By the end of November, these units were installed. Though there are currently some technical issues to be resolved, these units should prove beneficial in the long run.

Other updates:

- During the calendar year 2023, APL has provided practicums, exposure, and mentoring to more than 40 students. This is something to be proud of! Helping others learn is a key factor in improving your own job skills and abilities. Thank you for all the extra effort in providing this capacity for paramedic students in Alberta. This is how we help grow the staffing base for this profession. Excellent work!
- In November 2023, APL acquired additional space at the Grande Prairie office. This now allows Brad Rideout, Air Ambulance and Clinics Manager, to have dedicated and private office space. It also allowed us to move the large amount of stock from the GP Canwest hangar to this location for a much more organized and user-friendly set up.
- Also in November, APL hosted its annual Staff Christmas Party. We were excited to see staff members and family attend from as far away as New Brunswick! Thank you so much to all that organized it and those who joined us—it is great to see our staff in person and enjoy a night of celebration and fun!
- In the true APL spirit, we joined together during the Christmas season to support a Peace River family, who



was suggested by a local school to be very deserving of some help. The response from you was overwhelming! From multiple gifts and stockings for each family member, to Christmas dinner, snacks, and even personal messages, our staff gave and gave and gave. When the items were delivered to the school, the staff there were amazed at what we’d done! What a great feeling to know that we provided some joy to a family who might not have otherwise had a lot to celebrate. Well done everyone!

- APL was very proud last month to announce that mental health benefits for part-time and full-time staff members have been supplemented by a \$1,500 spending account, to be accessed if Desjardins benefits are exhausted. This allows you to have more annual support with the practitioner of your choice. This benefit became effective on January 1, 2024.

We look forward to 2024 with all of these successes driving us forward to even more improvements to our benefits, work conditions, and work culture. Thank you all for being part of the team and for making a difference!

SHEILA VEIDT, COO



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.

Snapshots



HALLOWEEN 2023



HALLOWEEN 2023



CADOTTE CREW JEREMIE AND MEAGAN
RECEIVING STORK PINS



**THE CULTURE
COMMITTEE
WELCOMES YOU!**

We meet on the Third
Thursday of every month,
beginning at 3pm via
ZOOM

Everyone is welcome to
attend at any time!



HEALTH & SAFETY UPDATE



STAYING SAFE IN THE CHILL: COLD WEATHER SAFETY TIPS FOR MEDICS

As the winter season tightens its grip, our gratitude extends all our medics who tirelessly respond to emergencies, regardless of the freezing temperatures. The Health and Safety Committee would like to share crucial safety tips designed to help our medics navigate the challenges posed by the cold weather while ensuring your well-being on the frontlines.



1. DRESS IN LAYERS:

The key to staying warm in cold temperatures is layering. Encourage medics to wear thermal base layers, insulating mid-layers, and a waterproof outer layer to protect against wind and snow.



2. KEEP HYDRATED:

Cold weather can be deceiving when it comes to dehydration. This reminder to stay well-hydrated by drinking plenty of fluids throughout your shift. Hydration is essential for maintaining energy levels and preventing cold-related illnesses.



3. MIND THE ICY GROUND:

Our medics often have to navigate unpredictable terrains. Advise to wear slip-resistant footwear and be cautious of icy patches, especially during patient transfers. Encourage the use of ice cleats for additional traction.



4. REGULAR CHECK-INS:

Frequent check-ins are vital for maintaining the well-being of our medics. Encourage your team members

to monitor each other for signs of cold-related stress, such as shivering, confusion, or fatigue. Open communication is key to ensuring everyone's safety.



5. PROPER VEHICLE MAINTENANCE:

Ambulances are the lifeline for all our medics. Make sure that vehicles are winter-ready by checking tire tread, antifreeze levels, and ensuring heating systems are in optimal condition.



6. MENTAL HEALTH SUPPORT:

Winter months can bring about challenges beyond the physical. We encourage our medics to prioritize your mental health and seek support if needed.

Thank you to our dedicated medics for your unwavering commitment. By implementing these cold weather safety tips, we hope to ensure your well-being and enhance your ability to provide exceptional care, even in the chilliest of conditions.

Stay warm and stay safe!



ASHLEY GHOSTKEEPER

Since 2018, Ashley Ghostkeeper has developed her career with Advanced Paramedic LTD (APL). Starting out as an Emergency Medical Responder (EMR), Ashley is now a Primary Care Paramedic (PCP) who has gained valuable experience through the various roles she's had.

"Right now, I'm casual with APL and work at the Edmonton Racetrack doing stand-by," said Ashley. "I was ground ambulance in Cadotte Lake for three years, which was an amazing experience, and I did some flight transfers and stand-by during the fires in the spring of 2023."

Along with being an excellent PCP, Ashley has followed her passions and has pursued a career within the music industry.

Her song, "Future Me" landed in the number one spot on the Indigenous Music Countdown in 2023, and although being a PCP is widely different than being a singer and songwriter, Ashley's motivation has remained the same.

"I love being a paramedic and helping others, but I feel I can also help others through my music. That is my medicine to give and I am grateful to walk this path," said Ashley.

According to Ashley, pursuing her skills as a singer and songwriter took a huge leap of faith, support from those closest to her, and recognizing that life is too short to not go after the things you want.

"My career as a PCP helped me see life from a different perspective and see how precious life truly is," said Ashley. "Having encouragement from my family and realizing I don't want to have any regrets is what ultimately pushed me to pursue music."

Having a background in paramedics has helped shape Ashley's perspective on life as a musician, and her previous experiences have given her a glimpse into why it's important to do the things that mean the most to you – even if they seem daunting.

"I've met all kinds of people on the job and hearing their stories have taught me a lot. Most people don't chase their dreams or do what truly makes them happy. A lot of people will stay in their comfort zones," said Ashley. "Chasing a dream is one of the scariest, riskiest things you can do, but the reward is always worth it."



Having experienced the intensity of emergency response work, Ashley has found there are some similar emotions involved when performing on stage in front of large crowds.

"It's quite scary putting yourself on stage and singing vulnerable songs. It's a different feeling, but the adrenaline rush is similar. There's always a sense of accomplishment afterwards that feels great though," said Ashley.

Thanks to her time at APL, Ashley has found that there are many skills she acquired as a PCP that have proven to be useful in her music career.

"I feel I am great at connecting with people of all ages and backgrounds. As a paramedic, in order to take care of your patient or their family you must build trust and rapport," said Ashley. "You learn how to approach people in a way that makes them feel seen and heard and I now use these skills in both my music career and daily life."

When it comes to giving advice to those who may be interested in getting involved within the music industry, Ashley recommends putting yourself out there and trusting the process.

"Just start. Once you do you will figure it out as you go," said Ashley. "Get out and play as much as you can, even if it's at open mics, playing for your family in the kitchen, or busking at a local market – you've got this!"

As her songs become even more popular and her musical career continues to take off, Ashley has found that pursuing her goals has not only affected her, but also those around her.

"When you chase your dream, it will not only heal you, but it will also heal your family, your lineage, and your community," said Ashley. "I'm not just doing this for myself, I truly want to leave the world better than it was before."

PEER RECOGNITION AWARD

Amanda was nominated for always going above and beyond for her staff. She is always going to bat for them, and she is always there by phone or text if any problems or issues arise.

With her as their team lead, the staff feel very supported. She is a great team lead, and very knowledgeable. Her team feels very lucky to have her, and she is very respected by her staff.

Since the fire evacuation in Fox Lake, she has taken on being the only Team Lead for this Division. She has worked and continues to work crazy hours to ensure coverage where needed. She ensures APL is still working collaboratively with Indigenous Services management, and she provides 24/7 support to her staff. Without her, her team would feel completely lost.

This year marks 10 years since she has been working up in the Little Red River Cree Nation community. During this time, she has gone out of her way to make important changes in the Community, ensuring patients are consistently getting above and beyond care. She deserves more than just one reward for everything she has taken on without asking for anything in return.

Thank you Amanda, for all you do for us here at APL!

To nominate a fellow peer for the Peer Recognition Award, you can do so at anytime by finding the form on your DATS, or by waiting for the quarterly emails to be sent to you. The next round of nominations will be for March 2024!



Other nominations for this peer recognition term:

- Alyson Proulx
- Amanda Gach
- Arabella
- Artem Zavhorodnii
- Britney Dunford
- Janelle Bedson
- Nick Dutta

Congratulations!

Celebrating Years of Service

PAMELA CLENDINNING CELEBRATED 10 YEARS WITH APL IN NOVEMBER 2023

AMANDA DUPERRON CELEBRATED 5 YEARS WITH APL IN NOVEMBER 2023

JACK WEBB CELEBRATED 5 YEARS WITH APL IN DECEMBER 2023

ARABELLA CELEBRATED 5 YEARS WITH APL IN OCTOBER 2023

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CQIC COMMITTEE UPDATE

The CQIC committee was formed earlier in 2023 to help with accreditation and assist with internal functioning of APL. We are a committee working behind the scenes to help coordinate and develop many incentive programs and training that will be used within APL. The CQIC was created with the intention of finding and addressing factors that can lead to learning and development of programs that will affect all APL employees. Members of CQIC are from each division of APL and are your co-workers who are working to help influence in the development of APL as a growing company. Our main goal is to improve overall quality of the employee and provide support for self-development within APL. Some of our current ongoing projects include but are not limited to; new hire mentorship, hand-washing program, equipment use and safety, incident review and education development.



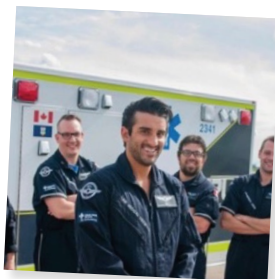
COURTNEY BOLDOC
**Learning and Development
 Coordinator**

I'm Courtney! I am the Training and Development Coordinator for APL. I am very excited to see such brilliant minds come together and create innovative processes and continued education for the whole company. In less than a year

I have seen this committee progress in leaps and bounds and I am very excited to see the creativity and development of our group!

NICK DUTTA
ACP, Peace River Flight Division

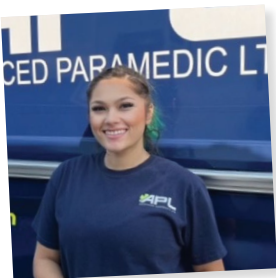
Hello, I am Nick Dutta one of the many members that make up the CQIC here at APL. My role in APL is Flight Paramedic, Team Lead and most importantly a chatty Kathy (no offence to all the lovely Kathys' out there). In joining the CQIC team here at APL, I hope to improve the delivery of care we provide to patients, improve the education our staff receives and consistently raising the bar of "excellence" for APL.



I'm excited to explore other areas of EMS by joining the CQIC. I'm hoping that with the great team we have in the CQIC Committee that we can create easy-to-understand education resources and assist each employee in their personal practitioner growth journey.

ALY PROULX
RN, Peace River Flight Division

As a Registered Nurse, I believe in safe and ethical care for patients. Participating in the CQIC allows for creation and promotion of projects that enhance professional practice, strengthen clinical knowledge, and as a result, promote a safe environment for employees and the patients we care for. My current focus in the committee, is contributing to the development of a IV pump safety module that will be utilized by APL employees during orientation and as continuous education.



TARYN SPITZER
ACP, ISC

Hello! My name is Taryn Spitzer and I'm an Advanced Care Paramedic with APL. I first started with APL as a PCP doing the occasional event standby, and once I completed my ACP schooling in 2020, I began working at the Peace River Pulp Mill as well as ISC clinics. I've continued

working primarily in the ISC division for the past 2.5 years, and

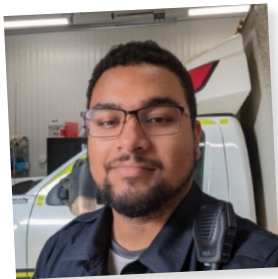


KARLEY SUTHERLAND
ACP, Peace River Flight Division

Hey everyone! My name is Karley and I am an ACP in the flight division of APL. APL was my first employer as an ACP, additionally I have previous flight and ground experience as a PCP with other companies. APL has helped me thrive as an ACP and has offered me opportunities to grow in my practice. As part of the CQIC I hope to offer my help to all practitioners within APL. Growth in your profession is always possible, with the training and development offered through APL because of CQIC, I hope to help others feel like they are reaching their full potential in a safe and welcoming environment.

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CQIC COMMITTEE UPDATE



JEREMIE BLAIS
PCP, Cadotte Ground

Hello, I'm Jeremie a PCP working ground unit in Cadotte Lake. I'm originally from Quebec but I live in New Brunswick at the moment with my wife, son and 2 cats.

BETHANY BATEMAN
ACP, Fort Vermillion Flight Division

Hi! My name is Beth, I'm an ACP in the flight division and a training and development instructor with APL. I fly mainly out of the High Level/Fort Vermillion bases and I also work on ground ambulance outside of APL. I'm passionate about trying to continue to grow our continuing education for all divisions and community outreach programs. I hope to work towards expanding both of these through the CQIC.



BRIE BIZUNS
Projects Systems Coordinator

I have been with APL since March of 2017. I started as an EMR, then did NEMT, Operations Assistant, Projects Supervisor and now a Projects Systems Coordinator. I personally believe that there is always a way to do things better and that learning from our past

experiences is our greatest asset. In my role, and on this committee, I get to use my experience in different settings of APL, knowledge and education to help shape the future through quality assurance alongside a great team! Cheers to a better tomorrow.

HAND WASHING

Accreditation required a hand hygiene program which was developed by your CQIC committee to meet industry standards. You may notice a hand washing questionnaire on specific forms used within your division, this was implemented in order to track hand hygiene throughout the company.

PATIENT SAFETY MANAGEMENT SYSTEM

Patient safety reports are being looked at by the CQIC and overall themes are being noted and training developed based off reoccurring themes in patient safety management. Going forward incidents will be reviewed by CQIC to help pin point areas in which training can become more diverse.

POLICIES TO REVIEW

Through the CQIC patient management system review of incident reports the common themes we found reported were;

1. Patient Harm Disclosure Policy (this one was not as common, but present in some of the more serious incidents)
2. Infection Prevention and Control Policy
3. Indigenous Community Engagement Policy
4. Fatigue Management Policy
5. Job Competency Policy

Please take the time to review these policies.

Upcoming Events

Upcoming H&S meetings CHANGES: **3rd Thursday** of every month: @ 11:00am

Upcoming corporate culture meetings CHANGES: **3rd Thursday** of every month: @ **4:00pm**

CONTINUOUS QUALITY IMPROVEMENT COMMITTEE

The Continuous Quality Improvement Committee oversees all matters surrounding patient safety. The committee reviews events and analyzes both how we operate and the systems we operate in. We seek to bring improvement through education, process changes, and technological improvements.

The committee is made up of the following people:

Courtney Bolduc

Nick Dutta

Taryn Spitzer

Aly Proulx

Karley Sutherland

Jeremie Blais

Bethany Bateman

Brie Bizuns

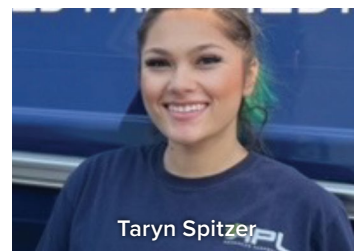
If you have suggestions or wish to volunteer, please contact education@advancedparamedic.com



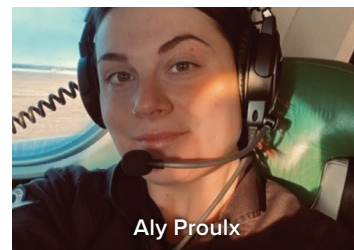
Courtney Bolduc



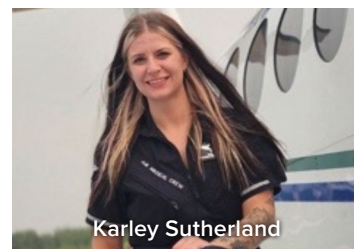
Nick Dutta



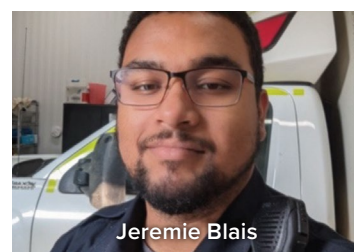
Taryn Spitzer



Aly Proulx



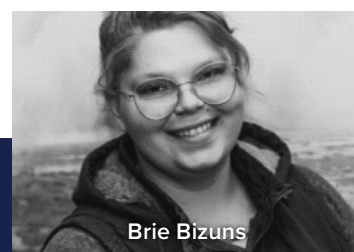
Karley Sutherland



Jeremie Blais



Bethany Bateman



Brie Bizuns



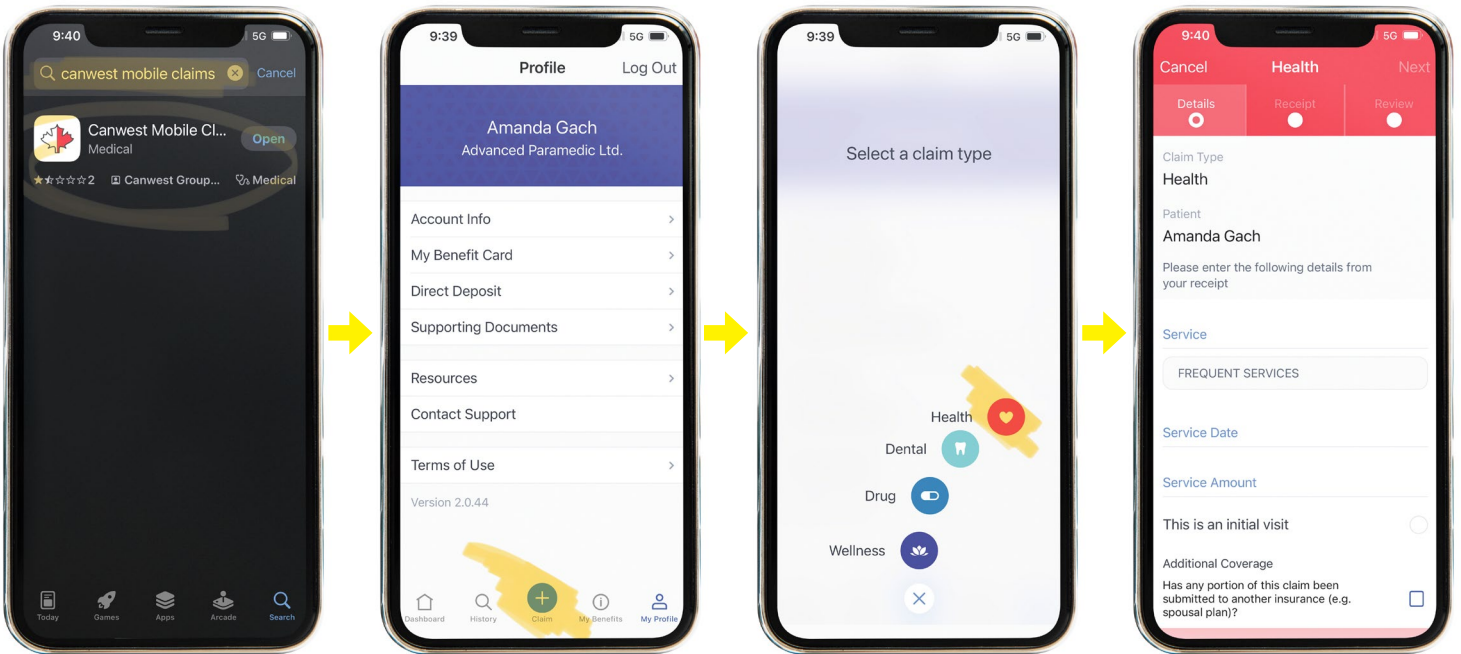
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CANWEST MOBILE CLAIMS APP UPDATES

With the announcement of the increase to our Mental Health benefits beginning January 1, 2024. I wanted to take a moment to highlight the changes with our Canwest Mobile Claims app!

1. You can find this app by searching “Canwest Mobile Claims”, once downloaded you can enter in your card information to create your account. If you need this information, HR will support you, just reach out.
2. Once on the app, you can click on the claim button, then the type of claim, fill in the required information, submit your receipt and send. You will be reimbursed via direct deposit.



Please see the photos for guidance, and as always if you need support please reach out to HR!

IF YOU ARE AN APL EMPLOYEE AND HAVE READ THIS FAR GO BACK THROUGH THE NEWSLETTER AND DECODE A HIDDEN WORD. THE LETTERS CAN BE FOUND IN RED THROUGHOUT THE NEWSLETTER. ONCE YOU HAVE DECODED THE HIDDEN WORD SEND THE WORD TO PR@ADVANCEDPARAMEDIC.COM TO BE ENTERED TO WIN A GIFT CARD.

THE NEXT NEWSLETTER IS SCHEDULED FOR MAY 2024.

**IF YOU HAVE ANY SUGGESTIONS/SUBMISSIONS FOR THE NEXT NEWSLETTER,
PLEASE SEND THEM TO PR@ADVANCEDPARAMEDIC.COM BY MARCH 1, 2024.**



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