

## **ALBERTA PARAMEDICAL SERVICES LTD. RESPONSE TO COVID-19**

The spread of the Coronavirus (COVID-19) continues to impact all of us. Alberta Paramedical Services Ltd has been diligently monitoring the situation and has taken a number of steps to respond to this growing threat in order to protect the safety and health of our employees, our clients and the communities where we do business.

Our top priority is, and always will be, protecting the health of our patients and staff.

As a transfer service we take our patients health and well-being very seriously. When you are coming into Edmonton with a Medevac patient you need to know we are doing everything to ensure your crew and patients well being. We feel it is time to send out an update to all our clients on our precautions to the COVID-19 in Alberta of the steps we're taking in our organization to ensure you always have a safe environment.

Alberta Paramedical Services is implementing extensive preventative measures in order to continue to operate safely & responsibly and safeguard the health of our employees, their families, and our community. In support of community efforts to combat COVID-19, we have implemented the following precautionary measures:

- **CLEANING:** While our facility and vehicles/units are frequently cleaned to a very high standard, we have increased our sanitizing and disinfecting procedures on all surfaces that our patients or team come in contact with. All surfaces and common contact points are sanitized daily. The transfer unit interiors are sanitized daily. We have recently purchased a Nocospray Disinfection System for use in disinfecting our units. Nocospray is a compact, portable machine that disperses Nocolyse in the form of vapor throughout a space disinfecting all hard surfaces. This system is approved by Health Canada for disinfection against COVID-19.
- **PARAMEDICS/EMERGENCY MEDICAL RESPONDERS:** All personnel undergo a health assessment/health questionnaire daily before they start their shift. If there is any indication that they may be not 100% fit, then they will be removed from service and a replacement staff member will be called in. Requiring employees who show symptoms or are in close contact with someone with symptoms to stay home from work.
- **ADDITIONAL SERVICES:** We are providing pre-shift COVID-19 assessments to client employees
- **HAND HYGIENE:** Increasing hygiene by encouraging thorough and regular handwashing. Multiple hand sanitizing stations are set up in our office for our staff and sanitizing stations are also in our units.
- **SOCIAL DISTANCING:** Increasing social distancing practices, including separating groups of employees at work; working remotely; cancelling large

group meetings; changing meetings from in-person to electronic; cancelling training – moving training to on-line.

- **SUPPLY CHAIN MANAGEMENT:** We are asking suppliers to limit site visits to product delivery only. We are sourcing new suppliers to ensure our supplies remain constant.

The continuity of our service is critical to our customers and the broader marketplace. We are constantly reviewing our continuity plans to ensure continuous delivery of critical processes, including those directly supporting our customers. With particular emphasis on employees in critical business functions we are assessing and testing backup locations, worksite transfer or relocation options, as well as remote access laptop capabilities. During this time you might notice that you have to leave voice mail messages more but we will respond to all voice mail and emails in a timely fashion.

We'll continue being the reliable business partner you've come to trust and are looking at how we can continue to support you in this dynamic environment.

Together, we can protect each other and keep our communities healthy.

Warmly,

Tim Hawirko, EMT-P/ACP  
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