

## Welcome to the Integrated Chronic Care Service (ICCS)

Nova Scotia Health is scent-free. Do not use scented products before your appointment. Please read this guide carefully.

# Welcome to the Integrated Chronic Care Service (ICCS)

- The ICCS team does assessments and care planning for people with complex, chronic (ongoing) conditions, like:
  - › Chronic fatigue syndrome (CFS)
  - › Multiple chemical sensitivity
  - › Fibromyalgia
  - › Other conditions related to central sensitivity syndromes
  - › Post-COVID syndrome
- We help you to function as well as you can and improve your quality of life.

## Appointments

- You will get your appointment schedule by mail. Please check your mail regularly.
- Please make every effort to keep your appointments.

- **If you need to cancel an appointment, please give at least 24 hours (1 day) notice.** This gives us time to book another patient.
  - › Phone: 902-487-0578
- **If you miss 3 appointments without cancelling with proper notice, you will be discharged from the ICCS.**

## If your appointment is in-person:

- Bring your provincial health card (MSI card) with you to all of your appointments.
- Arrive 15 minutes before your scheduled appointment time. This is so that you will have time to register.

**The ICCS Clinic is scent-free. Please follow the scent-free instructions on page 4.**

### **If your appointment is by phone or online:**

- Please get ready for this appointment as you would for an in-person appointment.

### **If your appointment is by phone or online with a clinician:**

- You must be in a private location without any distractions.

### **During your phone or online appointment, do not:**

- › Smoke or vape cannabis or nicotine products
- › Drink alcohol or use recreational drugs
- › Drive a motor vehicle
- › Ride as a passenger in a vehicle
- › Have an unregistered support person present (someone who is not registered with ICCS staff)
- › Do other activities (like cooking, walking, or taking care of pets or children)

### **Can I bring a support person to my appointments?**

- Yes. Your support persons are welcome to attend your appointments.

**Anyone who comes with you to the ICCS Clinic must follow the scent-free instructions on page 4.**

### **Why is the ICCS scent-free?**

- Everyone has the right to access treatment in a safe environment.
- Many people who come to the ICCS are sensitive to scents, like cannabis and cigarette smoke.
- The chemicals used in scented products can make some people sick, especially if they:
  - › are sensitive to scents.
  - › have asthma, allergies, or other medical conditions.

**You will not be allowed to attend your appointment if you have not followed the scent-free instructions.**

- We will help you follow these instructions, if needed. You will get more information at the orientation session.

## What does 'scent-free' mean?

- Many products have scents, like:
  - › Air fresheners and deodorizers
  - › Candles
  - › Colognes and aftershave
  - › Makeup
  - › Deodorant
  - › Essential oils
  - › Hairspray
  - › Hand sanitizer
  - › Industrial and household cleaners
  - › Laundry detergents
  - › Lotions and creams
  - › Perfumes and fragrances
  - › Shampoos and conditioners
  - › Soap

### Read product ingredients carefully.

- Sometimes a label will say that a product is scent-free or fragrance-free, but a perfume or fragrance is added to cover up the smell of chemicals.
- The **Approved Products List** on page 5 lists scent-free products that are OK to use for your ICCS appointment.
- Only use products that are scent-free and that **do not** have these words in the ingredients list:
  - › Perfume
  - › Fragrance
  - › Essential oils

## How do I become scent-free for an in-person appointment?

Please follow the steps below to remove scents.

### Clothes

- Before coming to the ICCS, remove scents from your clothes.

### To do this:

1. Choose 1 or 2 outfits (including underwear) that you will wear to all of your ICCS appointments (you **do not** need to remove scents from all of your clothes).
2. Place these clothes in a tub or a bucket with at least 2 litres of water and:
  - › ½ cup of baking soda.
  - or**
  - › 1 cup of vinegar.
3. Soak the clothes for 24 hours.
4. Machine wash the clothes with a scent-free laundry detergent from the Laundry section of the **Approved Products List**.
5. Hang the clothes to dry (indoors or outdoors). **Do not** put them in the dryer.
  - › Scents and chemicals stay in the drum of the dryer. Your clothes may become scented if you put them in the dryer.
6. Store your outfits in a sealed plastic bag until the day of your appointment. This will stop scents from getting into the fabric.

### Hair

- Only use scent-free shampoos, conditioners, and hair products from the **Approved Products List** for **4 washes** before your appointment.
- **Do not** use hair dye for 2 weeks (14 days) before your appointment.

### Car

- Remove scented air fresheners from your car before driving to the ICCS.

### Smoke (like cigarette, marijuana, wood smoke)

- If you smoke, **do not** smoke before your appointment.
- If you or anyone has smoked in your car, bring your scent-free outfit in a sealed plastic bag and change when you arrive at the ICCS.

## Approved Products List

- The products listed below **do not** have any added scents or fragrances. It is OK to use these products before you come for your appointment.
- These products can be found in the health food section of most grocery stores or in health food stores.
- **Please only use scent-free products before your appointments at the ICCS.**

### Laundry

- › Borax
- › Baking soda
- › Down East®
- › ECOS® Free & Clear
- › Kirkland Signature Free & Clear Ultra Clean
- › President's Choice® Free
- › Seventh Generation™ Free & Clear
- › Sunlight® Sensitive Skin
- › The Soap Company of Nova Scotia Choice Laundry Powder unscented
- › Tide® Free & Gentle™

### Shampoo and conditioner

- › Carina Organics unscented
- › Carina Organics Botanical Therapeutic unscented
- › Curelle Hydra
- › Desert Essence® Organics fragrance free
- › Druide® Pur&Pure
- › Earth Science® Fragrance Free
- › Green Cricket™ Sky
- › Live Clean® Sensitive Hypoallergenic Fragrance Free
- › Nature Clean® Pure-Sensitive
- › Oneka® unscented
- › Scentuals Scentfree

### Body wash

- › Aveeno® Fragrance Free
- › Desert Essence® Organics
- › Druide® Pur&Pure
- › Green Cricket™ Sky
- › JĀSÖN® Sensitive Skin
- › Kiss My Face® fragrance-free – sensitive type
- › Oneka® Unscented Shower Gel

## Soap bars

- › Aveeno® fragrance free Moisturizing Bar
- › Dove Sensitive Skin Beauty Bar
- › Kiss My Face® Olive Oil Bar Soap
- › Nature Clean® Sensitive Face-Body-Bath Bar
- › The Soap Company of Nova Scotia unscented soap bar
- › The Soap Works Pure Glycerine Soap bar
- › Goat milk soap unscented

## Body and hand lotions

- › Aveeno® Fragrance Free
- › Desert Essence® Organics Fragrance Free Hand and Body Lotion
- › Druide® Pur&Pure Face & Body Lotion
- › Jergens Ultra Care fragrance free
- › Kiss My Face® Fragrance Free
- › Lubriderm® Daily Moisture Lotion fragrance free
- › The Soap Company of Nova Scotia unscented Face & Body cream

## Makeup

- › Clinique™ (full line of makeup)
- › Ecco Bella
- › La Roche-Posay sensitive skin makeup
- › Marcelle® (full line of makeup)
- › Pür™ Minerals pressed mineral makeup
- › Suncoat®

## Deodorant

- › Avon OnDuty Unscented Roll-On
- › Dr. mist™ fragrance free
- › Dry Idea® unscented Roll-On
- › Kiss My Face® Liquid Rock® Roll-On
- › Routine. Bonnie N Clyde unscented
- › Schmidt's® Fragrance Free Natural Deodorant
- › Tom's of Maine Unscented Deodorant
- › Crystal rock deodorant
- › Baking soda

## Hairspray, gel, mousse

- › Carina Organics unscented hairspray and gel
- › Dippity-Do® unscented Sport Gel
- › DESIGNME brand PUFF.ME volumizing powder spray – scent free
- › Salon Grafix® unscented

## Hair dye

- › Herbatint® fragrance free
- › Tints of Nature®
- **Note:** If you are sensitive to scents, **do not** use the products included in the hair dye package. Use scent-free shampoo and conditioner instead.

## Shaving

- › Unscented aloe vera aftershave
- › Any unscented soap that lathers (makes bubbles) well
- › Aveeno® Skin Relief Shave Gel
- › Gillette® Fusion Pure & Sensitive
- › Thayers® Astringent After Shave Witch Hazel
- › Electric razor

## **ICCS winter storm policy**

- We may need to cancel scheduled appointments, group sessions, or treatments if there is bad winter weather (like a blizzard or an ice storm).
- **If there is bad winter weather, please call before coming to the Clinic to check if the Clinic is open:**
  - › Phone: 902-487-0578

## **Integrated Chronic Care Service**

998 Parkland Drive, Suite 203

Halifax, NS B3M 0A6

- › Phone: 902-487-0578
- › Hours: 8 a.m. to 4 p.m. (Monday to Friday)

## **For more information, visit:**

- › [www.nshealth.ca/clinics-programs-and-services/integrated-chronic-care-service-iccs](http://www.nshealth.ca/clinics-programs-and-services/integrated-chronic-care-service-iccs)
- › [www.nshealth.ca/clinics-programs-and-services/post-covid-service](http://www.nshealth.ca/clinics-programs-and-services/post-covid-service)

**What are your questions?  
Please ask a member of your health care  
team. We are here to help you.**



This pamphlet is for educational purposes only. It is not intended to replace the advice or professional judgment of a health care provider. The information may not apply to all situations. If you have any questions, please ask your health care provider.

Find this pamphlet and all our patient resources here:  
<https://library.nshealth.ca/Patients-Guides>

Connect with a registered nurse in Nova Scotia any time:  
Call 811 or visit: <https://811.novascotia.ca>

*Prepared by:* Integrated Chronic Care Service  
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