

Welcome to the Integrated Chronic Care Service (ICCS)

ICCS is a scent-free facility.
Please read this guide carefully.

Before your orientation group, you must do the following:

- Complete **blood work (blood requisition included)**.
- Fill in the **Patient Intake Form**. Bring it to the group.
- Complete the steps to be **scent-free (see instructions in this guide)**.

Welcome to the Integrated Chronic Care Service (ICCS)

ICCS provides full assessments and care planning for people with complex chronic (ongoing) conditions, such as:

- Chronic fatigue syndrome (CFS)
- Multiple chemical sensitivity
- Fibromyalgia
- Other conditions related to Central Sensitivity Syndromes

Our interprofessional team of health care providers help you to function at your best and improve your quality of life.

Appointments

- Your appointment schedules will be mailed to you. Please check your mail regularly.
- Bring your provincial health card with you to **all** your appointments.
- Please arrive 15 minutes before your scheduled appointment time so you have time to register.
- When you arrive, please take a number and wait in the waiting room until the receptionist calls your number.
- Make every effort to keep all appointments. **If you must cancel, please give at least 24 hours' notice so that we can book another patient in that time slot.**
- **If you miss 2 appointments without cancelling, you will be discharged from ICCS.**

Can I bring a support person(s) and/or a family member(s) to my appointments?

Family members and support persons are welcome to attend your appointments at ICCS. Anyone coming with you to your ICCS appointment must follow the scent-free steps outlined in this pamphlet.

Why is ICCS scent-free?

- Many people who attend ICCS are very sensitive to scents, including cigarette and marijuana smoke. The chemicals used in scented products can make some people sick, especially those with fragrance sensitivities, asthma, allergies, and other medical conditions.
- ICCS is scent-free to make sure that everyone can access treatment in a safe environment. **The scent-free policy is strictly enforced.** Staff will support you in becoming scent-free, if necessary. Further information will be provided at the orientation session.

What does 'scent-free' mean?

Many of the following types of products have scents:

- › shampoos and conditioners
- › hand sanitizers
- › hairsprays
- › industrial and household cleaners
- › laundry detergents
- › soaps
- › deodorants
- › cosmetics
- › colognes and aftershaves
- › air fresheners and deodorizers
- › perfumes and fragrances
- › essential oils
- › lotions and creams
- › candles

Read the ingredients carefully. Only use products that are scent-free and DO NOT have words in the ingredients list such as perfume, fragrance, or essential oils. Sometimes a product is labelled as scent-free or fragrance-free and a masking perfume or fragrance is added to cover up the smell of the chemicals. Refer to the **Approved Products** list on page 4.

How do I become scent-free for my appointments?

Carefully follow the steps below to remove scents:

Clothing:

Before coming to ICCS, remove residue and scents from your clothes by following these steps:

1. Pick out 1 or 2 outfits (including underwear) that you will wear to all of your ICCS appointments (please note you are not expected to remove scents from your entire wardrobe).
2. Place the outfits in a tub or bucket with 2 or more litres of water and 1/2 cup of baking soda **OR** 1 cup of vinegar.
3. Soak for 24 hours.
4. Machine wash the outfit(s) with an approved scent-free laundry detergent (see Laundry section in the **Approved Products List on page 4**).
5. Hang outfits to dry (may be hung indoors or outdoors). Dryers retain (keep) scents and chemicals in the drum. Your outfits may become scented if you put them in the dryer.
6. Store your outfits in a sealed plastic bag to avoid absorbing other scents until the day of your appointment.

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 before coming to ICCS.

Car:

- Please remove scented air fresheners from your car before driving to ICCS.

Smoke (cigarette, marijuana, wood smoke):

1. Store your washed outfits in a sealed plastic bag so smoke doesn't get into the fabric. Change into your outfit right before your ICCS appointment.
2. If you smoke, please do not smoke before your appointment.
3. If there is smoke in your car, please bring your washed outfit in a sealed plastic bag, and change once you arrive at ICCS .

Approved Products List

The products listed below have been approved as not having any added scents or fragrances.

These products can be found in the health food section of grocery stores or in health food stores. **Please only use scent-free products before your appointments at ICCS.**

Laundry

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

Shampoo and conditioner

- › Desert Essence® Organics – fragrance-free
- › Earth Science®
- › Druide® – Pur & Pure
- › Nature Clean® – Pure-Sensitive
- › Carina Organics – unscented
- › Botanical Therapeutic (made by Carina Organics) – unscented
- › Curelle – Hydra
- › Live Clean® Sensitive – hypoallergenic
- › Oneka – unscented
- › Scentuals – scent-free
- › Green Cricket™ Sky – fragrance free

Body wash

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

Soap bars

- › The Soapworks pure glycerine soap bar
- › The Soap Company of Nova Scotia Ltd. unscented soap bar
- › Kiss My Face® – pure olive oil soap
- › Nature Clean® Sensitive Face-Body-Bath Bar
- › Dove Sensitive Skin Beauty Bar
- › Goat milk soap – unscented
- › Aveeno® Fragrance-Free
- › The Green Beaver Company™ Extra Gentle Castile Sunflower Soap – unscented

Body and hand lotions

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

Cosmetics (makeup)

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

Deodorant

- › Crystal rock deodorant
- › Kiss My Face® natural Liquid Rock®
- › Dr. mist™ – fragrance-free
- › Baking soda
- › Marcelle Essentials – roll-on
- › Dry Idea® – unscented roll-on
- › Avon OnDuty – unscented roll-on
- › Dove – go sleeveless fragrance-free
- › Tom's of Maine® Long Lasting – unscented
- › Routine.™ de-odor-cream. – unscented
- › Schmidt's® Fragrance-Free Natural Deodorant

Hairspray, gel, mousse

- › Carina Organics hairspray unscented
- › Magick Botanicals
- › Dippity-Do® Sport Gel – unscented
- › Salon Grafix® – unscented
- › Redken Powder Grip 03
- › Puff.Me volumizing powder spray

Hair dye

- › Herbatint®
- › Tints of Nature®

Note: If you are sensitive to fragrances, use scent-free shampoo and conditioner instead of the products included in the hair dye package.

Shaving

- › Electric razor
- › Any tolerated unscented soap that lathers well
- › Aloe vera aftershave
- › Gillette® Fusion Pure & Sensitive
- › Kiss My Face® Moisture Shave® Fragrance-Free
- › Aveeno® Skin Relief Shave Gel
- › Thayers® Astringent After Shave Witch Hazel

ICCS Winter Storm Policy

During bad winter weather conditions, **please call 902-860-3066** to make sure appointments, group sessions, and treatments are going ahead as scheduled.

Contact us:

Integrated Chronic Care Service

3064 Highway 2

Fall River, Nova Scotia B2T 1J5

Phone: 902-860-3066

Hours: Monday to Friday, 8:30 a.m. to 4:30 p.m.

Please visit our website for more details:

- › www.nshealth.ca/content/integrated-chronic-care-service-iccs

