

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

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

# Welcome to the Integrated Chronic Care Service (ICCS)

ICCS provides 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

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

## Appointments

Your appointment schedule will be mailed to you. Please check your mail regularly.

Please make every effort to keep your appointments. **If you need to cancel, please give at least 24 hours (1 day) notice so that we can book another patient in your time slot.**

**If you miss 2 appointments without cancelling, you will be discharged from ICCS.**

### **If your appointment is in-person at the clinic:**

- Bring your provincial health card with you to **all** of your appointments.
- Arrive 15 minutes before your scheduled appointment time, so you have time to register.
- When you arrive at the clinic, call 902-860-3066 to register.
- **Please remember to follow the instructions to become scent-free (see page 3).**

## Can I bring a support person(s ) and/or a loved one to my appointments?

Your support person(s) and/or loved ones are welcome to attend your appointments.

**Anyone who comes with you to ICCS must follow the scent-free steps starting on page 3 of this pamphlet.**

## Why is ICCS scent-free?

- Many people who attend ICCS are sensitive to scents, like 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.
- **Our scent-free policy is strictly enforced. You will not be allowed to attend your appointment if you have not followed the scent-free steps in this pamphlet.** Staff will support you in becoming scent-free, if needed. You will get further information at the orientation session.

## What does 'scent-free' mean?

Many of the following types of products have scents:

- › Air fresheners and deodorizers
- › Candles
- › Colognes and aftershaves
- › Cosmetics
- › Deodorants
- › Essential oils
- › Hairsprays
- › Hand sanitizers
- › Industrial and household cleaners
- › Laundry detergents
- › Lotions and creams
- › Perfumes and fragrances
- › Shampoos and conditioners
- › Soaps

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

## How do I become scent-free for my in-person appointments?

Carefully follow the steps below to remove scents.

### Clothes

Before coming to ICCS, remove scents from your clothes:

1. Choose 1 or 2 outfits (including underwear) that you will wear to **all** of your ICCS appointments (you are not expected to remove scents from all of your clothes).
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 the outfit(s) to dry (indoors or outdoors). **Do not** put them in the dryer. Dryers keep scents and chemicals in the drum. Your outfit(s) may become scented if you put them in the dryer.
6. Store your outfit(s) in a sealed plastic bag to keep it from absorbing (taking in) 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 (14 days) before your appointment.

### Car

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

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

- Store your scent-free (washed) outfit(s) in a sealed plastic bag so smoke does not get into the fabric. Change into your outfit right before your appointment.
- If you smoke, **do not** smoke before your appointment.
- If there is smoke in your car, bring your scent-free (washed) outfit(s) in a sealed plastic bag and change when 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

- › Borax or 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 Ltd. Choice™ Laundry Powder (unscented)
- › Tide® Free & Gentle™

### Shampoo and conditioner

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

### Body wash

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

## Soap bars

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

## 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
- › Nature's Gate® – fragrance-free
- › The Soap Company of Nova Scotia Ltd. – unscented cream

## Cosmetics (makeup)

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

## Deodorant

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

## Hairspray, gel, mousse

- › Carina Organics hairspray and gel – unscented
- › Dippity-Do® Sport Gel – unscented
- › Magick Botanicals hairspray and gel – fragrance-free
- › 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, use scent-free shampoo and conditioner instead of the products included in the hair dye package.**

## Shaving

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

## ICCS Winter Storm Policy

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

## Contact

Integrated Chronic Care Service  
3064 Highway 2  
Fall River, Nova Scotia B2T 1J5

- › Phone: 902-860-3066
- › Hours: 8:30 a.m. to 4:30 p.m., Monday to Friday

## For more details, visit:

- › [www.nshealth.ca/content/integrated-chronic-care-service-iccs](http://www.nshealth.ca/content/integrated-chronic-care-service-iccs)

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**Looking for more health information?**

Find this pamphlet and all our patient resources here: <https://library.nshealth.ca/PatientEducation>  
Contact your local public library for books, videos, magazines, and other resources.  
For more information, go to <http://library.novascotia.ca>  
Connect with a registered nurse in Nova Scotia any time: call 811 or visit <https://811.novascotia.ca>  
Learn about other programs and services in your community: call 211 or visit <http://ns.211.ca>

*Nova Scotia Health promotes a smoke-free, vape-free, and scent-free environment.  
Please do not use perfumed products. Thank you!*  
[www.nshealth.ca](http://www.nshealth.ca)

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The information in this pamphlet is for informational and educational purposes only.  
The information is not intended to be and does not constitute health care or medical advice.  
If you have any questions, please ask your health care provider.

