

Dear BCPHA Awards Committee,

It is with great pleasure that I would like to nominate **Kyle Denley** for the following awards:

- **Excellence in Patient Care Award**
- **Collaborative Care Award**
- **Bowl of Hygeia Award**

I've known Kyle for 17 years, since our high school job at Tim Horton's. With his hardworking nature and trustworthy personality, he quickly rose to a supervisory role as he graduated high school and went to UBC to pursue pharmacy.

Kyle has always been hardworking and passionate about the practice of pharmacy. I knew him through his initial rejections into pharmacy school, but that never deterred him to pursue other careers - he only wanted to be a pharmacist. On his 3rd attempt, he was successful and moved into the job of student pharmacist at Shoppers Drug Mart.

After graduating, Kyle worked on Vancouver Island before returning to the mainland where he managed a Shoppers Drug Mart working 70 hours a week. Although he was only paid 40 hours a week, his dedication and knowledge did not go unnoticed by patients, staff and managers of group homes. In 2020 when he opened his own store, the group homes and patients followed him knowing that he would provide excellent care.

Kyle's dedication to the patients in group homes is what makes him an excellent candidate for both the **Excellence in Patient Care Award** and **Collaborative Care Award**. His hard work and collaboration with the managers of these homes has granted him their trust and their belief in the practice of pharmacy. For instance, due to financial constraints, a couple of these group homes only have staffing for 8 hour care. In order for these patients to receive their night time medications, it has been arranged that the witnessing is through the pharmacy. Kyle not only provides these medications, but does reviews of their wellbeing and reports any abnormalities to the group home managers or psychiatrist the following day. This dedication and clear lines of communication developed a strong sense of trust that all parties, including the patients, know that they are well provided for.

Kyle's candidacy for the **Collaborative Care Award** is easily shown through his interactions with Health Connections Clinic, the Overdose Outreach Team and the Integrated Outreach Team. As Kyle finishes delivering OAT during his morning rounds, he then connects with these 3 teams to ensure that patients are receiving the help they need. An example of this can be found with one of our patient DT. Once she had gone missing for several weeks only to be found by Kyle. As DT has a challenging living situation, Kyle stayed with her until the Overdose Outreach Team could pick her up and bring her to the hospital where her wounds were treated. This circle of collaboration

Nominee - Kyle Denley

continues as the teams kept Kyle informed on DT's discharge date so that Kyle could resume providing OAT and monitoring.

Kyle's dedication to marginalized populations only further serves to demonstrate his excellent candidacy for the **Excellence in Patient Care Award** and **Bowl of Hygeia Award**. He has driven patients to medical appointments, searched for patients in unofficial campsites and hopped fences in order to find patients to give them their dosages. This exceptional patient care does not go unnoticed among our patients. In one instance, Kyle was at the Lookout Shelter where he witnesses the provision of OAT for about 15 patients. Kyle was in the eating area trying to talk to a patient who was becoming belligerent. Within seconds, Kyle had a group of his patients behind him warning the individual to "not mess with Kyle". Although Kyle did tell them he could handle the situation and they dispersed, it shows that Kyle is not simply their pharmacist, but more importantly a member of their trusted community - trust which he has gained over several years by seeing these patients day after day.

I would like to complete Kyle's nomination for the above awards with one last story. It was last fall when Kyle was doing his morning rounds and it was only us ladies working - 2 pharmacists and 2 assistants. The door opened and in came a man half naked only donning his underwear and with no shoes. He appeared agitated and when asked if we could help him, he didn't really respond and just sat in the chair. Such an unusual occurrence would've brought most pharmacies slight alarm, but not ours. The four of us looked at each other and agreed that "he must be one of Kyle's" and continued working as normal. 10 minutes later Kyle comes in from morning deliveries, raises an eyebrow and asks us why there's a naked man in the pharmacy. "Isn't he one of yours?" we asked surprised. "Nope" Kyle responded. After Kyle approached him to ask if he could help, hospital security and police arrived taking the man back to the hospital. We all find that story hilarious as it genuinely speaks to the patients Kyle serves. Not one of us blinked an eye at a near naked man coming into the pharmacy as he must be "one of Kyle's".

Aside from his dedication to pharmacy, Kyle's hobbies include indulging in different sushi restaurants around town and going to see musicals or performances with his friends. When he is not away saving the North Shore, we'll go to sushi restaurants where we must always order at least one plate of tuna sashimi (blue fin tuna if we're feeling fancy) then go to my home to play a couple rounds of Magic the Gathering. It's interesting to see him keep track of card play as I'm destroyed while he and my brother continue to advance the game. On Sunday nights despite his busy schedule, he always manages to find time to see his parents, nieces and sister. They have dinner together at 4:30 pm, nice and early, before his nieces give Uncle Kyle a hug goodbye and he goes off to do his evening deliveries.

In summary, Kyle would make an excellent recipient of the **Excellence in Pharmacy Care Award**, **Collaborative Care Award** and/or **Bowl of Hygeia Award** for his continuous and heartfelt dedication to pharmacy care. He demonstrates not only trust, loyalty and care for patients, but everyone who travels through his life exemplifying what it means to be an excellent pharmacist.

Sincerely,