

To BC Pharmacy association,

I'm writing this letter in support of Kyle Denley, owner and operator of Lions Gate Pharmasave in North Vancouver. I have worked for Vancouver Coastal Health as an Outreach worker with the Overdose Outreach Team on the North Shore for 2.5 years and within the first week of my employment it became apparent that having a working relationship with Kyle would greatly impact my work in a positive way. I work with people who have overdosed or are living at risk of overdosing, I support clients to access Opiate agonist therapy and to get to a therapeutic dose. The majority of my clients use Kyle at Lions Gate Pharmasave, due to his great reputation in the community.

Kyle will attempt delivery to clients 2-3 times in a day to ensure the client gets their dose. Many of his patients can be hard to find as many are precariously housed, living in shelters or homeless. When Kyle interacts with his patients, he takes the time to check in, offer support, and if his patients are struggling, he will notify the clients Team and or clinic.

Many of my clients are woken up by Kyle in the morning when they get their delivery and all of them say he is so kind and gentle when he wakes them up that it really makes their day start in a positive way. Kyle comes at the exact same time everyday 7 days a week, he is consistent, reliable and supportive. Kyle has saved many lives by administering naloxone and alerting primary care providers to changes in clients' health, he also always ensures clients have enough naloxone on them and, if they don't, he will provide more.

Kyle works with a very diverse and challenging population and always serves people with a smile and a very calm, caring demeanor. Last year there was a drug house in community and despite the house being shot at overnight, Kyle was back delivering to them the next day. I have seen Kyle hop fences, attend encampments, go under bridges, and walk through a forest with coyotes all just to ensure clients get their OAT.

Many pharmacies that provide OAT have some distasteful engagement strategies or are simply not reliable or trustworthy. Having Kyle as our local pharmacist makes my job so much easier as I know that, if Kyle is witnessing a dose, that my client will definitely receive it. I know Kyle will go above and beyond to ensure the client gets their dose. For instance, he reminds people when their script is up and arranges a ride so people can get to the clinic. Kyle is very thorough and never cuts corners.

I was notified that Kyle was being nominated for some awards and I jumped on an opportunity to write a letter of support. Kyle is truly one of the unsung heroes of the overdose crisis and deserves the recognition for his hard work and dedication.

Thanks,