

January 4th, 2017



To whom it may concern:

I would like to take this opportunity to provide a reference for West Care Medical Ltd.

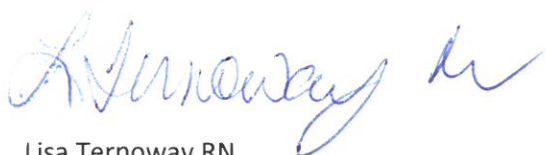
Bayshore Home Health (BHH) has worked with West Care Medical since 2003. I would however like to add that in my previous work at BC Children's Hospital, I personally have been familiar with West Care Medical supporting respiratory technology dependent pediatric and youth client's in the community since ~ 1997.

BHH provides nursing respite care to medically fragile, technology dependent pediatric and youth clients in their homes. West Care Medical is the main supplier for the home ventilation equipment to our clients in the community. Without a doubt, I can confirm they have provided excellent service, and support to these clients, their families, as well as our nurses in the community. For example, one of our nurses was out on a fieldtrip with a ventilated child when the ventilator screen went blank; the nurse could not monitor the client's ventilation. Our nurse called West Care Medical and was quickly connected with a Registered Respiratory Therapist (RRT), who problem solved with our BHH nurse over the phone, ensuring the client was in no danger. In addition, before the end of the day, the West Care RRT was in the client's home, with a loaner ventilator, so the client's equipment could be serviced.

In 2014, our agency developed a training program in which we contract West Care Medical to provide us with some of the teaching equipment and RRT instructor time. This collaborative partnership has proven to be successful in training our nurses the necessary skills to provide ventilation care to our mutual clients in the community.

I can confidently recommend West Care Medical Ltd as a solid and reliable company, and experts in their field.

Sincerely,



Lisa Ternoway RN
Director of Clinical Management
Bayshore Home Health – Pediatric/Specialty Nursing