



July 25, 2024

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Dear Health Staff,

On behalf of patients, their family and friends and the people of British Columbia, I am writing to extend my deepest gratitude and appreciation to each and every one of you for your extra-ordinary efforts, unwavering dedication and exemplary manner in which you worked to address the impacts to British Columbia's health care system of the recent global CrowdStrike outage and its impact on the health care system around British Columbia. This incident, which impacted more than 50,000 electronic devices across our Health Authority systems, caused disruptions to our IT networks and computers across British Columbia.

Despite the unprecedented challenges posed by this outage across our Health Authority systems, you demonstrated exceptional resilience and professionalism. Your commitment to resolving these complex issues, working through long hours, including through the night and over the weekend, has been nothing short of remarkable. It is through your hard work and expertise that the health care system was able to effectively address these disruptions and ensure hospitals and other health care services remained open and patients continued to receive the care that they needed.

Your prompt implementation of contingency plans to ensure health-care services remained operational and to minimize disruption to patients has not gone unnoticed. Your actions have been pivotal in maintaining the high standards of care that the people of British Columbia rely on and deserve.

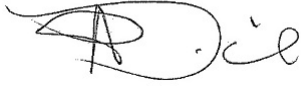
The dedication you have shown during this challenging time is a testament to the strength and resilience of our health-care team of professionals. Your ability to swiftly adapt and respond to such a critical situation highlights the invaluable role you play in safeguarding the health and well-being of our health care services and our communities. On behalf of the Government of British Columbia, I want to express my sincere thanks for your exceptional service. Your unwavering commitment to excellence in health care is truly inspiring, and we are profoundly grateful for your continued dedication to the people of our province.

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Thank you for all that you do. Your hard work and perseverance make a significant difference in the lives of countless individuals and families across British Columbia.

With deepest appreciation,

A handwritten signature in black ink, appearing to read "Adrian Dix". The signature is fluid and cursive, with the first name "Adrian" written in a larger, more prominent script than the last name "Dix".

Adrian Dix
Minister