



October 16, 2003

To Whom It May Concern:

Last November 2002, I felt a need to help our senior management team cope with the increasing workload and demands placed upon our lives. With this in view I engaged Integrity + Consulting to lead us in their "Help For Information Overload Workshop".

The results were very encouraging. At the end of the workshop we were asked to score our overload gage and compare it to data collected at the beginning of the workshop. Individual improvement ranged between 16% and 36% with an overall average of 27.3%.

Many months later I am pleased to report that the positive impact still remains. So much so, that we decided to leverage this success by engaging Integrity + to lead our directors in a similar process. Based on this outcome we are considering expanding this workshop by offering it to managers as well.

I am pleased to recommend this workshop with all sincerity.

John McGarry
 Chief Executive Officer

Dr. Everett Chalmers Regional
 Hospital/
 Hôpital régional Dr. Everett Chalmers
 Fredericton

Extra-Mural Program (North)
 Extra-Mural Program (South)/
 Programme extra-mural (Nord)
 Programme extra-mural (Sud)

Health services centres/
 Centres des soins médicaux:
 Boiestown, Chipman, Doaktown,
 Fredericton Junction, Harvey,
 McAdam, Nackawic, Stanley

Hotel-Dieu of St. Joseph/
 Hôtel-Dieu Saint-Joseph
 Perth-Andover

Northern Carleton Hospital/
 Hôpital Northern Carleton
 Bath

Oromocto Public Hospital/
 Hôpital public d'Oromocto
 Oromocto

Queens North Hospital/
 Hôpital de Queens-Nord
 Minto

Stan Cassidy Centre for Rehabilitation/
 Centre de réadaptation Stan Cassidy
 Fredericton

The Carleton Memorial Hospital/
 Hôpital Carleton Memorial
 Woodstock

Tobique Valley Hospital/
 Hôpital Tobique Valley
 Plaster Rock