

February 13, 2015

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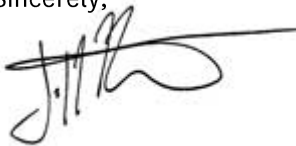
Dear Jacqueline,

Just a quick note to say a big thank you for the outstanding presentation and facilitation you provided us with as part of Royal Columbian Hospital Foundation's Board of Directors' annual planning session. It was such a pleasure to have the opportunity to work with you and Stephen, and to experience Strategic Play's unique strategies for engaging participants and formulating ideas!

This session came at a time of significant transition for our organization and we could not have been happier with the results. The use of Lego as a visualization tool created a tangible way for everyone to express the challenges they see in the organization's future and a basis to collectively work on envisioning the best path forward. I was particularly impressed by the structure of the exercises and how they reinforced the value and perspective of what each participant was expressing. Several Board members commented on the refreshing take you had on strategic planning, and how motivated they were to move forward. The structure of the entire day was fresh, fun and was - in my experience - the most effective session I have participated in.

Thank you again for taking the time to customize the day to our specific group and needs. I look forward to working with you again in future.

Sincerely,



Jeff Norris
President & CEO
Royal Columbian Hospital Foundation

