

Pembroke Regional Hospital

MEMO

To: All PRH Staff and Physicans

From: Rachel Robertson, Incident Manager, PRH Command Centre

Date: October 20, 2025

Subject: Code Grey Update – System Status and Next Steps

Dear Team,

As of this afternoon, the Code Grey has officially been lifted, and most systems have now resumed normal operations. We appreciate your patience and professionalism throughout the disruption.

Today's Code Grey was the result of extreme weather conditions and unprecedented circumstances involving one of our backup generators.

When the power went on and off several times during last night's windstorm, the switch that transfers our hospital's power from the main grid to our generator became misaligned causing the transfer to fail. This unexpected failure impacted several of our core systems.

While all our services are now back online, some individual programs may still experience inconsistencies. We ask for your continued patience as these are resolved. If you encounter persistent issues, please report them directly to your manager.

Many staff members went above and beyond - working extra hours and providing critical support throughout this disruption. Your dedication and teamwork during this challenging time was and is very much appreciated.

We will continue to monitor the situation closely and provide updates as needed.

Thank you again for your cooperation and commitment to safe, high-quality patient care.

Sincerely,

Rachel Robertson