



LES JARDINS DU SOUVENIR

Annual Activity Report

— 2020 - 2021 —



Les Jardins du Souvenir, the only place in the Outaouais to offer a cemetery and funeral home under the same roof.

lesjardinsdusouvenir.com

Table of Contents

A WORD FROM ARCHBISHOP	3
A WORD FROM THE PRESIDENT: PRESENTATION OF THE BOARD	3
WORD FROM THE DIRECTOR GENERAL (ACKNOWLEDGEMENTS; PARTNERS, DIOCESE, EMPLOYEES)	4
STRUCTURE AND ADMINISTRATION	5
VISION, MISSION, OBJECTIVE	6
SECTORS OF ACTIVITY: FUNERALS AND CEMETERIES	7
LIST OF OUR CEMETERIES	8
HIGHLIGHTS AND ACHIEVEMENTS	9
COMMUNITY INVOLVEMENT	9
COMMEMORATIVE ACTIVITIES FOR OUR CUSTOMERS' FAMILIES	10
CULTURAL ACTIVITIES	10



A word from Archbishop



Since my arrival at the head of the Archdiocese of Gatineau 10 years ago, I have come to know the important role that the Jardins du Souvenir plays in the life not only of Catholics, but of all the inhabitants of the Outaouais region.

First created to take charge of the cemeteries of parishes that so desired, this organization developed a support service for bereaved families from the moment of a loved one's death, by setting up a funeral home service that is increasingly needed.

Inspired by the Gospel, its administrators ensure that anyone in need is welcomed and served by all employees. I thank the Chairman of the Board of Directors, Mr. Gérard Gratton, for his great leadership service in this regard.

The backbone of our entire organization is without a doubt Mr. Daniel Dezainde, the Director General. A generous, creative, sensitive and deeply devoted man, he leads his team with a deft servant's hand. To him, I owe all my gratitude.

May the Jardins du Souvenir provide long-term support to the men and women of our region in these often painful but hopeful moments that mark the passage of their loved ones towards Eternal Life.

— ***Paul-André Durocher***



A word from the president

The seven members of the Board of Directors establish the orientations and objectives that align with our mission. They work transparently with the Director General of the Jardins du Souvenir to ensure their implementation. At monthly meetings, the Director General informs us of developments in terms of financial and material management as well as human relations within our staff.

Over the past year, we have revised some administrative policies and started negotiations for the renewal of the collective agreement for unionized employees. We rely on a collaborative approach with our employees, a source of harmony and cohesion in the services offered to our customers.

We have also developed a major project: the expansion of the Jardins du Souvenir's main facilities, a project whose realization is dear to our hearts. A request for financing has been submitted to a financial

institution, which we hope will soon be accepted. We will launch this project at the appropriate time, taking into account the ongoing context of our world.

We continue to promote our services in the Outaouais region in order to build awareness about our excellence as a funeral home. In addition, we continue to remain focused on our original raison d'être: the maintenance of the cemeteries of our region's Catholic parishes. In fact, this year, we took on our thirteenth cemetery. As a diocesan corporation, we are happy to work closely with all parishes, providing them with the support they need in this regard.

— ***Gérard Gratton,***
For the Board of Directors

A word from the general director—



The 2020-2021 financial year went as planned under the triple mission of Consolidation, Growth and Development.

With the decisions taken by the Board of Directors in 2020-2021, the Jardins du Souvenir is taking responsibility and asserting itself. We are proud of our funeral home and our cemeteries, which are building an increasingly solid reputation for excellence throughout the Outaouais region.

Among the highlights of the past year, we underline:

- The completion of the construction work of the Calvary and the Stations of the Cross at the Notre-Dame cemetery;
- We continued to hold commemorative ceremonies in each of our cemeteries. At each event, we rediscover how important these events are for our customers and parishioners;
- The implementation of the provincial register of prearrangements and prearranged burials forced us to integrate these new requirements and new rates into our services. We worked along with the Archdiocese to inform representatives of parish cemeteries about the ins and outs of this new register;
- The decision to build the first phase of the Complexe funéraire Notre-Dame, which will be built onto the new garage (which we desperately need). Thanks to this project, we will be able to host more funerals and introduce more people to the advantage of offering all services under one roof;
- The multifaceted partnership that we have established with the Centre des services scolaires au Cœur des Vallées:

- ✓ Certification program for our field operations employees;
- ✓ Landscaping training program that will allow roughly ten of our employees to obtain a vocational studies diploma (DEP) while being paid throughout the winter;
- ✓ The greenhouse project that we are going to offer to the École d'horticulture de Papineauville will give us access to the resource of students who will care for our plants and flowers over the next few years;

- Along with the union executive of the Jardins du Souvenir, we have undertaken to work in partnership to define the working conditions of employees;
- Seasonal employees now have “equal pay for equal work” in comparison to their regularly paid colleagues;
- We donated a terrace to Maison Mathieu Froment Savoie to improve the quality of life of residents and their families;
- We entered into a similar agreement with the Monarque residence in Plaisance;

- We have provided various construction or landscaping services to a few parish cemeteries for the upgrading of their facilities (St-Martin, Saint-Sixte);
- We welcomed the cemetery of Saint-Pierre de Wakefield into the big Jardins du Souvenir family;
- Throughout all of this, we continued to manage the COVID-19 crisis (reorganization of services, temporary layoffs, multiple rearrangements of premises and our facilities to ensure the safety of our employees and our customers).

I sincerely believe that we can all be proud of the work accomplished by the Board of Directors and the various Jardins du Souvenir teams. The results achieved are the fruits of serious commitment and hard work.

The challenges that we face are only catalysts to our development, pushing us to transform them into opportunities.

Thank you to the members of the Board of Directors for their unwavering support. Without them, none of the above would have been possible. Thank you to God for granting me the privilege of serving Him. It is an honour and a renewed joy every day.

— ***Daniel Dezainde***
Director General

Structure and administration —

— ***Nomination and Mandate***

The Board of Directors, which is entrusted with overall management, is an autonomous and indivisible entity. The archbishop appoints the seven (7) members on the proposal of the president. They are all residents of the territory of the Archdiocese of Gatineau and they come from different areas. The Archbishop hopes that efforts will be continued to achieve gender parity within the Council. In addition, members maintain direct and significant ties with the archdiocese and its parishes to ensure that the needs and realities experienced by them are well reflected around the table of the Board of Directors.

— ***Structure***

Les Jardins du Souvenir, as an archiepiscopal corporation with a single member, namely the Archbishop of the Diocese, has a simple organizational structure.

Vision, mission, objective

Les Jardins du Souvenir, Maison funéraire et cimetières, has a double mission:

- 1.** Ensure the sound management of Catholic cemeteries in the Outaouais region by maintaining these burial sites that are conducive to contemplation in order to ensure their sustainability with concession holders.
- 2.** Offer complete and personalized funeral services in accordance with family, religious, cultural and personal traditions in order to meet the last wishes of the deceased.

Our Vision

Les Jardins du Souvenir, Maison funéraire et cimetières, wishes to remain the leader in the field of cemeteries and funeral services in the Outaouais region. This is why we are constantly innovating in order to always offer more.

Les Jardins du Souvenir wishes to carve out a place of choice in the field of funeral services by offering professional and personalized services so that your choices truly match with your last wishes.

Les Jardins du Souvenir wants to remain an important partner of the diocese and the parishes. We always encourage the holding of funeral celebrations in our churches and we support the families who make this choice.

Les Jardins du Souvenir wishes to provide parish cemeteries with their extensive expertise in terms of carrying out projects and equipment for burial, while sharing their many skills acquired over the years.

Our Objective

Les Jardins du Souvenir, Maison funéraire et cimetières have as their main objective to meet the needs of individuals and families while respecting their traditions and their last wishes, at a competitive price.



SECTORS OF ACTIVITY:

Funeral and cemetery

Funerals

- We offer all funeral services under one roof: transport of the deceased, asepsis, identification, embalming, production of legal documents for the various levels of government, publication of obituaries, organization of funerals, funeral ceremonies, reception hall, etc.
- Funeral ceremonies can also be held outside (at the lot, under a tent, under the trees in the Jardin des cendres (Ash Garden)).

Cemeteries

- We offer the rental of concessions (lots), indoor and outdoor columbaria as well as burial places in our various mausoleums.
- Interment (burial) for urns and coffins in all our cemeteries (available in winter in certain cemeteries).
- Installation of tents and chairs for burials.
- We now offer ecological sections in some of our cemeteries.
- Sale of urn products and biodegradable coffins.
- Sale of monuments, columbaria, plaques and other granite products.
- Construction of foundations, cleaning of monuments and sale of annual flowers.
- Receiving vault rental for the winter period.
- Angels section for children who left us too soon.
- Stations of the Cross and Calvary for contemplation and meditation.



◀◀ PLAN YOUR FAREWELLS

with peace of mind ▶▶

List of our Cemeteries

— ***Notre-Dame***

CEMETERY

75, Fournier Blvd, Gatineau, Qc J8X 3P5

— ***Ange-Gardien***

CEMETERY

255, Du Progrès Rd, Gatineau, Qc J9M 1T2

— ***Saint-Rédempteur***

CEMETERY

25, Cité-des-Jeunes Blvd, Gatineau, Qc J8Y 6X3

— ***Saint-Fidèle-de-Fassett***

CEMETARY

Route 148, Fassett, Qc J0V 1H0

— ***Saint-Jean-Marie-Vianney***

CEMETERY

278, Labrosse Blvd, Gatineau, Qc J8P 1V1

— ***St-Louis de France***

CEMETARY

66, Poltimore Rd, Poltimore, Qc J8N 2J1

— ***Saint-François de Sales***

CEMETERY

1279, St-Louis Rd, Gatineau, Qc J8T 3W7

— ***Notre-Dame-de-Bonsecours***

CEMETERY

545, Notre-Dame Rd, Montebello, Qc J9V 1L0

— ***St-Paul***

CEMETERY

255, Aylmer Rd, Gatineau, Qc J9H 1A3

— ***Saint-Nom-de-Marie***

CEMETERY

9, rue de l'Église, C.P. 40, Lac Sainte-Marie,
Québec J0X 1Z0

— ***St-Alexandre***

CEMETERY

43, Ch. des Érables, Gatineau, Qc J8V 1C5

— ***Saint-Pierre de Wakefield***

CEMETARY

30, Ch. de l'Église, Val-des-Monts, Qc J8N 2A1

— ***Notre-Dame-des-Neiges***

CEMETERY

1070, Buckingham Ave., Gatineau, Qc J8M 1R4

Highlights and achievements

- Upcoming expansion of our facilities to meet the growing demand of our customers;
- Opening of a reception and information desk at the Saint-Rédempteur cemetery;
- Steady increase in the number of deaths treated in our facilities;
- Partnership with the Centre des Services scolaires au Cœur des vallées for the training of our staff in landscaping and gardening (certification and vocational training (DEP));
- Donation of a greenhouse to the horticulture school to help school clients with special needs to develop new skills;
- Human resources in constant growth;
- Modernization of our facilities and equipment;
- On-site cremation service;
- Extension of our burial schedule (8 a.m. to 8 p.m.);
- Geolocation service for concessions (lots) in our cemeteries;
- We adapt our ceremonies to meet the particular needs of communities and families;
- Member of the Board of Directors of the l'Association des Cimetières Chrétiens du Québec (ACCQ).

Community involvement



Design and construction of a terrace at Maison Mathieu Froment Savoie



Landscaping project for the new Monarque residence in Plaisance



Financial support from numerous parishes in the Archdiocese of Gatineau



Financial support from several community organizations in the region



Main sponsor of the Maison des Collines family curling tournament



Main sponsor of the Omnium de golf de l'Archevêque de Gatineau (support for community organizations in the Outaouais region)



Member of the Gatineau Chamber of Commerce

Commemorative activities for our customer's families

- Commemoration of the start of the COVID-19 pandemic
- Mothers' Day
- Fathers' Day
- Annual ceremonies in each of our cemeteries
- Angels' ceremony
- Remembrance Day Celebration
- Commemorative ceremony on Christmas



Cultural activities

- Guided historical tours in some of our cemeteries
- Outdoor concerts



Plan your farewells with peace of mind.

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