



LES JARDINS DU SOUVENIR

Annual Activity Report

— 2021 - 2022 —



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

lesjardinsdusouvenir.com

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A word from the archbishop



Be welcoming! This was the main phrase adopted by the Outaouais parishes following the synod consultation which took place last spring. If there is one place where hospitality is practised in exemplary fashion, it's certainly *Les Jardins du Souvenir*. The women and men who work there, who lead and coordinate its activities are motivated by the desire to welcome bereaved families in moments where they are particularly vulnerable. They also receive the remains of the deceased; they surround the body with respect and care, well aware that it symbolizes all the richness and greatness of a human life. As Christians, we also believe that this body, Temple of the Spirit of God, is promised in the resurrection. All the more reason to welcome it with all the tenderness possible.

I would like to thank the entire *Jardins du Souvenir* team for the quality of the welcome they offer to every single person regardless of culture, religion, language or personal history. This welcome is a true testimony of the Christian faith which gave birth to this service and continues to inspire it today. Bravo for another year of service to our communities. May you continue to be a place of hope and consolation for our world.

— **Archbishop
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 closely 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 organization.

Over the past year, we signed the new collective agreement for employees for the next five years. Our aim is a collaborative approach with our employees, a source of harmony and cohesion in the services offered to our customers. Also, we inaugurated an office in Saint-André-Avellin to serve the community of Petite Nation.

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 fifteenth cemetery. As a diocesan corporation, we are happy to work closely with all parishes, providing them with the support they need in this regard. The Corporation *Les Jardins du Souvenir* wants to be an important player in the funeral industry.

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

A word from the director general

The 2021–2022 financial year could be seen as the year of affirmation.

The year of affirmation that our “cemetery customers” are customers in their own right and that they deserve professional and quality services. The year in which we put an end to the tightening grip of funeral homes on our cemetery services and where we regained control of our operations.

The year of affirmation that the residents of Petite Nation deserve that we set up in their region and serve them in their community.

The year of the affirmation that our employees are our most important asset and that by working together, we manage to achieve the impossible.

With the decisions taken by the Management Committee and the Board of Directors in 2021–2022, the Jardins du Souvenir is firmly committed to the path of growth and development. 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:

- We welcomed the Saint-Émile-de-Suffolk parish cemetery into the big Jardins du Souvenir family;
- We completed the digitization of our 25,000 cemetery files, which now allow our consultants to have access to their customers’ files wherever they are;
- We have converted the old receiving vault in the Saint-Rédempteur cemetery into a reception area and a chapel. Thanks to this project, we can start serving our customers directly on site at the cemetery again and put an end to a more than 50-year hiatus (dating back to the year of the Guardian House demolition);
- We integrated the files of the Saint-Antoine de Padoue parish cemetery and took care of its upkeep pending the official transfer of the parish cemetery to the Jardins du Souvenir;
- We opened a service point in Saint-André-Avellin where two consultants offer our full range of funeral and cemetery services to the population of Petite Nation (pre-arrangement, funerals, sales of concessions, monuments, etc.);
- Our Petite Nation consultants took part in the training of parish cemetery managers in order to help them integrate their cemetery data into management software. This service was offered free of charge to the Petite Nation parishes;
- We continued to hold commemorative ceremonies in each of our cemeteries. At each event, we rediscovered how important these events are for our customers and parishioners;
- As in past years, we contributed significantly to the success of the Archbishop’s Golf Open, which raises funds to support community organizations;
- We continued to help the parish cemeteries that call on us for their digging, burial and repair needs;

- We offered training on the “sustainable development of cemeteries” to many parish cemetery managers as well as to all our employees;
- We worked on a new version of our Notre-Dame Funeral Complex construction project;
- We continued to expand the number of funeral customers we served during the year;
- We were awarded the “Certification Distinction” for the excellence of our funeral services at the Corporation des thanatologues du Québec convention last September in Saint-Hyacinthe;
- We continued the multifaceted partnership that we established with the Centre des services scolaires au Cœur des Vallées during this year, which led to the graduation (DEP) of certain employees and the obtaining of a certificate of studies for several others;
- We continued our investments to equip our field operations team with modern machinery and equipment to help them deal with environmental challenges and the increase in the number of our cemeteries.

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

We still have a lot to do to ensure the financial sustainability of the organization. We have the necessary ingredients to achieve our ultimate goal: to be the best in our field.

Thank you to the Board members for their unwavering support. Thank you to my colleagues on the Management Committee for their outstanding commitment to *Les Jardins du Souvenir*. 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.

Thank you.

— ***Daniel Dezainde***
Director General

Structure and administration —

Structure

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

— *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 according to the president's proposal. They are all residents of the territory of the Archdiocese of Gatineau and they come from different sectors. The Archbishop hopes that efforts will be continued to achieve gender parity within the Board. 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.



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 wishes 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 has as its 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:

Funerals and cemeteries

Funerals

- Funeral pre-arrangement;
- Cremation;
- 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, webcasting of funerals, etc.
- Funeral ceremonies can also be held outside (at the lot, under a tent, under the trees in the Jardin des cendres (Ash Garden));
- Reception hall (and outdoor tents in summer) for gatherings and receptions after the funeral.

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.

List of our Cemeteries

— CIMETIÈRE

Notre-Dame

75, boul. Fournier, Gatineau, Qc J8X 3P5

— CIMETIÈRE

Ange-Gardien

255, rue du Progrès, Gatineau, Qc J9M 1T2

— CIMETIÈRE

Saint-Rédempteur

25, boulevard Cité des Jeunes, Gatineau, Qc J8Y 6X3

— CIMETIÈRE

Saint-Fidèle-de-Fassett

Route 148, Fassett, Qc J0V 1H0

— CIMETIÈRE

Saint-Jean-Marie-Vianney

278, boulevard Labrosse, Gatineau, Qc J8P 1V1

— CIMETIÈRE

St-Louis de France

66, chemin du Pont, Poltimore, Qc J8N 2J1

— CIMETIÈRE

Saint-François de Sales

1279, rue Saint-Louis, Gatineau, Qc J8T 3W7

— CIMETIÈRE

Notre-Dame-de-Bonsecours

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

— CIMETIÈRE

St-Paul

255, chemin Aylmer, Gatineau, Qc J9H 1A3

— CIMETIÈRE

Saint-Nom-de-Marie

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

— CIMETIÈRE

St-Alexandre

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

— CIMETIÈRE

Saint-Pierre de Wakefield

30, chemin de l'église, Val-des-Monts, Qc J8N 2A1

— CIMETIÈRE

Notre-Dame-des-Neiges

1070, avenue de Buckingham, Gatineau, Qc J8M 1R4

— CIMETIÈRE

Saint-Émile-de-Suffolk

Rang Bisson J0V 1Y0 Saint-Émile-de-Suffolk

*We manage the files and the maintenance of the St. James cemetery, in addition to offering maintenance services to the St. Stephen cemetery in Chelsea and the West-Templeton cemetery.

Highlights and achievements: ———

- Inauguration in July 2022 of our satellite office in Saint-André-Avellin to serve the population of Petite Nation. Two consultants work on site to offer our various products and services as well as to support parish cemeteries;
- Opening in June 2022 of a reception and information area at the Saint-Rédempteur cemetery. The reception hall, which can accommodate around 30 people, is also used for funeral celebrations and receptions after burials;
- Steady increase in the number of deaths treated in our facilities;
- Obtaining of diplomas and certifications by some of the members of our field operations team thanks to a partnership with the Centre des Services scolaires au Cœur des vallées for the training of our staff in landscaping and gardening;
- Human resources in constant growth as well as improvement of attraction and retention of personnel;
- Modernization of our facilities and equipment;
- On-site cremation service;
- Extension of our burial schedule (8 a.m. to 8 p.m.) in the summer season;
- Geolocation service for concessions (lots) in our cemeteries;
- Completion of the digitization of all our cemetery files;
- 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);
- Members of the Corporation des thanatologues du Québec.

Commemorative activities for our customers' families ———

- 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

— *Implication communautaire*



We are awaiting the end of construction work on the new Monarque residence in Plaisance to begin our landscaping project.



Financial support for numerous parishes in the Archdiocese of Gatineau.



Financial support for several community organizations in the region.



One of the main sponsors for the Salon Distinction organized by the Outaouais FADOQ.



Main sponsor of the Archbishop's Golf Open (support for community organizations in the Outaouais region).



Active collaboration with La Relance, Service d'aide à l'emploi for the welcoming and training of people who wish to integrate the job market.



Member of the Gatineau Chamber of Commerce.



Member of the Petite Nation Chamber of Commerce.



Member of the Association des professionnels et industriels et commerçants du secteur Aylmer.



One of the main sponsors of Aylmer's 175th anniversary celebrations.



Plan your farewells with peace of mind.

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