



Dialogue

Newsletter of the Fabrique de la paroisse Notre-Dame de Montréal

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Web site: www.cimetierenddn.org E-mail: cimetiere@cimetierenddn.org

The master plan, a necessity for our future success

2004 was a year marked by various activities in celebration of the 150th anniversary of our founding:

- Commemorative ceremony organized in June in collaboration with Parks Canada and the Historic Sites and Monuments Board of Canada, thereby confirming the cemetery's national historic site status
- Outdoor concert in July given by the Montréal Symphony Orchestra and attended by 12,000 people who enjoyed a musical evening filled with respect and dignity

- In September, traditional celebration of the commemorative mass in memory of loved ones buried in our cemetery
- In October, to close the year, unveiling of an art book relating our institution's history

To pursue our mission and ensure the perenity of our institution, we must implement the master plan—filed with government agencies—over the course of the next years.

In this respect, we have identified five (5) main orientations focussed on our site's main attributes.

1. Conservation, reclaiming and development of our natural heritage

In general, all existing natural components will be preserved. Future land-use decisions will focus on highlighting the site's topographical attributes. Apart from redeveloping former aquatic elements, particular attention will be given to the preservation, passage and use of the site's water resources.

Numerous measures will be implemented to maintain, reclaim and develop the trees on the site. Animal life will be sustained through the selection of shrubs which bear fruits included in the diet of designated species.



Model of the Plateau Mausoleum

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2. Conservation, reclamation and development of our built heritage

Heritage buildings will be carefully maintained, repaired, restored or interpreted.

3. Implementation and support of compatible discovery or walkway activities

We will continue to provide maps and guided tours to visitors. Pedestrian traffic will be developed through the restoration of green alleyways, the elimination of certain asphalted paths, improved signage and the installation of urban furniture.

4. Bypass road and North-South axis (cross-road)

After having reached an agreement with the City of Montréal, we are happy to participate in the construction of a

bypass road along Côte-des-Neiges Road, on the exterior side of our fence which will be displaced to maintain the limits of our property. We will continue to control access to the site during our business hours as well as the nature and type of activities to preserve the site's dignity.

5. Mausoleum construction

Located in the Western section of the cemetery along the Université de Montréal campus, next to the greenhouses and crematorium, this mausoleum project will be developed in four phases over a 20-year period.

The building will blend fully with the environment and will not be visible from



Montreal Symphony Orchestra concert, July 13, 2004
- Picture: Stephan Poulin

the public road network. It will also contribute to increasing the value of a neglected section of the cemetery.

Finally, we believe that we have the duty and privilege to maintain our social presence, more specially as interpreters of the evolving significance of death. ♦

Yolande Tremblay, General Director

We are there for you... for everything.

To better serve its clientele, our cemetery offers the following products and services:

- ★ Exceptional site and selection of lots as well as indoor or outdoor niches
- ★ Pre-arrangement services provided by our customer service representatives (at-home service available)
- ★ Burial of tombs and cinerary urns throughout the year
- ★ Wide variety of monuments and engraving services
- ★ Magnificent cremation garden
- ★ Funerary rituals customized according to your beliefs and traditions
- ★ Funerary or liturgical service in one of our magnificent chapels
- ★ Selection of commemorative items and commemorative site (Book of Saint Peter)
- ★ Cremation and Cremation Salon
- ★ Large selection of cinerary urns: wood, bronze, ceramic, tin, sandstone, glass, etc.

By Johanne de Montigny, Psychologist, Palliative Care Unit,
McGill University Health Centre, Montreal General Hospital
email: jo.de.montigny@videotron.ca

The Tsunami: impossible or unthinkable grief?

The tsunami that swept over Asia in 2004 shook us to the core, either because of a personal loss, or because we identified with the losses of those whose happiness was brutally torn from them. The suddenness of the tragedy and our powerlessness in the face of nature gone wild proved a shock to both our personal realities and our collective imagination. The geological phenomenon destroyed countless victims and left in its wake an incalculable number of scarred mourners. The scene, captured live, supplanted the unthinkable and every human being, near or far, felt a shock wave that still rings of death and its uncertainties.

Seeing funerals strung together one after another and quick burials in mass graves helps us realize the importance of the funeral rites that most of us have had the opportunity to participate in, in the presence of the deceased and loved ones. With the tsunamis and their impacts, shouldn't we recognize how fortunate we are, on one hand, when a death is expected, prepared for and accompanied, and, on the other, when we experience the loss, and can approach the body of a person who is significant in our lives in a comforting, calm context, one in which we can identify a loved one before they leave us forever.

Here, I am reminded of the story of a mother who told me, following the disappearance of her daughter, which was

never resolved: *"I keep everything surrounding death under a magnifying glass. Sometimes, I even attend funerals of people I don't know at all, just to experience the privilege these families have of being next to their child's coffin or urn. My bereavement is an impossible one: the only word I have to describe my daughter's absence is: disappeared."*

I also remember the woman grieving for a loved one who died in a plane crash. The passengers' bodies were projected into the ocean and scattered, and then some signs were found. In her brother's case, a severed hand, ring still on his finger, was the only, sacred fragment remaining of a much-loved man and his family later arranged to repatriate it. Burying the man's hand allowed his family to hold a funeral that made his death real for them; until then, they

had not been sure that he was really, irreversibly dead. In other words, a body that is lost and cannot be found creates an impossible, unthinkable mourning.

The events associated with the tsunami remind me of the troubling statements from those mourners who can tell us why it is essential for a family, for a society, to commemorate the existence of someone whose life helped sow genealogical trees, build and give life to future generations. We must not minimize the opportunity we have to honour our predecessors, bearing them within us, and delivering them to the highest.

The death of others, save for the pain it causes us, is prophetic. That is, the worth of the human legacy passed on by the lost lies in the collective awareness of each individual's value. The thought



Photo: DigitalGlobe

At this time of Lent, a witness of faith...

I recently met someone who had a lot to tell me. She had lost her husband to cancer and was grieving. Despite her best efforts, she was unable to get past her pain, and still felt her loss deeply. She decided to seek counselling to help her accept this painful event.

Because her story gives true meaning to life, I asked her if I might share its main points with you. She nodded her head in agreement.

Over the course of her journey, with help from her therapist, she has become reacquainted with the One whose word goes beyond appearances. One whose word opens up a perspective on the beyond. She thought of Jesus.

She opted to read the Mark's Gospel. At first, she was interested in the disciple himself. She discovered he had been a disciple of Peter and that he had wanted to spread the apostle's message. His direct and surefooted approach spoke to her heart. In his Gospel, Mark presents a very human Jesus who heals with love. "It's as if my whole life had become the *Word* so I could once again realize the great gift I possessed."

Seized by the truth of Jesus' presence in her life, everything became meaningful. This Jesus who suffered was not removed from her, but very present... incredibly



present. He suffered also for her. If Mark had a gift for direct and vital writing, reading his gospel gave her the gift of inner awakening. Her understanding of life was changing...

Through reading Mark, her faith in Resurrection with Christ was strengthened and her hope in everlasting life was renewed. She was able to look beyond the Passion, and death. With Jesus, death doesn't get the last word! Death is not an ending but a beginning. Her husband was a good man, well-liked and attentive to her and others. His inner beauty did not fade with his death, but was made perfect by passing from death to Life in Jesus.

This woman's experience was shaped by the great love she shared with her husband. It is this love that led her to open the pages of the Gospel of Mark and enabled her to live again. ♦

.....
Michel Rodrigue, p.s.s.

Notre-Dame Basilica: *And then there was light*

The presentation *And then there was light* has two showings per day, at 6:30 and 8:30 p.m. An adult ticket costs \$10; \$5 for children and seniors pay \$9. Group rates are also available.

Tickets are on sale at the Basilica (514) 842-2925, extension 266 or 1 866 842-2925, and at Réseau Admission at (514) 790-1245 or 1 800 361-4595.



Our Goal: *Unparalleled Customer Service*

Dear Clients,

Springtime brings with it a desire for renewal and change for all of us. At Notre-Dame-des-Neiges, the winds of change are more apparent than ever.

We have always been attentive to our clients and our staff strive to satisfy your needs. To us, our clients are like a wind that allows us to soar ever higher, and with truer aim. Your suggestions and requests help us improve our methods, as well as the goods and services we offer.

We want your loved one's burial to be a peaceful experience for you, filled with respect and dignity. We put our team and facilities at your disposal, to ensure that your dearly departed loved one receives a worthy farewell.

Our Chapels

Our beautiful chapels are at your disposal for a moment of reflection and prayer.

Our splendid Resurrection Chapel, located in front of the Administration Pavillion, can accommodate up to 180 guests for funeral masses. Use of the chapel enables you to have a service performed that is meaningful to your loved one and to the family.

You may also choose one of our reception chapels. The Holy Spirit, Annunciation, and Visitation Chapels, with their serene and warm decor, are often chosen by families who want to say their last good-byes in a more intimate setting. Able to accommodate up to 40 guests, the chapels are a peaceful and ideal place to pay homage to your loved one.

In addition to these spaces, there is also a Cremation Salon for families who would like to participate in the cremation ceremony for their loved one. This salon can accommodate up to 20 guests in a peaceful and restful atmosphere.

All our chapels as well as our Cremation Salon possess an integrated sound system, allowing you to honour your loved one through a piece of music or song chosen by the family.

Deacons' Services

For many years, the cemetery's team of deacons has been at your service. One of our deacons can offer a Liturgy or a last prayer for your loved one in the chapel of your choice.

At your request, these services can continue as your loved one's remains or ashes are buried. The deacons' service is

offered by the cemetery to ensure a spiritual moment for the family, and a moment of reverence for the deceased.

Support for those in mourning

After we lose someone close to us, we can go through painful times, and our emotions may take over. Sometimes we need to talk with others who are experiencing the same feelings; we need to know we are supported in our time of loss.

For a number of years, the cemetery has been providing a series of nine pamphlets, entitled *Between Grief and Hope*. We invite you to come by our offices or visit our web site at www.cimetierenddn.org to obtain them.



In response to our client's requests, we have also recently introduced a pilot support program for the bereaved. The project comprises a set of eight meetings and includes moments for reflection as well as moments for sharing.

Our support service for the bereaved is intended to help you get through this difficult period as serenely as possible. You need only contact the customer service office to obtain all the required information on the subject or to register for the next session.

At Notre-Dame-des-Neiges, we're there for you... for everything.

Sylvia Ceacero, MBA, MA
Director, Customer Services

SAINT PETER AND THE VATICAN THE LEGACY OF THE POPES

Exhibition Sections and Highlights

Montreal, February 15th, 2004 - SAINT PETER AND THE VATICAN/ THE LEGACY OF THE POPES features more than 300 works of art and historically significant objects, many of which have never left the Vatican. In fact, 70 percent of the exhibition has never traveled to North America.

The exhibition will cover 15,000 square feet at the crypt of the Notre-Dame Basilica of Montreal from June 4th through September 18, 2005.

The exhibition is organized into 12 chronological and thematic sections that illustrate the evolution of the church and its papacy beginning with Saint Peter through the papacy of Pope John Paul II. The objects are presented in galleries and recreated environments that enhance the visitor's understanding of their historical and artistic significance.

Exhibition designers wanted visitors to feel transported to the Vatican, from the underground catacombs where the remains of Saint Peter were discovered to the magnificent papal chambers found above ground. From the sounds of crickets in the Roman night to the flicker of candles on Michelangelo's Sistine Chapel scaffolding, the exhibition is a multi-sensory experience.

Gallery 1 - Introduction Theater

A welcome letter from Pope John Paul II and a large-screen projection video about the 1968 discovery of Saint Peter's tomb greet visitors to the exhibit.

Gallery 2 - The Tomb of Saint Peter

The section opens with a recreation of the second century Vatican necropolis. Actual 4th and 5th century oil lamps are

displayed on an illuminated path that leads to a reproduction of the monument marking Saint Peter's tomb. The apostle's gravesite later would become the site of Saint Peter's Basilica.

Gallery 3 - Tomb Objects and Story

In this section, visitors will see objects that demonstrate the early coexistence and integration of Roman culture and Christianity. Visitors can view the original 4th century marble gravestone of a six-year-old boy, Asellus, a fresco of Saint Siricius, a 4th century pope and many objects discovered around Saint Peter's tomb.

Gallery 4 - Building The Ancient Basilica

Architectural drawings and models tell the story of the original Saint Peter's Basilica built by Constantine.

Gallery 5 - The Ancient Basilica

Original artwork includes *Bust of An Angel*, a mosaic attributed to the great 14th century painter Giotto; a colorful mosaic image of Saint Paul the Apostle dating from the reign of Pope Leo III (795-816); and the *Mandylion of Edessa*,

a 5th century linen painting of the face of Jesus. The venerated image is among the most ancient representations of Christ's face and was thought to have had miraculous powers.

Gallery 6 - Building the Renaissance Basilica

Emperor Constantine's ancient church, which lasted more than 1,000 years, and today's great church, constructed from 1450 to 1626, spans the reign of 28 popes. Some of the most storied names in history - Bernini, Raphael, Michelangelo - contributed to the new Saint Peter's.





**Gallery 7
- The Renaissance Basilica**

Bernini's terracotta bust of the Old Testament prophet *Habakkuk* is the main focus in this gallery. This section also includes beautiful 400 year-old embroidered vestments of Pope Urban VIII in addition to several drawings of the Renaissance Basilica by some of its many architects.

Gallery 8 - The Sistine Chapel

One of the exhibit's most dramatic rooms, this gallery allows visitors to discover how Michelangelo painted the Chapel ceiling. In addition, the section examines the ceremony surrounding the death of a pope and the process of papal succession, both of which take place within the Chapel's chambers.

Gallery 9 - Celebrations

Objects in this gallery demonstrate the

importance and solemnity of the ceremonies performed in the Catholic Church. Artifacts include the original ring of Saint Pius IX (1846-1878) and the papal tiara of Pope Pius VII (1800-1823). Liturgical objects on display in this gallery include a missal stand of John Paul II, a processional cross donated to Pope Leo XIII (1878-1903) for his jubilee year and a chalice of gold, enamel and rich with diamonds.

Gallery 10 - Into The World

This section describes the pope's work within the Roman Catholic Church, his involvement with the missions and his dialogue with other religions and with the world. Featured art includes rare historical documents, such as the first known map of Australia and a Buddhist devotional cloth, or *Thanka*, given to Pope John Paul II by the Dalai Lama in 1978.

**Gallery 11
- Into the Modern Era**

This gallery deals with Napoleonic era popes to the modern times of Pius XII, John XXIII, Paul VI and the rediscovery of Peter's tomb. The Tiara of Pope Pius VII, containing one of the world's largest emeralds, and a bronze sculpture of Paul VI (1963-1978) by Lello Scorzelli highlight the gallery.

**Gallery 12
- Into the New Millennium**

The pope opens and closes the 12-foot bronze Holy Door every 25 years, or each Jubilee Year, symbolizing an invitation to grace. This final area of the exhibit portrays a spirit of new hope and purpose for mankind entering the third millennium.

This section includes a number of pieces worn, used or owned by the current pontiff. Pope John Paul II's pastoral staff

and cape worn for the Jubilee year celebration are included in this section, along with a bronze bust of Pope John Paul II.

The exhibition is organized and circulated by the Governatorato of the Vatican City. The institutions within the Vatican City State involved in the exhibition are the Office of the Liturgical Celebrations of the Supreme Pontiff; the Congregations for the Evangelization of Peoples; The Reverenda Fabbrica of Saint Peter; the Vatican Museums; Floreria Apostolica and the Patriarchal Basilica of Saint Paul's Outside-the-Walls.

SAINT PETER AND THE VATICAN/ THE LEGACY OF THE POPES is produced by *Vivaconcept international inc.*, the *Compagnie France Film inc.* and *Clear Channel Exhibitions*

Clear Channel Exhibitions is a world leader in providing high quality, state-of-the-art educational family experiences and produces exhibitions in collaboration with more than 200 leading museums and research institutions.

SAINT PETER AND THE VATICAN/ THE LEGACY OF THE POPES at the crypt of the Notre-Dame Basilica of Montreal from June 4th through September 18, 2005



A gesture of respect and love THE MONUMENT

As times change, the ideas and traditions we believed would endure forever make way for new ideologies and that, of course, is evolution.

In our cemeteries, burial methods are also affected by societal evolution; we have created mausoleums and columbariums, innovative commemorative sites that respond to our clients' increasingly pressing needs. Traditional burial in the ground is the most ancient method of interment, and consequently, for our now 150-year-old cemetery, this method has allowed generations of a single family to be buried on the same site; thus preserving their memory and providing remnants of the past.

A deceased without a resting place is an unsettled spirit. And not only is it unsettled, the memory of this being is lost forever.

**It is the writing that attests
to our existence,
what has been said or told.**

The stories of our lives should not be anonymous. Life is a precious gift and the people we share it with have a story to tell. From the earliest times, monuments have been used to bear witness to a person's story, and many native Montrealers have many stories to be told about their forbears who rest in our cemetery.

The current resurgence in the need to commemorate our loved ones in new ways has spurred us on to a higher degree of creativity in grave monument design. The standardized monuments that held sway at the end of the last century have given way to sleeker designs. Granite is obviously the strongest material, and by all accounts, the best choice for our



clients. Granite is said to have the strength and durability of diamonds. We have an attractive range of choices in granite and take care to offer our clients the highest quality granite available in Quebec, as well as some imported choices. The cost of a monument? Within reach for everyone, with accessible payment plans.

Our cemetery offers a varied choice of plot sizes, which can be adapted to the client's needs. Certain sectors have a historic cachet, while others are situated in more bucolic settings where mature trees arc over walking paths, and visitors can find a quiet place to get in touch with nature and relax. We have the largest inventory of monuments in the world — more than 80,000 — from which our clients may select a monument design they would like to portray in the memory of their loved one. A personalized monument is an expression of your spirit, feelings, and love that leaves visitors with a sense of your loved one's life. Cemeteries exude love and emotion like flowers exude scent, their perfume wafting over you with no effort on your part.

The monument can take many shapes, such as the lawn-crypt. This is the type of burial used in the Père Lachaise cemetery, among other places. The crypt may be above ground, with the casket placed inside a granite structure and hermetically sealed, or it may be underground, like a vault, and covered with a granite slab grave marker. In the cemetery we also offer a new type of burial monument, in which two to four caskets may be interred.

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Annuals and Perennials



Summer is coming soon, so here are a few tips from our gardening staff to help you achieve healthy, colourful flowerbeds.

To choose the right flowers, first look at the conditions they will be grown in, and think about what you want. The bed must be proportional to the plot you want to adorn. The maximum size of beds, stipulated in article 5.1.6 of our booklet on the law and regulations, must be respected. Choose colours that will match the blossoms' environment.

An annual's full life cycle takes place within one year. Annuals must therefore be reseeded or replanted every year. Prepare the soil well and add fertilizer before transplanting. Removing dead flowers and seed pods will reward you with abundant flowers for a long time.

For lots of colour and effect (mass planting), plant a few annuals of the same kind but different colours together.

Perennials survive year after year, but top-quality plants yield the best results. They may grow more slowly than annuals, but they are just as beautiful.

Usually planted in large beds, the tallest perennials are placed in the back, with the smaller ones in front. Perennials grow better in well-prepared soil, as recommended for annuals. Fertilizer for perennials is specifically designed to produce better yield, and ensures the plants will last through the winter.

We recommend that you give your plants enough water, and keep the ground clean throughout the season by removing dead flowers and leaves.

Adorn your plot with geraniums, floss-flowers, cinerarias or begonias. Consult our brochure on floral arrangements, and select from the three types offered.

The Cemetery's landscaping team unites to wish all our clients and friends a summer filled with colour.

Sylvain Tessier
Plantation Foreman

The journey through Grief

*Reflexions
on healing*

Instead of thinking I need to get back to the " old normal ", perhaps I need to embrace how I am changed forever by the death of someone loved.

To do this I have to acknowledge the reality of the death and be willing to connect to the deepest parts of myself.

That's when grief becomes a growth process that transcends the turmoil of change.

I am new; I am changed; I am reborn.

THE FABRIQUE'S MANAGEMENT TEAM

A team of eight handles management, administration and control of the Fabrique de la Paroisse Notre-Dame de Montréal. Most of these individuals work at either the Notre-Dame Basilica or Notre-Dame-des-Neiges Cemetery; some are active in both organizations. We would like to introduce them to you, and explain with what they do.

Mr. Yoland Tremblay holds the position of Director General of the Fabrique de la Paroisse Notre-Dame de Montréal and sits on the Board of Directors. In addition to leading the Fabrique's management team and ensuring that each member mandate is achieved, Mr. Tremblay handles major files such as the Notre-Dame-des-Neiges Cemetery Master Plan and acts as the Fabrique's official representative.

Seven directors report directly to the Director General of the Fabrique de la Paroisse Notre-Dame de Montréal. Three of them are working on mandates that affect the Fabrique's general

activities, including those of Montreal's Notre-Dame Basilica and the Notre-Dame-des-Neiges Cemetery. Other directors are associated exclusively with either the Cemetery or the Basilica.

Positions with the Fabrique

Ms. Michelle Bourget, an industrial relations counsellor, is our Human Resources Director. She has been with the Fabrique since 1998, and is in charge of administering and negotiating the organization's three collective agreements, participating in various worker-management committees (labour relations, grievances, health and safety, etc.), managing training, writing and applying human resources policies (regulations, salary, harassment, pay equity, etc.).

Mr. François Campagna, Director of Administrative Services, is responsible for the coordination and progress of various Fabrique files. He sees to the smooth progress and follow up of files such as telephone service, security, updating the Internet site, the "Entre le deuil et l'espoir" (*Between Grief and*

Hope) Conference, the Fabrique's calendar of activities, qualitative evaluation of the Fabrique's various departments and operations, etc. Mr. Campagna has been with the organization since August 2000.

Mr. Claude Bergeron occupies the position of Controller. A chartered accountant, he is responsible for managing the Fabrique's financial operations. This includes supervising accounting operations, preparing financial statements and the Fabrique's budget forecast, and verifying inventories. Mr. Bergeron has been with the institution since November 2004.

Positions with the Notre-Dame-Des-Neiges Cemetery

Three positions deal exclusively with the Notre-Dame-des-Neiges Cemetery.

Ms. Johanne Duchesne is Marketing Director. With the organization since 1986, she is in charge of developing marketing strategies for the Cemetery's products and services, performing market studies, leading a team of counsellors, and monitoring the quality of sales services. She also searches for new products and services to offer to our clients, among other things.

Mr. Michel Payment oversees operations. Mr. Payment, an engineer by training, has been with the Cemetery since May 2001. Supported by a team of four foremen, he supervises work related to infrastructures, burials, and site maintenance. He controls and draws up the budget for activities under his supervision and performs the necessary analyses.



From left to right:

1st Row: Claude Bergeron, Sylvia Ceacero, Yoland Tremblay, Michelle Bourget and Josée Benoit - *2nd Row:* François Campagna, Johanne Duchesne and Michel Payment

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that “it could have been me” who died, or witnessed a tragic death: this thought alone awakens us to life’s fragility. This is why empathy—the internal shift that asks us to put ourselves in others’ shoes—can be attributed to solidarity. The loss of some during the tsunamis was compensated for by the appearance of thousands of volunteers, who wanted to do some good with their lives. In the face of the misery of loss, helping others counters our feeling of powerlessness with the power of love.

Help sometimes comes in unusual forms. As France Presse announced in an extraordinary insert: “*A Canadian swept out to sea off the Island of Phuket...*

survives. He was found clinging to the body of a fisherman, who was wearing a lifejacket.” (La Presse, 28/12/04). It is a disturbing image: it reminds us that we never die for ourselves, but for others. The question then remains: who is accompanying who in death?

Like those who are experiencing a personal loss, the tsunami survivors feared the earth would open again after the tragedy. Because the loss of a loved one, no matter where it occurs, is, first and foremost, an internal upheaval, an emotional earthquake that strikes at our inmost place. A mourner feels like there’s a crack in his centre, a blockage in the pit of his stomach, that his entire

body has become disconnected. Unexpected death, like the lost body, sinks to the depths of its own shadows, until living memory brings it back into the light.

May memory triumph over death through the stories of the survivors, and the creation of funeral rites that are adapted to extreme situations. Praying, crying and sharing are eternal, unbounded gifts for our friends, brothers, the dead and the survivors in all regions. Let us pray, cry and share the strengths within us so that we can contribute, even from afar, to the healing of those who have been destroyed by life’s torments. ♦

Granite is eternal, but if another material could compete with its durability, that material would be glass. The first glass gravestone was placed in the Immortelles section. Glass may be moulded, sculpted, cut, textured or coloured. As with granite, it may be

engraved with the inscription of your choice. Glass monuments are incredibly luminous by day, when they are pierced by the sun’s rays. A tall glass monument was erected in the Montreal section, and you may want to view this remarkable sight.

Our consultants are at your service to guide you in choosing your monument and to help you make the best decisions possible. ♦

Johanne Duchesne
Director of Marketing

Ms. Sylvia Ceacero is Director of Customer Service. With the institution since June 2004, she leads the customer service department and after-sales service team, as well as managing client communications. She takes care of clients’ special requests and provides quality control on services provided by employees under her supervision. She also manages the team of deacons, family representatives, and cemetery guides.

Position with the Basilica

The Director of Tourism Activities is a position exclusive to the Basilica. This role is occupied by Ms. Josée Benoit, who has been working with the Fabrique since October 1986. Ms. Benoit is helped by an assistant director. She is in charge of managing and supervising the employees

working at the Basilica, as well as work related to the boutiques, such as purchasing or the creation of works representing the Basilica, and inventory management. She also looks after promoting the Basilica with several different tourism organizations.

To fully accomplish its missions, the Fabrique’s management team aims to achieve synergy with all of the Fabrique’s employees. Attaining this objective is a matter of daily effort, shared by the organization’s entire staff.

In our next edition, we will introduce the team of managers, made up of foremen and the assistant director. ♦

Michelle Bourget, CIRC
Human Resources Director

The history of the Notre-Dame-des-Neiges Cemetery in words and images

A magnificent 9 x 12 in. art album, printed on high-quality acid-free paper, sold in a protective display case. This 192-page book, of which 96 pages were written by historians Pierre-Richard Bisson and Daniel Drouin, also includes 84 photographs taken by Mr. Stéphan Poulin. Henri Rivard, publisher, designed and carried out the work leading to its publication. To order this book, call us at (514) 735-1361. Cost: \$80 (plus shipping and handling) or \$110 in bookstores.



BECOME A MEMBER!

FRIENDS OF THE NOTRE-DAME-DES-NEIGES CEMETERY

Founded in 1854, the Notre-Dame-des-Neiges Cemetery is one of the most precious and remarkable celebrations of religious, cultural, historical, architectural and environmental heritage in Montreal. A vital witness to the history of the community from which it grew, the Notre-Dame-des-Neiges Cemetery not only deserves all our attention, but also to be known and recognized for its incredible richness. It was recognized as a national historic site by the Canadian government in 1998. It is also part of the historic and natural borough categorized by the Minister of Culture and Communications in 2003.



Friends of the Notre-Dame-des-Neiges cemetery is for those interested in the preservation, enhancement and promotion of the Cemetery and its rich religious, cultural, historical, architectural and environmental heritage. More specifically, the goals of the *Friends* are to:

- Reveal to the public the many facets of the collective treasure which is the Notre-Dame-des-Neiges Cemetery;
- Support the effort given to maintenance, enhancement and management of the site, with respect to its sacred vocation and exceptional environmental characteristics.

Benefits of being a *Friend*:

- *Friends of Notre-Dame-des-Neiges Cemetery* membership card;
- Subscription to the *Dialogue* newsletter;
- Annual tour of the Cemetery, on the second Sunday of September;
- A deck of cards and a key chain commemorating the 150th anniversary of the cemetery.

Do not hesitate to contact Mr. François Campagna at 514-735-1361, ext. 279 if you wish to receive further information.

Monthly Masses

These masses are celebrated on the first Saturday of every month. April 2nd, May 7, June 4, July 2, August 6, September 3rd, October 1st, November 5, December 3rd, at the Resurrection Chapel.

A commemorative mass will be celebrated for Mother's Day on May 8, and Father's Day on June 19 at 11:00 a.m. at the Resurrection Chapel. The annual Mass will be celebrated on September 11, 2005 at 11:00 a.m.

FREE PARKING



**Booth of the
Notre-Dame-des-Neiges
Cemetery and the
Notre-Dame Basilica:**

April 7 to April 10, 2005
Salon des Générations (Booth 177)
Olympique Stadium

May 2 to May 8, 2005
Information about pre-arrangements
Galeries d'Anjou