



Actionmarguerite

Service & Compassion



PANDÉMIE 2020 RESTONS ENGAGÉS

STAYING ENGAGED PANDEMIC 2020

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MESSAGE DU DIRECTEUR GÉNÉRAL



CHARLES GAGNÉ,
directeur général
Chief Executive Officer

Voici un bulletin pour se rappeler comment votre engagement durant l'année 2020 a marqué la vie des résidents, des familles et du personnel. Les images et les souhaits que nous vous offrons dans ce bulletin ne sont qu'un échantillon des nombreuses paroles et gestes de compassion, de remerciement et de reconnaissance envers toutes les personnes qui se sont dévouées et ont fait des sacrifices, et qui continuent à le faire, pour s'assurer que nous protégeons les personnes qui fréquentent nos établissements : nos résidents, nos familles et notre personnel. Tous sont précieux, tous ont une contribution à faire, tous sont de véritables CHAMPIONS contre la pandémie de COVID-19!

Nous remercions surtout les **RÉSIDENTS** de nos établissements. Nous sommes tous ici pour leur fournir des soins et des services, assurer leur qualité de vie et leur sécurité. Le 12 mars 2020, jour de la déclaration de la pandémie mondiale, leur vie a changé.

La pandémie a affecté particulièrement les résidents. Plus de choix de circuler comme ils veulent, de recevoir de la visite, de participer aux activités et célébrations communautaires et religieuses... La solitude... Beaucoup, j'en suis certain, ont hâte de retourner à la normale et de retrouver une vie plus autonome, hâte à ce que 2021 leur apporte un vaccin qui les protégeront et leur permettront de recréer des liens avec les gens et la communauté qu'ils aiment.

Nous remercions aussi les **FAMILLES**. Quel défi, quel sentiment d'abandon pour elles de savoir qu'elles ne peuvent toujours pas visiter librement! La communication par Zoom, Skype, ou Facetime, ce n'est pas pareil. Pas de câlin donné, de repas partagé, de main tenue. Malgré cela, tous ont été patients avec les équipes de soins. Ils ont suivi les ordonnances de la santé publique qui visaient à protéger leurs êtres chers. Ils ont été nos collaborateurs pour contrôler les infections.

Et que dire du **PERSONNEL**! Ce sont eux qui, chaque jour, ont pris leur courage à deux mains pour venir au travail, car ils savaient que les résidents et les familles comptaient sur eux. Comment les reconnaître, autrement qu'avec des certificats de reconnaissance, des cartes cadeaux ou encore des chocolats? Souvent, la simple

reconnaissance des résidents et des familles est la source de leur motivation, de leur engagement et de leur compassion. Un sourire d'un résident, un geste de reconnaissance d'une famille, un témoignage sont tous des actes qui valorisent le dévouement de ces personnes qui travaillent auprès des personnes âgées et adultes qui vivent dans nos résidences.

Ce bulletin n'est qu'un échantillon des véritables **CHAMPIONS** de la pandémie, en qui nous avons pleine confiance et envers qui nous sommes des plus reconnaissants.

Rarement avons-nous eu si hâte à une nouvelle année. 2021 nous redonne espoir. Un vaccin, des retrouvailles, des sorties... Une vie plus normale. D'ici là, restons courageux et vigilants. Soyons conscients que nous allons vivre avec ce virus pour encore quelques temps, mais ne nous décourageons pas : en se protégeant, comme membres du personnel ou de familles, nous savons que nous pouvons assurer notre succès en gardant les résidents sécuritaires.



Début 2021, je prendrai ma retraite. Après plus de 35 ans dans le secteur de la santé, dont presque 17 ans à la tête de cette organisation, il est temps de laisser à quelqu'un d'autre l'opportunité d'influencer la qualité des soins et des services. Quel honneur pour moi d'avoir été au service de ces institutions fondées par nos religieuses, qui ont si souvent été pour moi une source d'énergie et d'inspiration!

Je reste humble, sachant qu'il y a toujours de grands défis dans le secteur des soins de longue durée. La pandémie a mis en évidence ces défis, mais soyez assurés que les équipes à Actionmarguerite sont solides, engagées et dédiées à faire vivre la mission de sainte Marguerite d'Youville, qui a inspiré le nom Actionmarguerite.

Malgré des Fêtes bien différentes et des regroupements de famille qui ne suivront pas les traditions, je vous souhaite à tous de l'amour, de l'amitié et du bonheur.

Joyeux Noël!

Charles Gagné



This newsletter is to remind each other of how 2020 will have marked the lives of residents, families and staff. The images and wishes we offer in this newsletter are just a sample of the many words and gestures of compassion, thanks and appreciation for all those who have dedicated and sacrificed, and continue to do so, to ensure that we protect the people in our facilities: our residents, families and staff. All of them are valuable, have a contribution to make and all are true CHAMPIONS against the COVID-19 pandemic!

A special thank you to all the RESIDENTS of our facilities. We are all here to provide them with care and services, to ensure their quality of life and safety. On March 12, 2020, the day the global pandemic was declared, their lives changed.

The pandemic affected residents in particular. No more opportunities to move around as they wish, have visitors, participate in activities or community and religious celebrations... Loneliness ensued... Many, I'm sure, are looking forward to returning to normalcy and a more independent life, they are looking forward to 2021 bringing them a vaccine that will protect them and allow them to reconnect with the people and community they love.

We also thank the FAMILIES. What a challenge, what a feeling of abandonment for them to know that they still cannot visit freely. Communication via Zoom, Skype, or Facetime is not the same. No hugs given, no shared meals, no hand holding. In spite of this, everyone has been patient with the care teams. They followed public health orders to protect their loved ones. They have been our collaborators in infection control.

And what about the STAFF! They are the ones who, every day, gathered the courage to come to work because they knew that residents and families counted on them. How do you recognize them, other than with certificates of appreciation, gift cards or chocolates? Often, the simple recognition of residents and families is the source of their motivation, commitment and

compassion. A smile from a resident, a gesture of recognition from a family, a testimonial, these are all acts that value the dedication of these people who work with the seniors and adults living in our facilities.

This newsletter is a sample of the pandemic's true CHAMPIONS, for who we have full confidence and for whom we are extremely grateful.

Rarely have we looked forward to a new year so eagerly. 2021 gives us hope. A vaccine, reunions, outings... a more normal life. Until then, let's remain courageous and vigilant. Let's be aware that we will live with this virus for a while longer, but let's not be discouraged: by protecting ourselves, as staff or family members we know that we can ensure our success by keeping residents safe.



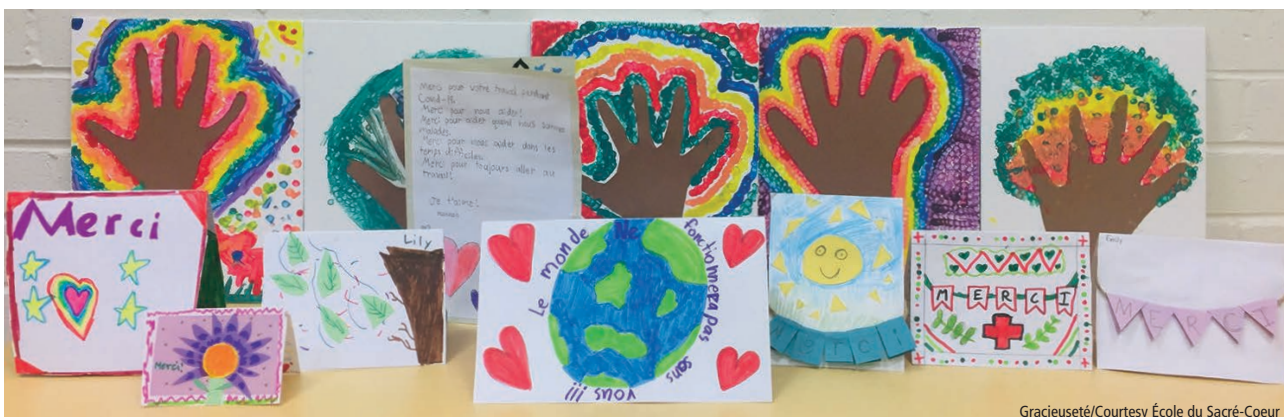
In early 2021, I will be retiring. After more than 35 years in the health sector, including almost 17 years at the head of this organization, it is time to give someone else the opportunity to influence the quality of care and services. What an honour for me to have served these institutions founded by our religious sisters, who have so often been a source of energy and inspiration for me!

I remain humbled, knowing that there are still great challenges in the long-term care sector. The pandemic has highlighted these challenges, but rest assured that the teams at Actionmarguerite are strong, committed and dedicated to bringing to life the mission of Saint Marguerite d'Youville, who inspired the name *Actionmarguerite*.

Despite a very different holiday season and family reunions that will not follow traditions, I wish you all love, friendship and happiness.

Merry Christmas,

Charles Gagné



Gracieuseté/Courtesy École du Sacré-Cœur

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



A BLESSING FOR CAREGIVERS

*May you see with tender eyes
The wounds of those before you.*

*May you hear with
well-tuned ears*

*The unspoken needs of those
whose voices are muted.*

*May you hold with gentle hands
The bodies and the spirits
of those you care for.*

May the beauty of soul,

The strength of spirit,

The wholeness of being

Lead you, inspire you

And let you know you own

Beauty of soul,

Strength of spirit,

Wholeness of being.

May you know that,

As you care for others,

God cares for you, sees you,

Holds you tenderly.

Amen.

Quelques messages de résidents, familles et membres du personnel... A few messages from residents, families and staff...

“ « Merci pour votre service. »

“There are so many staff and coworkers that I want to thank for all they have done through this crisis. Our management has worked tirelessly. Our infection control people have been on top of this far before the situation became intensified. Our IT staff have been so supportive with problem solving. And of course, there are all the front line workers. I have always felt proud to be a part of this group, but even more so now.”

“Thank you for the excellent work and compassion.”

“Thank you to all the staff who are trying to make things as normal as possible during this unprecedented time. We appreciate you today and every day!”

“Thank you so much for your friendliness, care and compassion.”

“In appreciation for the caregivers tending to our family members. Merci!”

“Thank you so much for all you do, your compassion & hard work. You are all so wonderful. We appreciate everything you do!!!”

“Thank you for all that you do for our loved ones. God bless you all and stay safe!”

“Thank you all so very much for everything you are doing to keep all loved ones safe! Big hugs and much gratitude.”

« Je vous remercie de votre dévouement exceptionnel aux soins attentifs de ma mère pendant cette situation de crise qu'elle ne peut comprendre. »





“For all the dedicated and hardworking staff working at Actionmarguerite St. Boniface, St. Joseph and St. Vital. These are unprecedented times. Thank you for your courage! Merci à tout le personnel, je suis fière de travailler avec vous tous.”

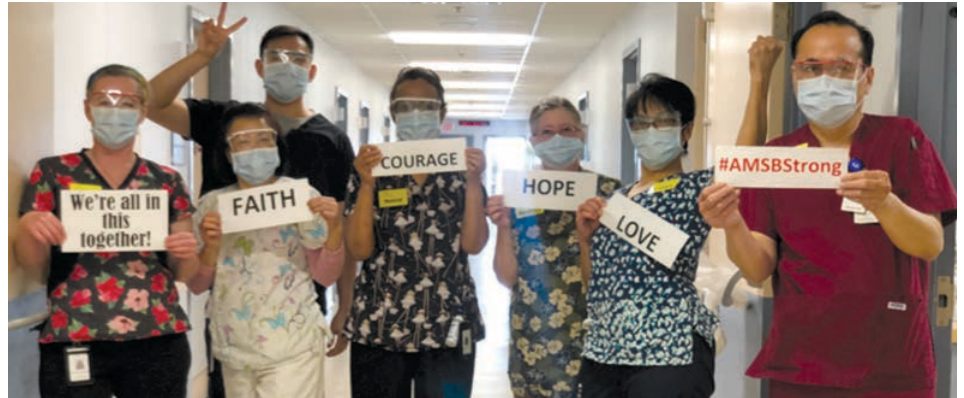
“To all the wonderful staff, I am thankful you are all in my life and thank you for keeping me connected to my loved ones during this pandemic when they cannot visit me in person!”

“Thank you to the staff for taking such great care of my mom in these difficult times.”

« Merci au personnel du Foyer Valade pour votre compassion et dévouement au bien-être des résidents en ce temps extrêmement difficile. Merci mille fois. Nous prions pour vous. »

« Juste un petit mot pour vous dire combien on apprécie tout le travail que vous accomplissez en ces moments si difficiles! Grâce à de vrais héros comme vous, on va combattre ce vilain virus qui a changé nos vies pour toujours. On vous admire énormément! Mille mercis. On va s’en sortir. Meilleurs jours à venir! Courage... »

« En ces temps difficiles, nos parents bien-aimés et des aînés seuls au monde reçoivent soins et attention grâce à Actionmarguerite et autres fondations semblables. Merci du fond du cœur à tous les aidants qui réconfortent et soignent nos êtres chers durant cette période d’isolement de leur famille. Nous sommes tous unis dans l’espoir... »



“Many thanks for continuing to care for some of our most vulnerable and very special people in my life, during these scary times. I am praying for all of you. God bless!”

“Great big thank you to all the staff at Actionmarguerite St. Boniface. I rest easier not being able to see my mother knowing that she is in caring, loving hands. Thank you so much. Your efforts are much appreciated.”





“We are so appreciative of the staff and management at Foyer Valade who are risking their lives and taking such good care of my father during this extremely difficult time. We pray for you all and for my father that we will see each other soon. Be safe and stay healthy.”

“Thank you/merci to the staff at Actionmarguerite St. Vital. We are thinking of you and praying for the staff and residents during this difficult time.”

“Thank you to all the staff for taking care of our loved ones while we are not able to visit. You are their family and I would like to show my appreciation for all that you are doing in keeping our loved ones safe from this virus. I’m sending you strength and courage as you deal with this.”

“Thank you for all you are doing to keep everyone safe & healthy. Lots of gratitude!”

« Un gros merci! »

“For the staff at Actionmarguerite St. Vital who are providing excellent care for my mother! I had a virtual visit with my mother and was very impressed with the facilitator who led the visit. Thank you to all.”

“Thank you to staff at Unité Marguerite (Foyer Valade) for all you do for my mother. This is a difficult time for me who cannot see my mother but I take comfort in your care for her.”

« Un merci infini au personnel du Foyer Valade pour vos attentions et soins envers notre père durant la crise pandémique. Nos pensées et prières sont avec vous. »

“Thanks so much for taking such a wonderful care of Dad, and everything you do for us too.”

“A heartfelt thank you to all those involved in our loved ones’ care during this difficult time. We appreciate your dedication and pray for the continued health of all staff and residents.”





“We wish to thank all personnel at Actionmarguerite for their dedicated hard work and patience and love.”

“Thank you for the wonderful work in the Actionmarguerite community during these difficult times. You are our heroes!!!”

“In honour of all staff, words are not enough to thank you for the incredible amount of work and risk that you face while caring for our family members. Thank you from the heart.”

« Tenez bon, vos sourires, vos gentillesse envers l'un et l'autre et les résidents ne passent pas inaperçus. »

“Thank you to all the staff who are helping care for our mother and all other residents. Thank you for giving them the extra kindness and personal attention they need during this difficult time, when families are not able to be there.”

« Je lève mon chapeau à toute l'équipe, que ce soit la direction comme l'ensemble du personnel, qui a pensé à chaque jour à toutes les possibilités pour assurer la santé et la sécurité de tout le monde. »

« Tout est à inventer. C'est vraiment un travail d'équipe. »

“Seniors are everyone's business and I have sincere respect for those who care for them as well as they do at Actionmarguerite.”

“Those of us on the outside feel so helpless. What they are doing for our loved ones is deeply appreciated.”

« On a vécu de très beaux moments. »

« Tout le personnel a été extraordinaire depuis le début. Ils ont fait toutes sortes d'efforts pour garder une connexion entre les résidents et leurs familles. »

« C'est vraiment incroyable et touchant tout le travail que le personnel a fait, dans tous les domaines, pour prendre soin de leurs résidents. [...] Actionmarguerite a été au-delà de toutes mes attentes. »

« We all stuck together. Nobody refused to come to work. »





RÉSEAU COMPASSION : CHANGEMENT DE NOM, PAS DE MISSION

*Pendant l'été 2020,
la Corporation catholique
de la santé du Manitoba
a changé de nom pour devenir
le Réseau Compassion Network.
Explications de Daniel Lussier,
directeur général.*

« **T**out d'abord, on a beaucoup évolué comme organisation depuis nos débuts. Nous avons un pied à terre avec des programmes et services qui dépassent les services traditionnels de la *santé*. Nous avons aussi un pied à terre au Québec qui dépasse le territoire du *Manitoba*. Et le mot *corporation* ne reflétait pas nos valeurs universelles.

« Et finalement, quel mot répond le mieux à cette évolution, reflète le mieux le message clé du travail des sœurs, cette tradition *catholique*, et décrit le mieux ce message éternel de s'aimer les uns et les autres?... C'est le mot *compassion*. C'est au cœur de ce que nous sommes : être au service des autres et les aimer. »

Une chose est certaine : quel que soit le nom, « notre objectif reste d'appuyer les membres de notre réseau, dont Actionmarguerite. Une grande partie de ce travail est d'appuyer de façon intentionnelle le développement continu de la culture organisationnelle qui vise l'humanisation des soins. On ne doit jamais oublier qu'on sert de vraies personnes.

« Comment cette humanisation des soins se traduit-elle? En étant pleinement présent devant celui ou celle qu'on dessert, dans le moment, vraiment en relation. Il faut accueillir l'Autre comme il est à ce moment-là, dans toute sa dignité.

« Les équipes d'Actionmarguerite, comme des autres membres de notre réseau, sont formées à cette humanisation et nous sommes fiers de cette culture. La qualité des soins en dépend. »

En effet le Réseau Compassion, dans le cadre de son Projet Compassion, offre de nombreux ateliers et formations pour appuyer ce travail, ainsi que le personnel des organisations membres du réseau.

Daniel Lussier précise : « Ce sont des programmes basés sur des techniques

contemplatives, pour apprendre à être plus présent dans le moment, plus en relation avec celui ou celle qui est dans le besoin. On a aussi des ateliers d'auto-compassion car il faut être bien avec soi-même pour pouvoir bien servir les autres et être pleinement présent avec eux. »

Le Réseau Compassion a aussi un rôle de rassembleur des différentes organisations dans son réseau, dans le but d'avancer plus loin ensemble.

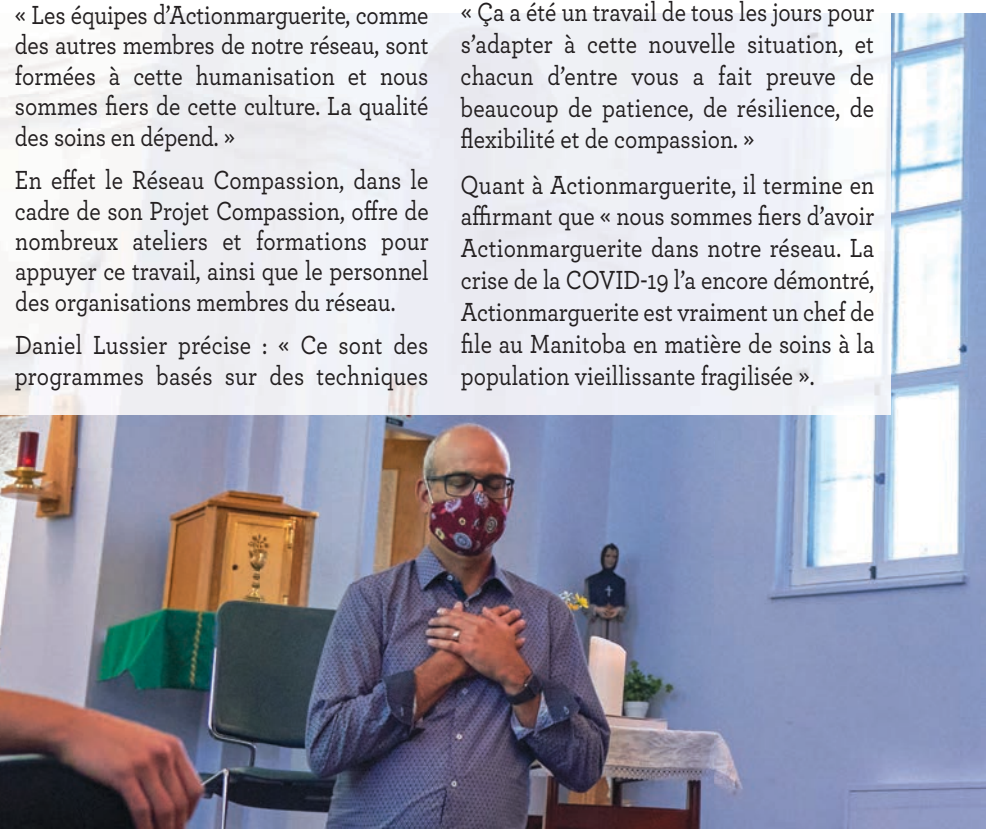
« On a mis sur pied des tables de concertation dans divers domaines transversaux. Des organisations travaillent ensemble sur certains projets. Par exemple, Actionmarguerite et Charités Despins unissent leurs forces pour réfléchir à comment servir plus largement la population aînée fragilisée dans la communauté.

« On va continuer à appuyer ces projets concrets, être des catalyseurs de nouvelles initiatives pour mieux servir la population et répondre aux besoins non comblés. »

En cette année de pandémie si exceptionnelle et unique, Daniel Lussier n'a qu'un message à la grande famille du Réseau Compassion : « Un grand merci à l'ensemble des équipes de nos membres qui ont subi cet événement.

« Ça a été un travail de tous les jours pour s'adapter à cette nouvelle situation, et chacun d'entre vous a fait preuve de beaucoup de patience, de résilience, de flexibilité et de compassion. »

Quant à Actionmarguerite, il termine en affirmant que « nous sommes fiers d'avoir Actionmarguerite dans notre réseau. La crise de la COVID-19 l'a encore démontré, Actionmarguerite est vraiment un chef de file au Manitoba en matière de soins à la population vieillissante fragilisée ».





COMPASSION NETWORK: NEW NAME, SAME MISSION

In the summer of 2020, the Catholic Health Corporation of Manitoba changed its name to Réseau Compassion Network. Daniel Lussier, Executive Director, explains.



“We’ve come a long way as an organization since we started. We have multiple programs and services that go beyond traditional *health* services. We also have a foothold in Quebec which extends our reach beyond *Manitoba*. Lastly, the word *corporation* did not reflect our universal values.”

“So, what word best depicts this evolution, reflects the key message of the sisters’ work, the *Catholic* tradition and describes this eternal message of loving one another? It is the word *compassion*. Compassion is at the heart of who we are: to be in the service of others and to love them.”

One thing is certain: whatever the name, “our goal remains to support the members of our network, including Actionmarguerite. A large part of this work is to support the ongoing development of an organizational culture whose aim is the humanization of care. We must never forget that we are serving people with feelings, needs and dignity.”

“How does this humanization of care translate? By being fully present in front of the person you serve, in the moment, truly connected. We must welcome the other person in all their dignity, as they are at that moment.”

“The Actionmarguerite teams, like other members of our network, are trained in this humanization and we are so proud of this culture. The quality of care depends on it.”

The Compassion Project, as part of Réseau Compassion Network, offers numerous workshops and training sessions to support this work as well as the staff of the network’s member organizations.

Daniel Lussier explains: “These programs

are based on contemplative techniques to learn how to be more present in the moment, more in touch with those in need. We also have self-compassion workshops since we must be at peace with ourselves to be able to serve others well and be fully present with them.”

Réseau Compassion Network also has a role in bringing together the different organizations within its network, with the aim of moving forward together.

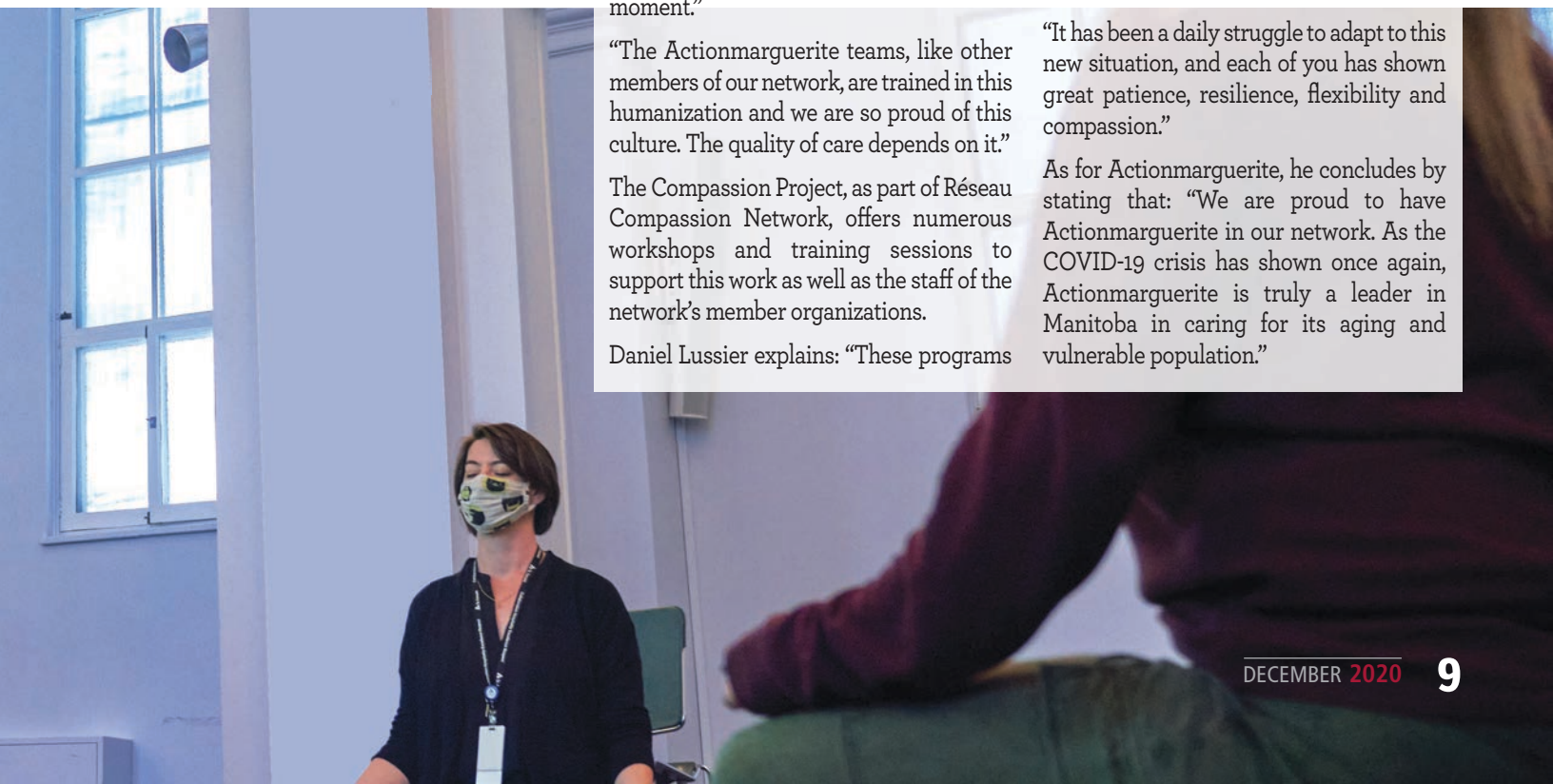
“We have set up consultation tables in various overlapping areas. Organizations work together on certain projects. For example, Actionmarguerite and Despins Charities are joining forces to reflect on how to serve the vulnerable senior population in the community more broadly.”

“We will continue to support these important projects, be catalysts for new initiatives to better serve the population and to meet unmet needs.”

When reflecting on the exceptional and unique year the pandemic has brought, Daniel Lussier has only one message for the larger family of Réseau Compassion Network: “A big thank you to all of our members’ teams who had to deal with this event.”

“It has been a daily struggle to adapt to this new situation, and each of you has shown great patience, resilience, flexibility and compassion.”

As for Actionmarguerite, he concludes by stating that: “We are proud to have Actionmarguerite in our network. As the COVID-19 crisis has shown once again, Actionmarguerite is truly a leader in Manitoba in caring for its aging and vulnerable population.”





ALZHEIMER'S PATIENT'S PRAYER

by Carolyn Haynali

*Pray for me I was once like you.
Be kind and loving to me that's
how I would have treated you.
Remember I was once someone's parent
or spouse I had a life and a dream
for the future.*

*Speak to me, I can hear you even
if I don't understand what you are saying.
Speak to me of things in my past
of which I can still relate.*

*Be considerate of me,
my days are such a struggle.
Think of my feelings because
I still have them and can feel pain.
Treat me with respect because
I would have treated you that way.
Think of how I was before
I got Alzheimer's; I was full of life,
I had a life, laughed and loved you.*

*Think of how I am now,
my disease distorts my thinking,
my feelings, and my ability to respond,
but I still love you even if I can't tell you.
Think about my future because I used to.*

*Remember I was full of hope for the future
just like you are now.*

*Think how it would be
to have things locked in your mind
and can't let them out.*

*I need you to understand and
not blame me, but Alzheimer's.*

*I still need the compassion
and the touching and most of all
I still need you to love me.*

*Keep me in you prayers because
I am between life and death.
The love you give will be a blessing
from God and both of us will live forever.*

*How you live and what you do today
will always be remembered in the heart
of the Alzheimer's Patient.*

“

I'm so thankful that the staff at St. Joseph's Residence care for our loved ones with as much compassion, understanding and goodness that we, as family, would love to give at this time. But times have changed, temporarily we hope, and it's reassuring to know that our loved ones are so well taken care of. Please take care of yourselves.”

« En cette période difficile, c'est le soutien et la générosité de la communauté qui nous donne la force de continuer. »

« Merci beaucoup pour tout ce que vous faites durant ces temps difficiles. Merci encore. »

“Thank you for being kind to our Mom, for taking time to listen to her, and for holding her hand when we are not able to be there. Most of all, thank you for your love! You have chosen to work in a PCH because of your compassion for people like our Mom.”





“ « On est tous des champions et championnes de cette pandémie. Le personnel, mais aussi les familles et les résidents, qui ont fait preuve d’une patience exemplaire, et nos donateurs qui nous ont toujours soutenus. »

“I would like to thank the caring staff at Chez Nous. Our loved one is so valued there and the staff always reaches out if there are any concerns. Actionmarguerite, you are doing a fantastic job of keeping our loved ones safe. During the pandemic, I chose not to visit as I want everyone to be safe. I talk to him everyday so he feels connected to the family and is able to make requests of what he needs.”

“In February 2020, I brought a cake to celebrate our loved one’s 80th birthday. He was able to share with his fellow residents. March, everything changed. Life has never been the same as we self isolate. To the administration and all the workers, thank you, stay safe! This too will pass but for now, we follow the rules!”

“I would like to extend my best wishes to all staff at Chez Nous and St. Joseph’s Residence where my sister is now staying. She was at Chez Nous previously and received great care. I’m so grateful she is at St. Joseph’s Residence where there hasn’t been any COVID-19 cases thus far and hope it remains that way. Thank you to all staff for your consistent caring, and dedication in the care you give your residents. This is a difficult time for everyone, a time for us all to give each other help and support. As we approach the Christmas season, I want to extend my sincere best wishes for health, happiness and love to all staff, families and residents. God bless us all and get us thru this. Thank You!”

“I applaud all staff there for ensuring my mom, other residents, residents’ families and staff and their families stay as safe as they can be during this time. I appreciate the constant informational emails as well as staff informing me of any concerns. I also appreciate the time given for the virtual visits with my mom! It is so important for everyone to help work on keeping others safe. I don’t have a need to go anywhere at all as my work and family accommodate me to be able to remain at home. I am fully satisfied when I see my mom weekly on the computer. I would like to apologize for anyone who is ungrateful to you or your staff. My mom is happy, healthy and safe. It makes me happy to see her that way.”

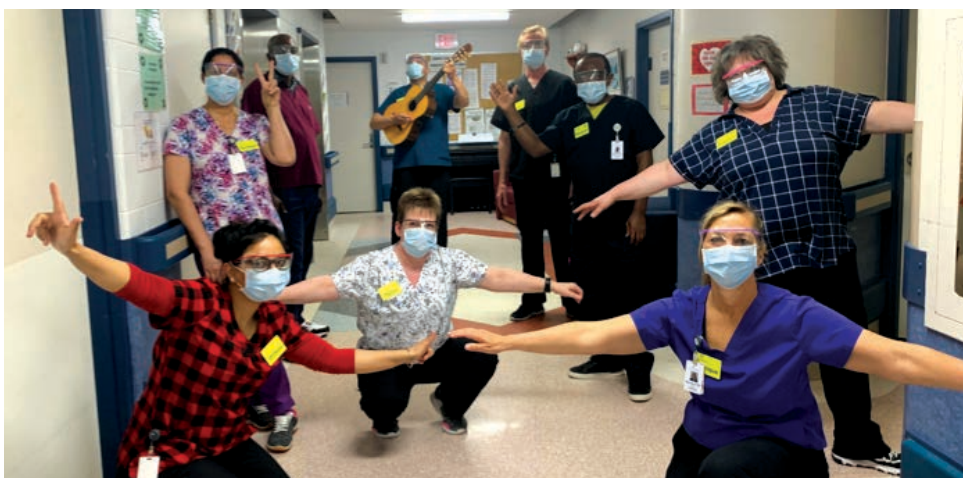
“We are overwhelmed with the compassion, kindness and dedicated service our Mom has received since her residency began 5 years ago. The challenges COVID has created have been met with courage, resilience, gentleness and copious humour. We are deeply grateful for all of the staff at SJR who daily demonstrates its commitment to the quality of life for the residents. Thank you for your loving care.”





« Pour nous, c'était une évidence de faire tout ce qu'on pouvait. Tous les services ont donné de leur temps pour faire des appels virtuels aux familles avec les résidents. »

“With open hearts, we pray for your safety, especially now, and for your continued compassion in caring for all residents placed in your care through their final life's journey.”





“To the staff at Actionmarguerite St. Vital, throughout this pandemic, as we long to see our Mom, we also sense relief knowing you are there caring for her.

“We recently came across this prayer that resonated with us and that we wanted to share with you: “Give your hands to serve and your hearts to love” - Mother Teresa.”





Quelques souhaits de Fête de résidents, familles et membres du personnel...
Holiday wishes from residents, families and staff...

“Starting in March, so much uncertainty in the world. Foyer Valade had its first COVID positive employee. Staff and residents beat the odds as the rest of the country saw residents and staff become infected in nursing homes. We asked to celebrate Mom’s 84th birthday in April and staff arranged to have her beside the window as we stood outside to wish a Happy Birthday. It brought some of us to tears as we had never celebrated a birthday this way. We also witnessed staff in their PPE and we could not imagine the stresses they were facing! The way staff have risen to all the challenges that have been imposed by the province, we feel that Mom has been well taken care of. We cannot thank you enough for all that you have done for our family. We pray that residents and staff stay healthy. Joyeux Noël et bonne et heureuse année!”

« Au personnel d’Actionmarguerite – Saint-Vital : dans la turbulence de ces temps de pandémie, votre équipe chaleureuse et efficace s’adapte sans sourciller aux changements qui s’imposent dans son travail au quotidien. Nous voulons exprimer notre gratitude à vous qui rendez la vie de notre sœur sécuritaire et agréable. Nous ne pouvons nommer tout le monde, mais nous voulons vous dire un grand merci à tous et à toutes, et vous souhaiter des fêtes de fin d’année qui soient mémorables. Joyeux Noël! »

“Our family thanks all those who cared for our dad during his last year of life. Dad was a very social person. The staff members were his friends and we are so grateful for that. Especially during this time, friendships with staff have become more important than ever. It is so very difficult to keep a thumb on this virus. The stress, day after day, or dealing with this healthcare crisis for all staff and management is daunting and holding together will see everyone through. All for



one and one for all! Music always seems to help when we are down or wounded, especially psychologically, and I hope you are able to have music throughout Actionmarguerite wherever and whenever possible. It doesn’t hurt once in a while in the hall to dance like nobody is watching, be it alone or in a group! Hang in there and keep your spirits up and find peace. Our dad is at peace now and we are especially thankful for those who rallied around him in his final hour. We love you all and wish you all and your families health and happiness for the Christmas season and beyond. Peace be with you.”

“I want to extend an enormous THANKS to all of you there for working so hard to keep the residents safe. It has made me frustrated to hear all of the negative publicity about care homes in these past weeks/months and I have explained to people I know that not all care homes should be lumped together in such a negative light. Indeed, I praise everything you guys have done since the initial lockdown in March and everything since then. I have felt relieved to know that my



mom is safe and well cared for by all of you! In these trying times of so much negativity, I just want to let you know that you are all appreciated. Once again, thank you VERY much!”

“I would like to thank everyone at Chez Nous for the wonderful care and compassion they have shown my sister during her time at Chez Nous. COVID has been so difficult for everyone and they have done an amazing job of keeping everyone safe. I wish everyone at Actionmarguerite the happiest of Holiday! Take care.”

« Toutes nos appréciations et prières à vous tous! (quand je dis « tous », je pense à chaque secteur — ceux que vos résidents et nous, leurs familles, ne voyons pas ou presque pas!) Keep safe. Pas d’inquiétude. Pas de dommage. Pas de cas. À cause de... Amplement de travailleurs! Amplement de bravoure simple! Amplement de bons soins! Amplement de cœur! Juste un sentiment : pas d’inquiétude, grâce à VOUS tous, chers ami(e)s, famille, gardiens de soins et de sécurité! »



“I would like to send a Christmas wish to Actionmarguerite, especially the floor where my mom is. Even though I haven't been able to see her since September 2020, I hope that she is doing well enough. All the best for them.”

“May beautiful moments and happy memories surround you with joy this Christmas and may you enjoy the wonders of the season.”

“I would like to wish all the wonderful staff a peaceful Christmas! You are all so dedicated, and always so patient and caring with the residents. Thank you for all you do, you are much appreciated!”

“On behalf of our family, we want to thank all the staff at AMSJ for the love and care of our Aunt. Life has certainly changed but in these challenging times we know that hopefulness and the shared desire to make our community stronger is what will get us through these days. Sending you all the best during the holidays. May your days be filled with love, peace and health.”

« Un gros merci au personnel hospitalier qui fournit des soins compatissants et collaboratifs. Autant que je m'ennuie énormément de ma mère, j'apprécie que les travailleurs fassent preuve de persévérance pour s'assurer que les résidents restent sains et saufs. Pour tout cela et plus, nous disons merci. Nous sommes reconnaissants à vous, le personnel d'Actionmarguerite St. Boniface, d'avoir relevé le défi en ces temps sans précédent. Bon courage et Joyeuses fêtes! »

« Sincères remerciements à TOUT le personnel d'Actionmarguerite Saint-Vital pour votre dévouement envers nos proches en ces temps d'incertitudes remplis de défis. Heureuses Fêtes et courage à tous! Merci! »

“Words cannot express my thanks to all the staff for the care of our loved one... The caring and thoughtful time you spend with her is so appreciated. All the best wishes to a safe Christmas to all.”

« Cher personnel du Foyer Valade, notre famille est si reconnaissante pour tout ce que vous faites pour notre chère maman et grand-maman. Malgré les énormes défis difficiles que nous présente chaque jour cette pandémie depuis déjà si longtemps, les travailleurs de première ligne, vous êtes toujours bien là! Vous continuez de rentrer chaque matin pour prendre soin de nos parents et grands-parents avec persévérance, courage, toujours prêts et à la tâche. Nous vous souhaitons un temps de Noël joyeux et heureux, malgré toutes les restrictions, et que la Nouvelle Année nous apporte la paix sur la Terre et une confiance continuelle en Dieu, notre roi. Et si jamais le temps des Fêtes nous arrive et que nous devons encore nous priver de notre chère maman et grand-maman, nous savons que vous êtes maintenant sa nouvelle famille et que vous allez sûrement recevoir plusieurs de ses petites perles de joie. Nous sommes si reconnaissants que vous preniez si bien soin d'elle et que vous la consoliez à notre place avec amour et douceur. Joyeux Noël! Bonne et heureuse année à vous tous! »

« Un merci sincère à tous. On vous souhaite un Joyeux Noël, santé & meilleurs vœux pour 2021. »

“Every day may not be good but there is something good in every day... Please accept our profound appreciation for the care and services you provide. Merry Christmas! Best wishes for health, and good things in 2021 to all staff, residents, and their families.”

Merci aux membres de nos conseils d'administration!

Thank you to our boards members!

ACTIONMARGUERITE

Marc Labossière
(président/chair person)
Charlotte Hébert
Claudette Toupin
Brian Hayward
Eric Courcelles
Murielle Maccès-Nimi
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FONDATION ACTIONMARGUERITE FOUNDATION & FRIENDS OF ST. JOSEPH'S RESIDENCE

Juliette Mucha
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*Ce magazine est financé grâce à une contribution de la Fondation Actionmarguerite
This magazine is financed in part by a contribution of the Actionmarguerite Foundation.*

Actionmarguerite vous encourage à faire un don afin d'appuyer les nombreux projets et initiatives dans l'un de nos foyers de soins de longue durée. Vous pouvez opter de dédier votre don à un de nos fonds de dotation.

If you wish to support numerous projects and initiatives in one of its long term care homes, Actionmarguerite encourages you to make a donation. You may opt to dedicate your donation to one of its numerous endowment funds.

FONDATION ACTIONMARGUERITE FOUNDATION INC.

La **Fondation Actionmarguerite Foundation Inc.** accepte les dons dans son fonds général et en mémoire d'êtres chers. Le produit des dons appuie spécifiquement les projets de développement et l'amélioration de la qualité de vie des résidents aux établissements de Saint-Vital et de Saint-Boniface.

Le **Fonds Ghislaine-Lacerte** finance la tenue d'activités en français à Actionmarguerite Saint-Vital. Les besoins d'activités sont toujours grandissants alors les dons sont donc plus que jamais bienvenus.

Le **Fonds de Compassion** créé par les **Sœurs Ursulines de Tildonk** a pour but de supporter les initiatives de formation sur la compassion.

Le **Fonds d'apprentissage approfondi de la démence** est commandité par les revenus du tournoi annuel de golf tenu par First General Services. Les dons recueillis appuient les programmes d'apprentissage éducatifs conçus pour le personnel qui offre des services aux personnes atteintes de troubles de démence.

The **Fondation Actionmarguerite Foundation Inc.** accepts donations for its general fund and in memory of loved ones (in memoriam). Proceeds from donations specifically help support development projects and enhancement of the quality of life of residents at our St. Vital and St. Boniface facilities.

The **Fonds Ghislaine-Lacerte** funds French-language activities at Actionmarguerite St. Vital. The need for activities is always increasing therefore donations are more than ever welcomed.

The **Compassion Fund** established by the **Ursuline Sisters of Tildonk** serves a purpose of supporting initiatives in compassionate care training.

The **Enhanced Dementia Learning Fund** is sponsored by the money raised at the annual golf tournament held by First General Services. The funds collected support the Dementia Learning program developed for staff who offer services to persons with special needs due to dementia.

FRIENDS OF ST. JOSEPH'S RESIDENCE FOUNDATION

Le **Fonds de soins spirituels** établi par les **Friends of St. Joseph's Residence** appuie le programme de soins spirituels et pastoral à Actionmarguerite Saint-Joseph.

Le **Fonds général** établi par les **Friends of St. Joseph's Residence** appuie les projets de développement et d'amélioration à la qualité de vie des résidents.

The **Spiritual Care Fund** created by the **Friends of St. Joseph's Residence** supports the spiritual and pastoral programs at Actionmarguerite St. Joseph.

The **General Fund** established by the **Friends of St. Joseph's Residence** help support development projects and enhancement of the quality of life of residents.

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Nous respectons la vie privée de nos résidents, clients,
leurs familles, et nos donateurs.

Tax receipts will only be issued for donations of \$15 or more.
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or other personal information with any other party.
We respect the privacy of our residents, clients, their families,
and our donors.