



# Connections

Giving hope, comfort, peace and sharing community with those we serve.



## PROVIDENCE

Otterburne's Canadian Christian University launches three new Spiritual Care specific courses starting this September



IHCAM recently received the wonderful news that Providence's accrediting body has approved a MA in Chaplaincy/Spiritual Care and the track within their MDiv program. IHCAM and other stakeholders provided Karen Anderson, Director for The Centre for On-Demand Education input into the development of these programs.

Providence is starting with a soft launch this year. They are offering the following three Spiritual Care specific courses.

### **CH5101 Chaplaincy/Spiritual Care Foundations**

This course introduces chaplaincy, what it means to be a chaplain, how that work is done in various contexts, and the benefit of spiritual care. As well its history, its modern practice will be discussed.

The learner will learn to articulate the purpose, role, responsibilities, and

value of spiritual care. From this, they will develop a theology of spiritual care that will be foundational to how they serve.

This will be taught by Hank Dixon as a modular course during the week of Nov. 7-11. He has a wealth of experience as a chaplain in the federal prison system.

### **CH5102 Chaplaincy/Spiritual Care Vision and Leadership**

The impact of this course on the learner will help them define and implement a vision for their ministry and how they will lead. This vision will encompass all aspects of the life of a chaplain, both personal and corporate and will define how they desire to reach and encourage people within their particular ministry in a respectful and caring way. Their leadership skills will be studied and applied to their context to embody integrity, self-awareness, creativity, and wisdom. This modular

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course will take place February 20-24 2023. The instructor, Gloria Woodland was a hospital chaplain with Fraser Health in BC and now is the Director of Chaplaincy at ACTS Seminaries in Langley.

### **CH6201 Pastoral Care: Theology of Suffering**

The student will, from this study, hone a robust and compassionate practice of pastoral care which reflects appropriate and authentic expressions of love in their ministry context. Out of which, they will develop an integral theology of suffering. They will wrestle with the questions around pain. Through that struggle, they will define compelling ways to communicate hope in the midst of suffering as they deliver effective pastoral care.

Tim Perry, a professor at Providence, will be holding this class during a week in the middle of May. He brings both the theory as a theology professor and the practical as a former minister.

**To apply:** [prov.ca/admissions/applying-to-providence/university-college-admissions/](https://prov.ca/admissions/applying-to-providence/university-college-admissions/)



# Change in Leadership at Salem Home



Earlier this year, Sherry Janzen, CEO of Salem Home, an aged care facility in Winkler, Manitoba located announced her retirement after twenty-two (22) years at the helm of this faith-based organization that strives to be an innovative leader in the delivery of Long Term Care.

Sherry discovered her affinity for older people early in her career and at the urging of her father, studied gerontology at Wichita State University. A defining characteristic of Sherry's leadership at Salem Home.



From the get-go, Sherry embraced Salem's core values of compassion, dignity, excellence and faith while striving to deliver safe and effective quality care. She and her leadership team implement the innovative Relationship-Centred Model of Care has attracted international attention. As it continues to evolve, Sherry is proud of the fact

at this point they don't just talk about the culture, they live it.

Sherry is an exemplary model of servant leadership. Many can attest that she's herself a servant first while aspiring to lead while making sure that other people's highest priority needs are being served. That includes the staff, the residents, volunteers, and trustees of the organization.

Sherry is well-respected and has a wealth of knowledge and experience in the long-term care sector. IHCAM and the Manitoba Association of Residential & Community Housing for the Elderly colleagues will greatly miss her presence, guidance and contagious laughter. Her ability to make things happen is formidable, and although retiring, she will thankfully continue to serve on the Minister of Seniors and Long Term

The Board of Directors recently announced the appointment of **Karin Oliveira** to the position of Chief Executive Officer. She will begin her new role on August 15, 2022.

The board is confident in Karin and her leadership in moving Salem Home forward to meet the many opportunities in its future.

*"Karin's deep faith in God is the cornerstone to delivering Salem Home's Mission and Vision, keeping the residents at the forefront of what we do".*

Karin is no stranger to Salem Home as she started her tenure there as a front-line nurse 17 years ago. She has held the Resident Care Manager positions on Cottonwood and Maple, and most recently took on the role of Director of Resident Care Services. She is an avid champion of the residents living their best life while at Salem and is always looking for ways to make the lives of the residents and staff better. Her ongoing commitment to the mission, her enthusiasm, and her innovative spirit will be an asset for Salem Home.

IHCAM is looking forward to collaborating and supporting her. We extend congratulations and a warm welcome to Karin in her new role as Chief Executive Officer!



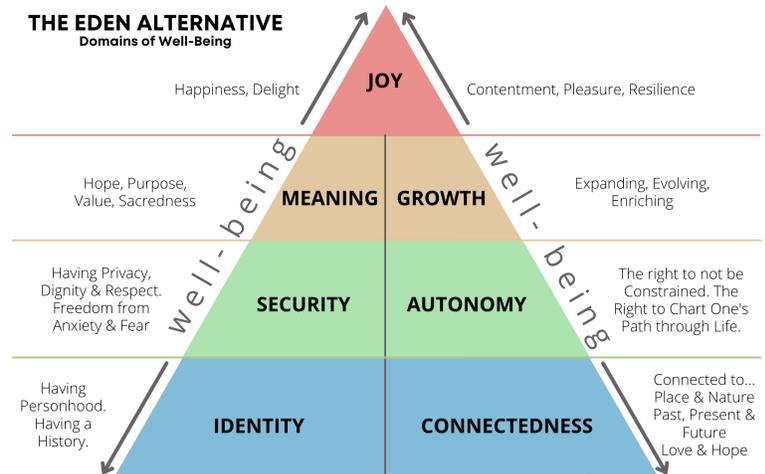
# Models of Care in Long-Term Care

All illness, care, and healing processes occur in relationship--relationships of an individual with self and with others. **Relationship-centered care (RCC)** is an important framework for conceptualizing health care, recognizing that the nature and the quality of relationships are central to health care and the broader health care delivery system. RCC can be defined as care in which all participants appreciate the importance of their relationships with one another. RCC is founded upon 4 principles:

- ⇒ that relationships in health care ought to include the personhood of the participants,
- ⇒ that affect and emotion are important components of these relationships,
- ⇒ that all health care relationships occur in the context of reciprocal influence, and
- ⇒ that the formation and maintenance of genuine relationships in health care is morally valuable. In RCC, relationships between patients and clinicians remain central, although the relationships of clinicians with themselves, with each other and with community are also emphasized.

For example, at Salem Home, residents get to sleep in. Their breakfast is a la carte when they get up. They have a bath day, they don't have a bath time. Salem has, over time, slowly changed how change is delivered, and the staff sometimes aren't quite sure that this is the right way to do it because they haven't ever done it this way before, but when you slowly just try and give it a chance, and they see that the residents are happier. They have less falls because they're not being forced to do something. The medication usage is down. It's interesting because Salem's staff have really adopted that philosophy. Their first job is to create or to establish a relationship with their resident, and then out of that comes a care plan. So you have to know your resident pretty well in order to be able to deliver the care plan.

There are other well-recognized relationship-centered care frameworks that are being used by the majority of IHCAM's faith-based long term care facilities. The **Eden for Long-Term Care** is a philosophy that seeks to address these three plagues of nursing, and it serves as a template for driving successful culture change in long term care facilities. It is focused not only on the care of the human body, but also on the human spirit and the well-being of residents in nursing homes.



## The 7 principles of the Eden philosophy are:

- Identity:** It means a person is well known, has a sense of individuality, and has a history.
- Growth:** It is when a person experiences development in their life or they “evolve” in how they think about and view things.
- Autonomy:** This is when a person has the freedom to make their own choices.
- Security:** This means a person has personal safety, privacy, dignity, respect, and they are also free from doubt or fear.
- Connectedness:** This is when a person has a sense of belonging and is engaged with their community.
- Meaning:** This is when a person has a sense of significance, purpose, and hope
- Joy:** happiness, pleasure, and contentment are indicators of joy in a person.

## Teepa Snow's Positive Approach to Care

With the high percentage of long-term care residents that have dementia, staff in many of our member facilities are trained in Teepa Snow's Positive Approach to Care (PAC). This dementia care training program helps enable direct care workers to deliver person-centered Alzheimer's and dementia care to clients.



Teepa Snow's philosophy and education is reflective of her life-long journey professionally caring for and personally supporting people living with various forms of dementia. This person-centered approach evolved to meet the complex and unique needs of individuals using effective and structured technique. **If you are interested in hearing Teepa speak, there are numerous videos that you can access virtually to learn more about dementia.**

# Verda Rochon Award for Distinguished Service

## ᓄᓴᓴᓴ Nîmâwin



Marnie Roper



Michael Thibert



Paul Vanderham



Campbell Page



Oceanna Hall



Lisa Marie Van De Water Harvey

At the Canadian Association of Spiritual Care's national conference this May, CASC presented the Vera Rochon Award for Distinguished Services to ᓄᓴᓴᓴ Nîmâwin in recognition of consistently promoting high standards of professionalism and service in the field of Spiritual Care Practice, Psycho-Spiritual Therapy and Supervisory-Education. ᓄᓴᓴᓴ Nîmâwin 's members have made a significant contribution to the profession and to the Association.

ᓄᓴᓴᓴ Nîmâwin has been meeting every 3 weeks for the past 3 years to help CASC/ACSS live out reconciliation. Paul Peters Derry was a member of ᓄᓴᓴᓴ Nîmâwin in its first few years.

**CASC/ACSS comprises a nation-wide network of like-minded individuals, groups and networks. It is an association that is recognized as a leader in spiritual care delivery and education and is consulted by provincial and national bodies.**

**CASC/ACSS has Regions across the country, each with its own structure and leadership team. Manitoba's chapter chair is Chenene Layne, MA, CSE is the Coordinator, Spiritual Care Education at the St. Boniface Hospital in Winnipeg.**

## What is Nimâwin?

ᓄᓴᓴᓴ Nîmâwin is the result of the CASC/ACSS organization and membership's desire, in a spirit of reconciliation, to respond through reflection and action, to the Calls to Action from the Final Report of the Truth and Reconciliation Commission of Canada (TRC).

ᓄᓴᓴᓴ Nîmâwin has reviewed the Calls to Action, and following the guidance of that document, also reviewed Reclaiming Power and Place: The Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls (MMIWG) and The United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP).

In this intentional process, ᓄᓴᓴᓴ Nîmâwin has come to understand that reconciliation "is about establishing and maintaining a mutually respectful relationship between Aboriginal and non-Aboriginal peoples in this country.

In order for reconciliation to happen there has to be awareness of the past, acknowledgement of the harm that has been inflicted, atonement for the causes, and action to change behaviour."

## CASC/ACSS New President Lynn Granke



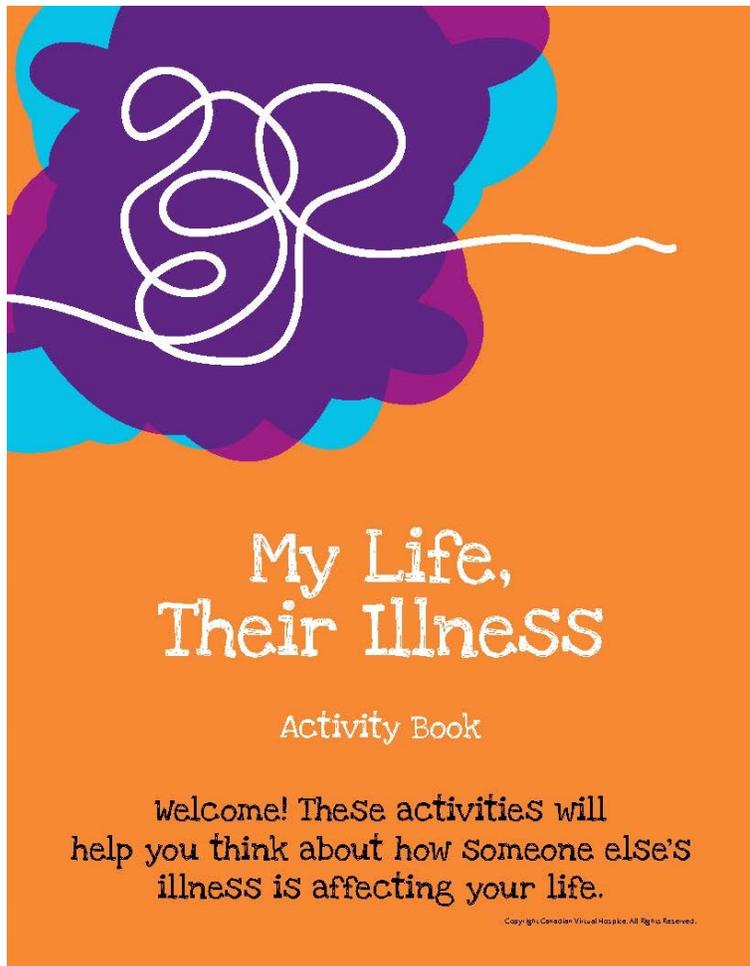
Lynn Granke began her two year term as president of CASC/ACSS in May 2022.

Certified in 2002, Lynn became a

Supervisor-Educator and ran CPE units from 2008-16 in Winnipeg. Active on her regional executive she was elected chair of ESC from 2016-18.

Lynn was also a member of the Manitoba Multifaith Council's Spiritual Health Committee from 2018 to 2021, the WRHA Spiritual Health Advisory Committee during this same period, and is currently a member of the provincial Spiritual Health Advisory Committee spearheaded by IHCAM.

Lynne's expertise and extensive knowledge in the field of Spiritual Health is greatly appreciated.



# My Life, Their Illness

Activity Book

Welcome! These activities will help you think about how someone else's illness is affecting your life.

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[My life, their illness](#) can be used by parents and healthcare providers to start conversations when someone in a child's life – a sibling, parent, other family member, or friend – has a serious illness. Full of colourful images and thoughtful activities,

[My life, their illness](#) helps kids think about and understand how the person's illness and treatment affects that person, as well as themselves, their family, and their lives.

[My Life, Their Illness \(kidsgrief.ca\)](http://kidsgrief.ca)



# University of Manitoba

The University of Manitoba is offering the course **Introduction to Family Caregiving Across the Lifespan in the Fall of 2022. Application Deadline: August 1st**

Thursdays from 1pm-4pm Fort Garry Campus, U of M

This course challenges faulty beliefs and myths about family caregivers. The course will explore the science behind:

- the caregiver role and experience
- the multidimensional needs of caregivers
- multidisciplinary approaches

**FACT: We will either be or need a family caregiver at some point in our lives.**

**FACT: Family caregivers need better support in a wide range of areas.**

**NEEDED:** Students from different disciplines and the community to learn how we can work together to improve the caregiving experience.

*"The ability to partner with family caregivers as allies in providing better-informed, more responsive and inclusive care is, therefore, an essential skill of 21st century nursing" ~ Cloyes et al. (2020).*

If you have any questions about the course, please contact:

- Dr. Michelle Lobchuk, 204-474-7135  
Michelle.Lobchuk@umanitoba.ca
- Prof. Jamie Penner, 204-474-9315  
Jamie.Penner@umanitoba.ca

If you have questions about applying or registering for the course, please contact:

Karen Nickerson, Student Advisor, General Studies,  
204-474-8330 | Karen.Nickerson@umanitoba.ca

Course Link: [Introduction to Family Caregiving Across the Lifespan](#)



Donwood Manor was established 52 years ago and is sponsored and supported by the following eight Mennonite Brethren Churches in Winnipeg; Eastview, Elmwood, Fort Garry, McIvor, North Kildonan, Portage Avenue, River East, and Westwood.

With the departure of Nina Labun, the Board of Directors sought to hire a new CEO for the organization that encompasses several housing options:

- ⇒ Independent Living and Life Lease
- ⇒ Subsidized Seniors Housing
- ⇒ Assisted Living & Elderly Persons Housing
- ⇒ Long-Term Care & Personal Care Home



The Board of Directors for the Donwood Group was pleased to announce the appointment of Paul Nyhof as the new Chief Executive Officer for Donwood, effective May 16, 2022.



**Paul Nyhof** has broad and extensive education and 35 years of progressively responsible experience in health, housing and leadership. His professional development includes studies in public relations, management and health care innovation.

Paul fully supports Donwood's mission of "caring for seniors with dignity, respect and Christian values." Most recently, Paul has been the CEO at Chinese Seniors Management Services, an integrated health and housing program in Edmonton's inner city.

Paul also served as Chief Executive Officer at Providence Place, a faith-based integrated care facility in Moose Jaw, Saskatchewan. Prior to that, Paul served as Chief Operating Officer at the Provincial Health Contact Centre located at Misericordia Health Centre.

IHCAM welcomes Paul and looks forward to supporting him and Donwood Manor now and into the future.

Congratulations on your new appointment Paul!



## CELEBRATING 50 YEARS

Based out of Ontario, the Canadian Multifaith Federation is the oldest Multifaith Canadian organization in Canada. They are representative of over 30 faith groups that has been officially serving spiritual and religious needs and demands in public sector institutions, and the only one that has signed a joint memorandum to provide Chaplaincy services in public institutions in the ministries of Health, Social Services and Long Term Care.

They are not just a municipal or provincial body, rather a national federation with a growing network of supporters across Canada to provide services, and advocacy on spiritual and religious matters for Canadians as well as serves on matters of mutual interest and concern.

Earlier this year Julie Turenne-Maynard, Executive Director of IHCAM was approached & accepted to be a member of CMF's planning committee. She was also appointed as an Ambassador-at-large for CMF effective 1 June 2022.

Click on this link for more info on the Federation and upcoming conference this fall: [\\*\\* Canadian Multifaith Federation \\*\\* \(omc.ca\)](https://www.canmuf.ca)

# What Role do Spiritual Health practitioners play in our healthcare system?

During this year's Allied Health and health-care professionals week, **Kathleen Rempel Boschman**



**Professional Lead, Spiritual Health Services, Winnipeg Regional Health Authority** was asked to describe the role Spiritual Health practitioners play in our healthcare system.

Receiving a new diagnosis or learning to live with a chronic illness or coming to the end of our lives challenges us to sort through a wide variety of thoughts and emotions. Some people have excellent sources of support with which to engage their thoughts and emotions. Others welcome a compassionate listener and companion on their journey.

**Spiritual Health practitioners (SHPs) are highly skilled listeners and counselors when it comes to facilitating release of honest emotions.**

They help facilitate internal and external sources of resilience, stress management, hope, and meaning and purpose in life. They also help patients, residents and families find peace in the face of circumstances that are beyond their control. While we are often consulted when individuals are nearing end of life, there are many other points along the illness trajectory when people benefit from a visit from a SHP. Allied Health colleagues are trained to identify spiritual distress in people. We rely on them to refer us to those who might benefit from our services. We work together with our Allied Health partners as well as patients/residents, and families to design the plan of care which is most

beneficial to them.

**Why is Spiritual Health an important part of overall health?**

It is not hard for us to imagine that someone who tries to exercise regularly will be challenged if they eat an unhealthy diet or smoke. It's not quite as easy to imagine that if we neglect our spiritual selves, we will experience mental health and even physical health challenges. When we pay attention to our spiritual health, we develop greater resilience in the face of life's unavoidable challenges. Building our spiritual muscles helps us deal with life's stresses and find those activities and relationships that build a sense of meaning, purpose and joy in life. Nurturing our spiritual health helps to find a sense of peace as we put our need for self-care and care for others in balance with each other.

**What impacts did the pandemic have on SHPs and the people they serve?**

The necessary measure of visitor restrictions had a significant impact on the spiritual health of patients, residents, families and staff. Visitor restrictions highlighted our need to live in connection with one another. SHPs moved from room to room listening to the loneliness, fear, anger and frustration of patients/residents who were without the usual love and support of family and friends. It was distressing for us to see and hear the extent of their distress.

Staff needed support as they were very busy following all the Infection Prevention & Control requirements. Beyond listening and counseling patients/residents, we responded to the distress by purchasing iPads and virtually connecting them with families. We were very busy setting up many video chats each day. Sometimes we taught people how to use their devices before we set up the chat. During the pandemic, we have been spending much more time with

staff. Our admiration for staff who keep giving of their time and energy for the sake of patients/residents soared during the pandemic. We always knew that people who choose healthcare are truly caring and compassionate. We discovered how deep those traits are embedded in the hearts of healthcare workers. Our hope is that a listening ear, an encouraging word, a 5-, 10- or 15-minute mindful meditation in a quiet place or a prayer helped to keep their spirits up.

**What were the challenges in responding to those impacts?**

We are few in number and the needs were overwhelming. In acute care, Spiritual Health services is funded to 75% of optimal staffing. It was particularly demanding to keep up with the requests for video chats and the many requests from staff to visit patients demonstrating signs of spiritual distress.

**What makes the work of SHPs so important/rewarding?**

I once heard a nurse say, in the midst of a particularly long shift, "*This is what I signed up for. I've just never experienced it before.*" The same can be said of Spiritual Health Services during a pandemic. We train to know how to respond during critical incidents and disasters, but we have never experienced a pandemic before. We have discovered that it is truly hard, for everyone. At the same time, it has been deeply rewarding for us to work alongside the healthcare team, listening, encouraging and offering guidance as to how to care for one's spiritual self during times of great stress.

One of the questions we routinely ask staff during an interview is "*What are your spiritual practices and why are they important to you?*" During this pandemic, we discovered more than ever why it is important to maintain regular spiritual practices. Our job is to be a calm, loving, listening, guiding presence in the midst of a pandemic. Only by maintaining our own regular spiritual practices can we offer that to others.

*"This has been a blessing for me personally and professionally. The principles are very much useful not only for the elderly residents but for everyone who needs support. Thank you so much for your leadership and your untiring effort to bless us and help us grow as spiritual care givers to our community."*  
Neil Tagarao, Spiritual Care Practitioner, PCH

*"I can honestly say there was not one thing with the series that I didn't truly enjoy. The program content was very well developed and it kept a person really connected. I highly recommend for others to take this course."*  
Roy Bechard, Spiritual Care Practitioner, PCH

## 2 HOUR WEEKLY MODULES

Understanding the Aging Journey

Spirituality in Aging

Good Communication

The Power of Storytelling

Dementia

A New Home, A New Way of Life

Loss, Grief, Death & Dying

Roles, Boundaries and Self-Care

## START DATE Oct 4 or 5, 2022

PUBLIC: \$125

CHAM & IHCAM Members: \$100  
Includes workbook and on-line  
program development

ON-LINE REGISTRATION:

<https://www.eventcreate.com/e/join-the-journey-fall2022>

CONTACT:

Julie Turenne-Maynard

204-771-5585

[jtmaynard@cham.mb.ca](mailto:jtmaynard@cham.mb.ca)

## AN 8-WEEK TRAINING PROGRAM

Designed to help develop a deeper understanding of how to accompany older adults in every aspect of their journey, whether they are living at home or are in Long-Term Care.

## WHO SHOULD PARTICIPATE

This training is beneficial for family members, staff of Seniors Care facilities, Spiritual Care volunteers, Church leaders, and others who desire to serve and care for older people.

*Medical science has brought about countless breakthroughs in the way we care for older people. But it has also led to a realization that physical and mental health are essential – but not enough. True, holistic care means understanding and supplying their spiritual needs as well.*

*join the journey*

# BODY MIND SPIRIT



Interfaith Health Care  
Association of Manitoba  
Association interconfessionnelle  
en soins de la santé  
du Manitoba



CATHOLIC HEALTH ASSOCIATION OF MANITOBA  
ASSOCIATION CATHOLIQUE MANITOBAINE DE LA SANTÉ  
MAHETOMENIKA KATODIBELAKA AKOOLIBELIM SIOPIWIK





# VIRTUAL 2022 GWISH ART OF PRESENCE RETREAT

AUGUST 5-7 10AM-2PM EST EACH DAY

The annual **GWish Art of Presence Retreat** offers a sacred space for you to contemplate your own spirituality and deepen your commitment to your call to serve. **This retreat is designed for health care practitioners: doctors, nurses, social workers, psychologists, chaplains** as well as other professionals open to deepening their spiritual lives. All seekers are welcome, regardless of faith, belief system, or culture.



## GWISH RETREATS: A SPIRITUAL EXPLORATION

Unless you have a solid foundation in your own spirituality, dealing with the suffering of others is simply too hard.



How do you establish personal boundaries and still act in a compassionate way toward your patients? How do you offer support to patients and families who are experiencing emotional and spiritual distress?

At the GWISH Art of Presence Retreat, we will explore how your own spirituality and personal beliefs impact your vocation. Dedicate this time to your professional well-being through journaling, meditation, and taking time for yourself. Reignite your passion for your vocation during a weekend of restoration and spiritual nourishment.

**Experience peaceful presence** through meditation, journaling, and sharing.

**Learn tools, skills, and rituals** to share with patients and colleagues.

**Reflect on your own commitment** to your chosen vocation.

**Reinforce personal boundaries** when caring for patients or residents.

**Explore the impact of overburdened health systems** on your practice and how spirituality can help you, your family, and your patients cope.

**Meet in small groups** to listen, share, and support.

**Give yourself time off** from the everyday demands of your work.

**Earn CEs** for participating

### RETREAT FACILITATORS:

Christina Puchalski, MD, FACP, FAAHPM

Carolyn Jacobs, PhD, MSW

Anne Vandenhoeck, PhD, MDiv.

Mario Cagna, MDiv. Chaplain

Edward O'Donnell, M.A.

**REGISTRATION COST:** \$250.00 US

**REGISTRATION LINK:** [Art of Presence 2022 \(touchnet.com\)](https://touchnet.com/Art-of-Presence-2022)

## MEMBERSHIP OPPORTUNITIES

Associate Members consist of individuals or non-profit health care organizations operating in the Province of Manitoba (annual fee is \$350). Individual memberships are also available at the cost of \$50 per year.

If you, or your organization, is interested in becoming a Regular, Associate or Individual member, contact our executive director Julie Turenne-Maynard for more details.

<http://www.ihcam.ca/media/IHCAM-Membership-Application--Fees-structure.pdf>

## 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 and the wholeness of being  
Lead you, inspire you, and let you know  
your 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.

True empathy is always free of any evaluative or diagnostic quality. This comes across to the recipient with some surprise. "If I am not being judged, perhaps I am not so evil or abnormal as I have thought".

Carl R. Rogers

## INTERESTED IN APPLYING FOR A FORMATION GRANT?

IHCAM's Formation Fund has been established as part of its commitment to providing on-going support and training to its members. We value excellence in leadership, board governance, and person-centred care, and encourages our members' trustees, employees and volunteers to explore ways to grow in compassion.

Investing in our people will allow them to perform their duties to the best of their abilities, and help to create the conditions for them to grow throughout their journey in the facility and community they serve.

We want to provide IHCAM members the opportunity to acquire additional skills & knowledge to strengthen their effectiveness in the position they hold in our member institutions. Our hope is that by investing in the development and formation of individuals today, our Communities of Service and the community at large, will benefit for years to come.



Interfaith Health Care  
Association of Manitoba

Association professionnelle  
de la santé du Manitoba

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