



Impact 2023 Report 2024



boscoville
innover pour la jeunesse

OUR FINANCIAL PARTNERS

With the contribution of :



Réseau réussite
Montréal



La Fondation
Pierre-Laurier Baribeau

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INTRODUCTORY REMARKS



Annie Fournier, M. A., MBA,
Executive Director

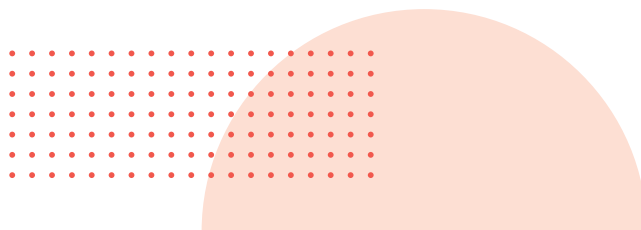


Louise Geoffrion
President

2023-2024 saw many significant achievements for Boscoville. We undertook major projects, including the development of our new strategic planning for the 2024-2027 period, the consolidation of strategic alliances and collaborations, the integration of techno-pedagogy in the development of certain programs, and the deployment of a visibility strategy for our organization.

New strategic planning implies that previous planning has come to an end. We are very proud to report on our successes between 2020 and 2024, and that we have achieved our goals. Our previous strategy was to lay the foundation for our growth. Our current strategy now allows us to take steps toward our goal and vision, which are to contribute to the well-being of as many young people as possible and to position ourselves as a centre of expertise.

The Boscoville board of directors, management and our entire team have been involved in developing our new plan. Four main directions have emerged: increasing our leadership role in the psychosocial field, enhancing our service offering and improving the impact of our programs, making a digital transformation and consolidating our organization. We used a collective approach and consulted with our partners to come up with a strategic plan that works for us and brings us together.



In addition, over the course of the year, we strengthened our strategic alliances and collaborations, including with the *Ministère de la Santé et des Services sociaux*. The Ministère's recognition demonstrates the importance and effectiveness of our programs in addressing issues that affect youth and families across the province.

We have also explored new horizons by including technopedagogy in some of our programs. The goal of this technology integration is to meet our partners' needs by reducing training time without compromising the quality of our content, organizing staff release time for training, improving access to training and continuing our programs, all while ensuring support for our team of deployment officers on site.

By combining research and practise, we are hoping to become a recognized centre of expertise in the psychosocial field and a reference point for organizations looking to improve their practices. With this in mind, we developed our visibility strategy to make our programs available to as many professionals as possible. Our team therefore participated in numerous events and conferences to promote our programs. We also redesigned our website and improved our social presence with more frequent posting.

We would like to congratulate and thank all Boscoville staff for their outstanding work. Boscoville is made up of a dedicated and competent multidisciplinary team and an engaged board of directors, who are generous with their time and expertise. Together, we are a committed team united by our shared values, vision and mission.

We would also like to thank our valued partners for their new or renewed trust, as well as all the dedicated professionals working with young people.

Finally, the board of directors and the entire Boscoville team would like to thank the *Ministère de la Santé et des Services sociaux* for its financial support, which allows us to fully achieve our mission and promote best practices in prevention and psychosocial intervention to help youth across the province.



Our strategic planning

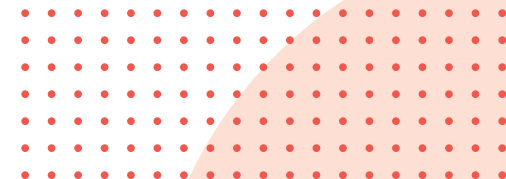
We are pleased to present our new strategic planning for the 2024-2027 period. We put together this ambitious project by rethinking our vision, mission, values and strategic directions to better support our partners. We had excellent input from a number of actors in this process. Before we started, we conducted a brand awareness study with the help of Abscisse Recherche to survey various organizations serving youth, understand their needs, and assess our brand image, our strengths and our weaknesses. This study served as the basis for our discussion, which continued over several months, in collaboration with many active and committed stakeholders. An internal committee of employees, an executive committee and the board of directors collaborated under the guidance of an external consultant from StratEXEC. The scale of this work was both challenging and stimulating, and thanks to the diversity and involvement of all stakeholders, we were able to deepen our discussion and formulate strategic directions to best meet current and future needs of our partners across Quebec.

OUR MISSION

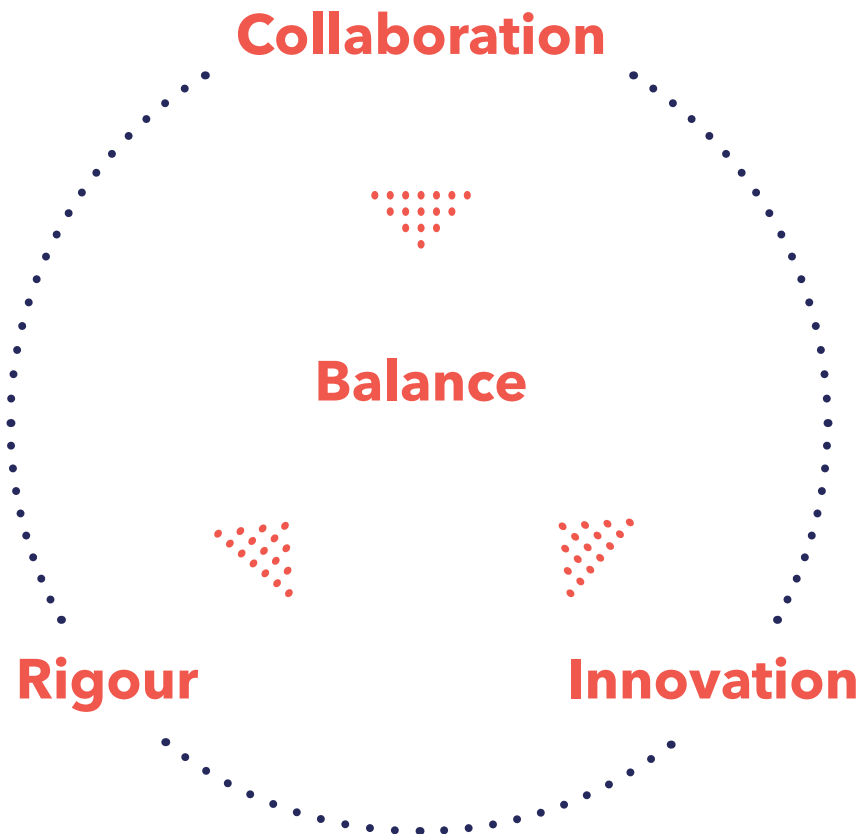
Contribute to the well-being of young people by supporting organizations serving youth through the development, deployment and promotion of best practices in psychosocial prevention and intervention.

OUR VISION

To be a centre of expertise in the psychosocial field recognized for our ability to combine research with practice to benefit young people.



OUR VALUES



► Collaboration

Collaboration is a central pillar at Boscoville that reflects our commitment to achieving shared goals. It is at the heart of our culture, procedures and operations, both internally and with all our partners, and relies on authentic communication, listening, trust and mutual respect to achieve positive results.

► Balance

Boscoville is committed to a harmonious management style that prioritizes balance. We promote a balance between work and personal life, research and practice, and between the realities on site and evidence-based practices.

► Rigour

For us, rigour means establishing standards and strictly applying them to ensure the quality, reliability, consistency and sustainability of our programs and their outcomes. Rigour fosters a culture of trust, excellence and autonomy.

► Innovation

We encourage the ongoing commitment to new ideas, creative solutions and innovative methods to meet the ever-evolving and changing needs of society. Whether via new technologies, research, development, investments in professional development or collaboration with our partners, the Boscoville team is committed to sharing and developing psychosocial practices.

OUR STRATEGIC DIRECTIONS

Through its strategic directions, Boscoville is committed to building a future that will allow young people to thrive in a supportive and innovative psychosocial environment.

**1**

Increase our leadership role in the psychosocial field

We aspire to increase our visibility so we can better share our knowledge and best psychosocial practices, and improve the well-being of youth in Quebec.

**2**

Improve the services we offer and the impact of our programs

We are committed to providing services that are better adapted to the diversity of organizations serving youth to increase our impact and support.

**3**

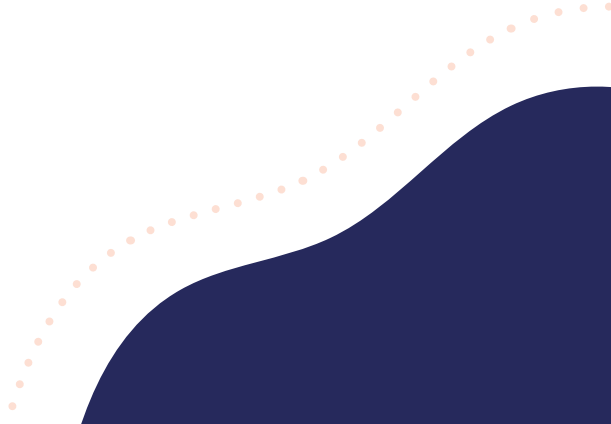
Make a digital transformation

We are actively integrating technology into our services and programs, and using technology's transformative potential to update our practices and reach more organizations.

**4**

Strengthen our organization

We are working to strengthen internal cohesion and optimize our governance mechanisms to ensure a strong and cohesive organizational structure.





Our services





MESSAGE FROM THE DIRECTOR OF PROGRAMS



Simina Stan, M. Sc., Ps. Ed.,

This year was marked by a series of significant accomplishments and partnerships that strengthened our mission and our presence across the province. It is with great pride that we can announce that Boscoville is now rolling out its programs and supporting workers in all of Quebec's administrative regions.

Our flagship programs, Blues and Pingouin-Polaris, have been in strong demand, demonstrating the relevance of our services in urgently responding to the issues and challenges facing young people. More and more schools are also showing interest in our programs and in our help to improve their educational practices.

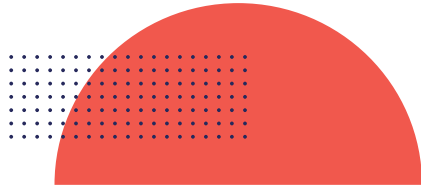
Together with the *Direction régionale de santé publique (DRSP) de Montréal*, we looked into best practices in prevention, in line with the principle of proportionate

universalism. This concept is important to us because it is about equalizing opportunities and ensuring fair treatment for all, while taking individual circumstances into account.

We also developed a first online training course on the Psychoeducational model. This training adapts well to the changing context of our partners and the challenge of releasing staff who want to attend training. This initiative will be offered as of this fall.

This year was marked by a number of accomplishments in our programs. The Lotus, Pastel and GRD programs are now complete. Our development officers have been creative and worked hard to achieve this. These programs are now ready to be deployed among any organizations across the province who are interested. In addition, the Blues Web has been improved and is now more user-friendly.

We mobilized significant resources to develop the Hélys program, which is designed to strengthen parenting skills and improve educational practices for parents of children aged 6 to 17. Several partnerships have been consolidated around Hélys to respond effectively to the high number of requests received. For this project, we are working closely with the *Direction régionale de santé publique de Montréal*,



the *Réseau réussite Montréal* and the PROSPEQ team, which bring together researchers from different regions and the regional public health directorates. The deployment of Hélylys will begin in CLSCs, schools and community organizations in the metropolitan area and then expand throughout the province.

In closing, I would like to express my deep appreciation to the entire Boscoville team for their exemplary collaboration, their outstanding adaptability and their ongoing commitment to this wonderful project. We support the development of psychosocial practices by combining research and practice when designing our programs and by implementing them using a flexible and efficient methodology. Our commitment to organizations serving youth is at the heart of what we do, and by working together, we are advocating for the well-being of youth and families across the province. The work that we do every day is, for me, a source of motivation and pride.

Key figures from the Project Office

5 projects and programs completed

4 new projects and programs started

2 programs evaluated

+38 new agreements

+78 organizations supported or trained

+700 people trained or supported

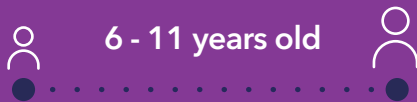


Research and development





A universal **parenting support** program for parents of children aged 6 to 11 who want to improve their **parenting skills**.



Where the program is offered



Level 1
(universal)



Status
Development



Based on
Collaborative and
behavioural approaches

Need

Address the lack of universal and accessible parental support programs for positive child development in Quebec.

Objective

Boost parents' confidence and improve their parenting skills.

For

All settings frequented by parents with children aged 6-11 such as schools, community organizations, CLSCs, municipal facilities regularly used by families, etc.

What's included

The Hélys 6-11 years old program is a closed group intervention with 8 to 15 parents. The program consists of eight two-hour workshops that are held weekly. Training and support for the program are offered to professionals and various turnkey tools are available to them.



Training time
14 h



Support time
6 h

Associate Researchers and Students

Sarah Dufour, Ph. D., Full Professor
School of Psychoeducation, *Université de Montréal*

Mélanie Jodoin, master's student, *Université de Montréal*

Gabriela Campeau, B. Sc., master's student in psychoeducation
School of Psychoeducation, *Université de Montréal*

3 organizations were involved in the experiment

8 professionals trained in school environments or community organizations and in the Health and Social Services institutions





A universal **parenting support** program for parents of youth aged 12-17 who want to learn more about **adolescence**.



Based on
Self-Determination
Theory



Level 1
(universal)



Status
Development

Need

Address the lack of universal, widely accessible parental support programs that promote positive adolescent development in Quebec.

Objective

Improve parents' knowledge regarding adolescence and essential parenting practises, and strengthen the feeling of parental competency.

For

All settings frequented by parents with children aged 12 to 17 such as schools, community organizations, CLSCs, municipal facilities regularly used by families, etc.

What's included

Training and support for facilitating the program is offered to professionals. Various turnkey tools are available, including 4 talks, 11 infographic sheets, 4 podcasts with experts, implementation tools and promotional tools.



Training time
14 h



Support time
6 h

Associate researchers and students

Marie-Ève Clément, Ph. D., Full Professor
Department of Psychoeducation and Psychology, *Université du Québec en Outaouais*

Catherine Cimon-Paquet, M. Sc., Ph. D. candidate
Department of Psychology, *Université du Québec à Montréal*

Sarah Dufour, Ph. D., Full Professor
School of Psychoeducation, *Université de Montréal*

Véronique Gauthier, Ph. D., c., Ph. D. candidate,
Regular Professor in Social Work | Department of Psychology,
Université du Québec à Rimouski

Élorie Venne, Ph. D., Doctoral student
in Psychology Ph. D., Research Stream

Marie-Hélène Véronneau, Ph. D., Full Professor
Department of Psychology, *Université du Québec à Montréal*

Collaborators and consultants

Maya Alieh, Sargeant-Detective with the SPVM,
supervisor of the unit specialized in cyber investigations

Mireille Moisan, guidance counsellor, inspector
and project manager for the *Ordre des conseillers
et conseillères d'orientation du Québec*



6 facilitators
trained

3 organizations involved
during the experiment

6 professionals
trained in school and
community settings



Improve parents' **parenting practices** and **sense of competency**, through improved family functioning.



Based on
The collaborative approach, the concept of family resilience, and Robert Pauzé's integrative model of family functioning, in collaboration with CRUJeF.



Level 3



Status
Development

Need

The Versant program aims to reduce problems stemming from neglect and behavioural disorders by addressing family functioning.

Objective

Support the clinical practice of workers by standardizing the provision of services surrounding family functioning. The purpose of the program is to prevent placement and help put an end to the cause of problematic behaviour.

For

Workers involved in rehabilitation teams in the community or in youth protection.

What's included

Training and support for implementing the program is offered to professionals. Various turnkey tools are available to rehabilitation workers, including intervention sheets and log books, to help them provide support for families.



Training time
21 h



Support time
125 h

Associate researchers and students

Ève Pouliot, Ph. D., LL. B., Full Professor
Department of Human and Social Sciences,
Université du Québec à Chicoutimi

Marie-Claude Simard, Ph. D., T.S., Institute Researcher
at the *CIUSSS de la Capitale Nationale*

3 organizations involved
during the experiment

59 professionals
trained

2 communities
of practice



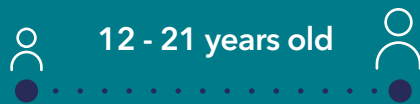


Our programs





A targeted intervention to reduce the **risk of youth reoffending** under the Youth Criminal Justice Act (YCJA).



Where the program is offered



Level 3



Based on
The Risk-Need-
Responsivity model
and the principles of
trauma-informed
interventions

Need

Support clinical practice associated with reducing the risk of youth reoffending under the YCJA.

Objective

Develop and consolidate the knowledge and skills of youth delegates in connection with the Risk-Need-Responsivity model and the principles of trauma-informed interventions.

For

Youth delegates working in Quebec's youth offender services.

What's included

- **Training** that helps explain the process of committing an offence and that offers different practices to reduce the risk of reoffending and create a climate that is conducive to trauma-informed interventions.

- › **Support** for managers, clinical support and teams in implementing proper practices.
- › **Workshops** on integrative ideas on clinical components, cognitive-behavioural techniques and management of adult affects.



Training time
14 h



Support time
50 h

Associated researchers and students

Geneviève Parent, Ph. D., Professor
Department of Psychoeducation and Psychology,
Université du Québec en Outaouais

Catherine Laurier, Ph. D., Associate Professor
Department of Psychoeducation, *Université de Sherbrooke*

Denis Lafortune, Ph. D., Full Professor
School of Criminology, *Université de Montréal*

29 professionals
trained

6 agreements
signed

6 organizations
trained

1 community
of practice

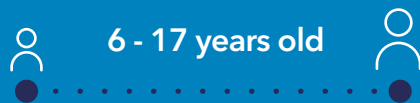


"You [Boscoville] provide so much support for the teams you work with! At each stage, we feel supported, understood and heard. Nothing is left to chance and every detail matters to you. You have a way of approaching workers that encourages dialogue without judgment. I loved my experience and seeing the end result is rewarding for the teams."

Marie-Claude Bélisle,
Planning, Programming and Research Officer,
CISSS Abitibi-Témiscamingue



Trauma-sensitive rehabilitation practices for young people aged 6 to 17 years.



Where the program is offered



Level 3



Based on
Trauma-informed
approach, Attachment,
Regulation and
Competency (ARC)
Framework and Positive
Behavioral Interventions
and Supports (PBIS)

Need

Increase workers' use of trauma-informed practices and decrease the use of certain punitive practices.

Objective

Support educational teams working with clients living in rehabilitation centers.

For

Educational teams as well as staff working with youth living in rehabilitation centres under the *Youth Protection Act*.

What's included

- **Training** on complex trauma and the different practices that promote a positive environment and support for young people based on their needs.

- **Support** for developing practices adapted to each organization and during team discussions on the needs of young people. To help manage the changes required to implement program components, a series of clinical and implementation activities are proposed that suit the organizations' pace and processes.



Training time
57 h



Support time
80 h

Associate researchers and students

Denise Michelle Brend, Ph. D., Assistant Professor
School of Social Work and Criminology, *Université Laval*

Delphine Collin-Vézina, Ph. D., Full Professor
School of Social Work, McGill University

New

Pingouin-Polaris is currently undergoing a techno-pedagogy transformation. Once operational, this online training will help reduce the time spent supporting teams by 30%, support the sustainability of the program and facilitate access to the program across the province.

Other key performance indicators

The Pingouin-Polaris program generated significant positive impacts for over 80% of the partners surveyed who implemented it.

11 training partners

15 signed agreements

15 organizations trained

1 sustainability training

1 community of practice

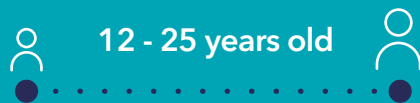


"Two years into the Pingouin project, we see workers who are much more sensitive, as well as changes in interventions with children where calming is prioritized."

Patrick Dussault,
former head of department at the CIUSSS de l'Estrée



A brief group intervention aimed at reducing **symptoms of depression**.



Where the program is offered



Level 2



Based on
Cognitive behavioural
approach

Need

Prevent depression in youth, one of the most common mental health disorders in adolescence.

Objective

Reduce symptoms of depression in youth, reduce the levels of major depression and reduce intensive and individualized treatment. The goal of this program is to also improve academic success and perseverance, promote better social adjustment and reduce substance abuse.

For

Professionals working with youth in high schools, CEGEPs, adult general education centres, vocational institutes, CISSS and CIUSSS.

What's included

- **Training** to help you familiarize yourself with cognitive behavioural techniques from the Blues program, implement the program and adopt practical application from the workshops.

- **Support** to raise awareness among and support professionals in planning the program's implementation and ensure its sustainability within the organization.
- **Blues Web** is an exclusive platform for screening potential young candidates who may benefit from the program. It tracks their exercise, offers encouragement and provides feedback and follow-ups as needed.



Training time
10.5 h in-person
or 12 h online



Support time
6 h

Associate researchers and students

Kim Archambault, Ph. D., Ps. Ed., Assistant Professor
School of Psychoeducation, *Université de Montréal*

The late Frédéric Nault-Brière, Professor
School of Psychoeducation, *Université de Montréal* (2020)

Gabrielle Yale-Soulière, M. Sc., Ps. Ed., lecturer and Ph. D.
candidate at the School of Psychoeducation, *Université de Montréal*

Research results

This program **reduces the risk of clinical depression**
by up to **8 times over 6 months**.

120 professionals
trained

31 participants in
ongoing training

34 signed agreements
in progress

34 organizations
trained

2 sustainability
trainings

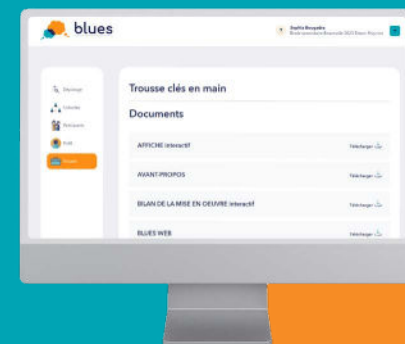
Blues Web

48 organizations subscribed

373 youth filled out
the initial questionnaire

44 young people
benefited from the
workshops and completed
the questionnaire to assess
their progress

82% of youth improved
their score



"Without this massive screening tool, we could miss students who show no outward symptoms or who sometimes have a serious family or personal history that the school team would not suspect (suicidal ideation, abuse, violence)."

Magaly Huaracha,
psychoeducator and co-manager for
the project at Calixa-Lavallée high school



Awards

*Prix Gilles-Gendreau from
the l'Ordre des psychoéducateurs
et des psychoéducatrices du
Québec (OPPO)*

New

Improvements on the Blues Web



Supports a **positive environment** for learning and establishes a continuum of support aimed at promoting **social, emotional** and **behavioural** development.



6 - 17 years old

Where the program is offered



Level 1



Based on
The PBIS approach

Need

Prevent students' behavioural troubles and their impact on academic performance.

Objective

Organize a predictable, positive, and consistent school environment.

For

All staff working with youth who attend primary and secondary schools in Quebec.



What's included

- ▶ **Training** via a presentation of the SCP program for all staff and two co-facilitation training sessions designed to help all school staff implement the program.
- ▶ **Support** to guide the school's professional committee in developing tools, defining methods for using different practices and establishing a series of proactive and preventive intervention strategies.



Training time
6 h



Support time
76 h

Associate researchers and students

Mélissa Goulet, Ph. D., Ps. Ed, Professor
Department of Specialized Education and Training,
Université du Québec à Montréal

68 members of the SCP
committees supported

9 agreements
signed

9 organizations
trained

497 professionals
trained



"I definitely see more positive behaviours. Is it because I'm noticing them more, because I'm pushing myself and therefore pushing them to do better? Or is it something else? I don't know, but in either case my days are definitely more enjoyable."

Anonymous primary school teacher



A targeted **prevention** program for harm reduction related to **drug** use among troubled youth.



Where the program is offered



Level 2



Based on
Harm reduction
approach, law of effect,
motivational approach,
psychoeducational
approach, cognitive
behavioural approach

Need

Reduce the risks and consequences of drinking among youth.

Objective

Improve youth's quality of life and sense of well-being through focus groups numbering 6 to 8 participants.

For

Youth workers in rehabilitation centres for youth with adjustment disorders, in schools, in the community or in addiction rehabilitation centres.

What's included

- **Training** on the fundamentals of substance abuse to develop an understanding of drug use among youth. This will help with familiarizing the program's content and the best conditions for conducting GRD program sessions.

- **Support** au to review all components of implementing the program through a personalized planning meeting. Regular follow-ups are included while the program is being implemented to ensure it runs smoothly. A review meeting is scheduled at the end of the agreement to make sure the program is sustainable.
- **9 workshops**



Training time
14 h



Support time
7 h

Associate researchers and students

Myriam Laventure, Ph. D., Full Professor
Faculty of Medicine and Health Sciences, Addiction
Research and Study Program, *Université de Sherbrooke*

Jean-Sébastien Fallu, Ph. D., Associate Professor
School of Psychoeducation, *Université de Montréal*

Research results

- After participating in the GRD program, 40% of participants decided to pursue specialized addiction services (Laventure et al.).
- As a result of participating in the GRD program, 96% of workers reported that they could use the things they learned in their day-to-day practice.

42 professionals
trained

7 agreements
signed

7 organizations
trained



"It's like sowing seeds in a group, and then you grow so much in the individuals. This is what I think completes GRD."

**School Program
Facilitator**



Reduce **academic performance anxiety** among high school students.



Level 2



Based on
Cognitive behavioural
approach

Need

Reduce performance anxiety among high school students by integrating a group intervention model.

Objective

Support organizations working with students reporting high levels of academic performance anxiety and incorporate anxiety reduction techniques into their daily lives.

For

High school workers who want to take action to reduce academic performance anxiety among their students.

What's included

- **Training** on cognitive behavioural techniques and organizational and study strategies as well on how the program is implemented.

- **Support** through several meetings and various tools provided to organizations. The sustainability of the program is underpinned by effectively planning its implementation and raising awareness among school teams.



Training time
10.5 h



Support time
6 h

Associate researchers and students

► Parent workshops

Floriane Binette-Laporte, M. Sc., Research Assistant,
Université du Québec à Montréal.

Gabriela Campeau, B. Sc., Research Assistant,
Université de Montréal

Mélissa Goulet, Ph. D., Ps. Ed., Co-researcher,
Université du Québec à Montréal

The late Frédéric Nault-Brière, Associate Professor,
Université de Montréal

Lyse Turgeon, Ph. D., Co-researcher, *Université de Montréal*

Gabrielle Yale-Soulière, Ph. D., Ps. Ed., Principal
Researcher, *Université de Montréal*

► Pastel workshops

Gabriela Campeau, B. Sc., Research Assistant,
Université de Montréal

The Late Frédéric Nault-Brière, Associate Professor,
Université de Montréal

Lyse Turgeon, Ph. D., Co-researcher, *Université de Montréal*

Gabrielle Yale-Soulière, Ph. D., Ps. Ed., Principal Researcher,
Université de Montréal

Research results

When properly implemented, the Pastel program can provide **up to six months of positive impacts** on the symptoms of social anxiety and depression in youth.

5 facilities involved



"Our students put things into practice: they would come back to the next workshop and say, 'I did my math test, I wasn't stressed..., I was able to do it, I finished it, and what's more, I got a great grade...' The students were proud of themselves, and it's definitely a lot of fun. I loved it. We can't wait to do it again!"

Facilitator



Overview

Events in which Boscoville participated

April 2023

- Presentation of the Blues and Pastel programs to the Ados 12-20 ans committee no. 3, Réseau réussite Montréal

June 2023

- GRISE Symposium 2023
Les jeunes en difficultés ou à risque de l'être (youth in difficulty or at risk)

October 2023

- 11^e Congrès québécois sur la maltraitance envers les enfants et les adolescents (11th Quebec conference on child and adolescent abuse)
- Espace Parents Forum

May 2023

- Comité québécois pour les jeunes en difficulté de comportement
- Trauma Symposium
- Paradoxes Conference

July 2023

- Presentation of Boscoville's SCP Program in collaboration with the youth sector of the CIUSSS du Centre-Sud-de-l'Île-de-Montréal's Direction régionale de santé publique

November 2023

- IUJD-CRUJeF Scientific Days
- Ongoing training at OPPQ: "La pratique contemporaine de la psychoéducation" (Contemporary practice of psychoeducation)

OUTREACH

We would like to thank our partners for their outreach opportunities during the year.

We are proud to present the initiatives in which Boscoville participated that demonstrate our commitment to our community and our desire to contribute positively to the advancement of psychosocial practices.

New [Boscoville profile, Flow](#)

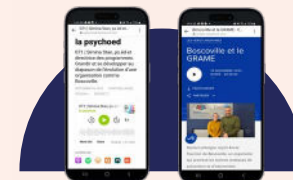


Articles

- [**Boscoville: Une transformation organisationnelle pour révéler l'équipe à son plein potentiel ! \(Getting the most out of your team through organizational change\)**](#), Flow.
- [**Boscoville, les employé-e-s parlent flexibilité ! \(Boscoville employees talk flexibility\)**](#), Flow.
- [**CQJDC 2023 Biennial Congress, Vol. 24, no 1**](#) December 2023: GRD (think tank) Program, pages 9, 29, 30 and 31.
- [**La Foucade, Vol. 23, no 2**](#), May 2023, page 11.

Podcasts

- [**Simina Stan, Ps. Ed.**](#) and Director of Programs: *Grandir et se développer au diapason de l'évolution d'une organisation comme Boscoville* (Growing and developing as an organization like Boscoville), *La Psychoed.*
- [**Boscoville et le GRAME**](#), *Héros anonymes* (Unsung heroes), Daniel H. Lanteigne.



THE YEAR'S HIGHLIGHTS

▀ Odoo implementation

In 2023, Boscoville partnered with [e3k](#) to integrate a new ERP system to ensure efficient communication between departments, optimize teams' time and generate meaningful data. Odoo is an integrated software suite with a range of applications for managing various aspects of a business, such as customer relationship management, sales, accounting, inventory, marketing, and more.

"Integrating Odoo has significantly optimized our administrative operations, making our tasks more efficient and unified. Despite initial challenges in adapting to the new technology, the deployment of the software went well. Odoo saves me valuable time and centralizes all the information, simplifying my daily work."

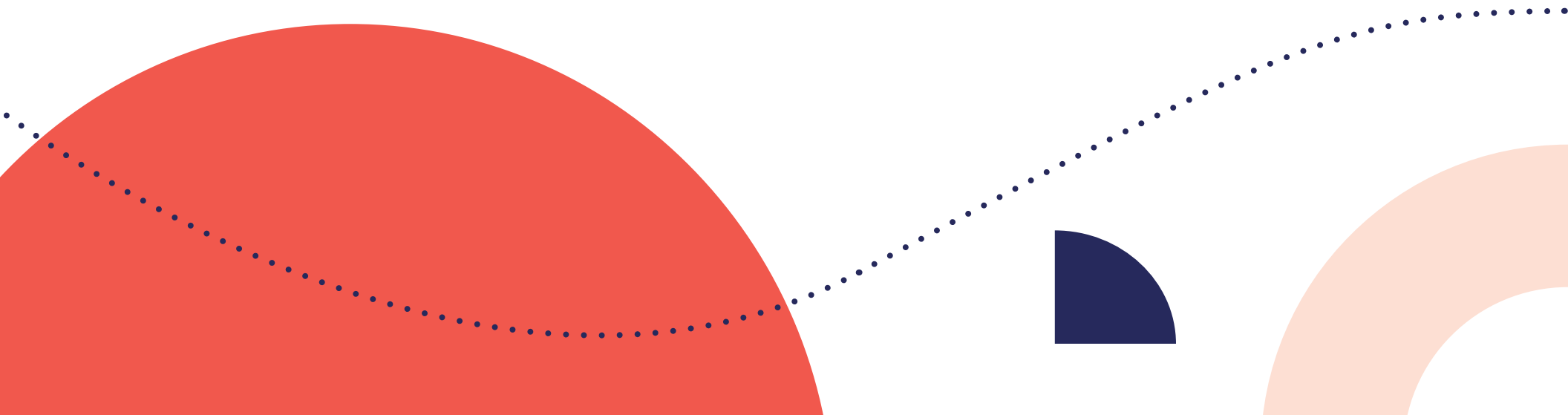
Véronique Fafard,
Executive Assistant

▀ Brand awareness study

Boscoville, in collaboration with [Abscisse Recherche](#), conducted a brand awareness study to enrich its strategic planning process. The main objective of this study was to confirm the organization's position in the market, listen to and understand our partners' expectations and define Boscoville's strategic directions based on market needs.

▀ Strategic planning 2024-2027

Boscoville's new strategic planning for 2024-2027 has been carefully designed to define a vision, mission, values and strategic directions that better support our partners. We would like to thank StratEXEC for their valuable support in the strategic reflection, and the internal committees who enriched and deepened our thinking.





▶ New look of guides and kits

Since launching its new brand two years ago, Boscoville has been updating the guides and resource kits for its programs. This revamp not only improves their aesthetics, but also enhances the clarity and functionality of the documents, ensuring visual consistency and more intuitive use.

▶ Program rebranding

The Hélylys program is just around the corner, and we are excited to share its new identity with you! Formerly the *Programme de soutien à la parentalité* (Parenting Support Program), it has been renamed to better represent its profound nature. As a propeller drives an airplane toward its destination, Hélylys embodies the caring parent who guides and supports their child through various aspects of life. It symbolizes a steady and harmonious progression toward a bright future. The decision to end the name with “lys” pays tribute to Quebec’s fleur-de-lys, highlighting the program’s Quebec origins and our attachment and pride in our roots, while also highlighting our commitment to the Quebec community.



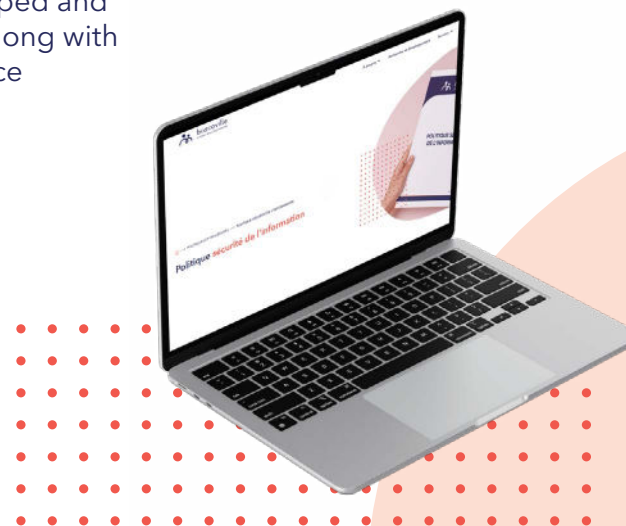
héllys

▶ Project Office deployment methodology

Boscoville is committed to developing and deploying its programs in accordance with best practices. Despite the complexity of implementation science, Boscoville is continually innovating and experimenting with new implementation strategies to maximize the potential of its programs. Boscoville’s deployment approach is structured in four phases: exploration, preparation, implementation and sustainability, making it possible to adapt each program to the specific characteristics of each organization. This flexible methodology ensures a tailored and efficient implementation, taking into account each partner’s resources, skills and regional particularities.

▶ Law 25 and information security

Boscoville has implemented a rigorous internal strategy to comply with Law 25 and enhance information security. Policies on the protection of personal and confidential information, as well as information security, have been carefully developed and implemented, along with a plan to enhance cybersecurity.



And... action!

In collaboration with *Collège Maisonneuve*, Boscoville has produced a series of informative videos on the various programs offered as well as the Boscoville approach. This initiative aims to provide a clear and accessible understanding of our services and illustrate the benefits of our programs as well as how they work.



Boscoville



SCP Program



Blues Program



GRD Program



Pingouin Polaris Program

Web Revamp

This year, Boscoville undertook an extensive technical update of its website, following an earlier graphic redesign project. An SEO audit was conducted by Samuel Lavoie, an SEO and attraction marketing expert. Concurrently, Pierre Majorique Léger and Constantinos K. Coursaris led a user experience (UX) assessment as part of a pro bono program at *Université de Montréal*. In addition, a content strategy was designed and deployed to enrich interactions with our audience. Through this revamp, Boscoville seeks to provide an information-rich website that clearly presents our programs and the issues we address, facilitates browsing and effectively guides our future partners to the relevant information.



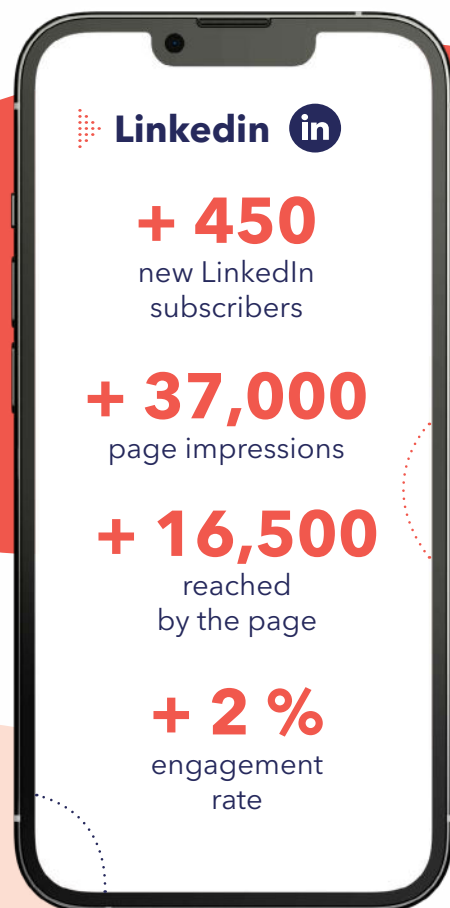
+ 90 % visitors to our website

+ 12,000 visitors to our website

+ 2 min average engagement time on our website

Newsletters

In 2023, Boscoville enriched its interactions with more than 400 partners and subscribers through emails. We sent 50 targeted newsletters. These communications were specifically designed to provide relevant information to a targeted audience, thus facilitating direct and efficient interaction.



Employer brand continues to bear fruit!

Since its launch in 2022, the Boscoville employer brand has continued to bear fruit—a testament to our development and corporate culture. Once again this year, we have seen remarkable progress in various aspects of our human resources.

Online training

Boscoville introduced a brand-new innovative method for training its partners. While in-person training is still available, a new online platform has been developed in collaboration with [HybFormation](#). This initiative combines technology and innovation to revolutionize practices, increase impact and reach more organizations across Quebec. The Pingouin-Polaris program and the Post-intervention planning and evaluation training for a psychoeducational activity are undergoing a digital transformation.



Accounting

To ensure more effective monitoring of its programs, Boscoville has implemented precise program-specific financial management, enabling careful oversight of projects.

+ 206 % of the number of visits
to our career page

+ 3,000 visitors to our
careers site

97 % exceptional
retention rate

81,8 % staff
satisfaction rate

18 events organized
by our social committees

70 % participation rate
in internal activities

+ 1,130 hours of ongoing
training

+ 4 new hires



OUR PROGRAMS AT A GLANCE

Program	Number of hours of training	Number of hours of support	Length of agreements	Organizations served	Deployment organizations	Administrative regions
 blues	10.5 h	6 h	1 year	34	  	Bas-Saint-Laurent Capitale-Nationale Côte-Nord Estrie Lanaudière Laurentides Laval Montérégie Montréal Saguenay-Lac-Saint-Jean
 grd	14 h	7 h	1 year	7	  	Estrie Gaspésie Montérégie Outaouais
 scp	6 h	76 h	2 years	9		Estrie Montérégie Montréal
 lotus	14 h	50 h	1 year	6		Abitibi-Témiscamingue Capitale-Nationale Estrie Laval Mauricie et Centre du Québec Montréal
 pastel	10.5 h	6 h	1 year	N/A		N/A
 pingouin-polaris	57 h	80 h	Classic: 3 years Partner training: 2 years	15		France Abitibi-Témiscamingue Capitale-Nationale Chaudière-Appalaches Côte-Nord Estrie Gaspésie Laurentides Montréal Outaouais

Deployment Environment Legend :



Health and Social Services Institutions



Early Childhood Services and School Environments



Community Organizations

BOSCOVILLE'S ACTORS

Our board of directors



Louise Geoffrion,
President



Édouard D. Vo-Quang,
Vice-President



Janine Vincent,
Secretary



Mathieu Brunet,
Treasurer



Anthony Bellini,
Director



Pierre Santamaria,
Director



Yasha Sekhavat,
Director

Our team Management



Annie Fournier, M.A., MBA,
Executive Director



Sandra Hébert, CPA,
Director of Finance



Simina Stan, M. Sc., Ps. Ed.,
Director of Programs

Administration and Finance



Éméra Paquette,
Executive Assistant



Francine Nantel, BA,
Human Resources
and Payroll Manager



Marie-Claude Lapierre,
Administrative Assistant



Valérie Forget,
Financial Management
and Informatics Officer



Véronique Fafard,
Executive Assistant

Communication and Marketing



Alia Seffar, B.A., Marketing
Strategy and Brand Manager



Monia Carrier,
Communications Assistant



Sophia Bougadra,
Communications and
Marketing Officer

Bureau de projets



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DESS, Program Development
Coordinator



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MA, Program Deployment
Coordinator



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Ps. Ed., Project Office Advisor



Michelle Pinsonneault,
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Project Office Advisor

Project Managers



Amélie Aubé, M.G.P.,



Diariata Dieng, MGPDT,



Edson Polynice

Development Officers



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M. Sc. Sociology



Arnaud Milord-Nadon,
M. Sc., Ps. Ed



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B. Sc. Social Work



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Ph. D. candidate in Criminology,
B.A. Psychology



Cynthia Tanguay, M. Sc., Ps. Ed.



Julie Murray, Ph. D., Ps. Ed.



Nicolas Fréchette, M. Sc.



Tanya Ryan, M. Sc., B. Sc.
Criminology

Deployment Officers



Agape Rand, DESS
Dispute Resolution,
B. Sc. Psychology



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Ps. Ed.



Chanel Zadra, B. Sc.
Criminology



Claudie Bourget, M. Sc.
Social Work



Dany Gaudet, B. Sc.,
Ps. Ed., B. Sc.



Patrick Lajeunesse



Sandra Taniga



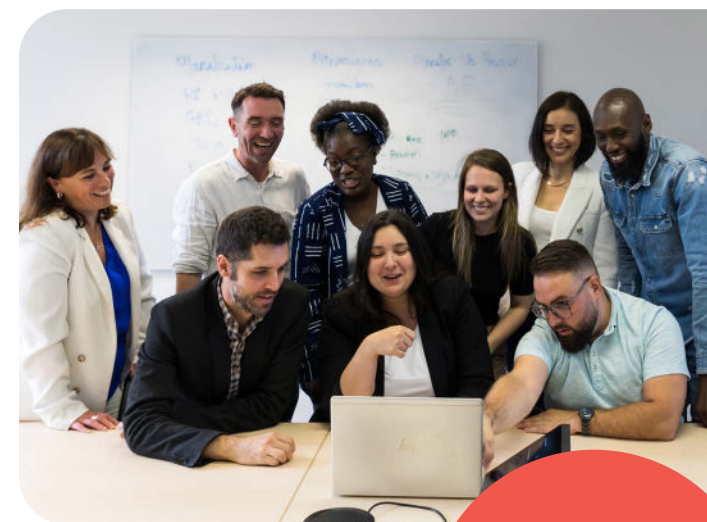
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Criminology



Véronique St-Pierre, M. Sc.
Management, B.A. Social Services



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Sarah Dufour, Ph. D. Master's Candidate, *Université de Montréal*

Suzanne De Blois MD, FRCPC, Master's Candidate,
Université de Montréal

The late Frédéric Nault-Brière, Advisor

The late Lizanne Lafontaine, Full Professor,
School of Psychoeducation, *Université de Montréal*

Véronique Gauthier, Ph. D. c, Professor,
Université du Québec en Outaouais

ORGANIZATIONS TRAINED AND SUPPORTED

Académie Saint-Louis
Cégep de Baie-Comeau
Cégep de Chicoutimi
Cégep de Jonquière
Cégep de Lanaudière à l'Assomption
Cégep de Lévis
Cégep de Matane
Cégep de St-Félicien
Centre d'éducation des adultes Champlain
Centre de services scolaire
de la Pointe-de-l'Île
Centre de services scolaire des Patriotes
Centre de services scolaire des Trois-Lacs
Centre La Croisée - Adult Education
CISSS de Chaudière-Appalaches
CISSS de la Côte-Nord
CISSS de la Gaspésie
CISSS de la Montérégie-Centre
CISSS de la Montérégie-Ouest
CISSS de l'Abitibi-Témiscamingue
CISSS de Lanaudière
CISSS de Laval
CISSS de l'Outaouais
CISSS des Laurentides

CIUSSS de l'Estrie - CHUS
CIUSSS de l'Ouest-de-l'Île-de-Montréal
Douglas Institute
CIUSSS de la Capitale-Nationale
CIUSSS de la Mauricie-et-
du-Centre-du-Québec
CIUSSS de l'Est-de-l'Île-de-Montréal
CIUSSS du Centre-Sud-de-l'Île-de-Montréal
CIUSSS du Nord-de-l'Île-de-Montréal
CIUSSS du Saguenay-Lac-Saint-Jean
Jardins-Roussillon GMF-U
CLSC de la Vallée-des-Forts and Richelieu
Collège de Bois-de-Boulogne
Collège de Maisonneuve
Collège International Marie de France
Central Québec School Board
École Amos
École primaire des Premières Lettres
École primaire du Parchemin
École primaire Léopold-Carrière
École secondaire de la Haute-Ville
École secondaire de la Ruche
École secondaire du Plateau
École secondaire Édouard-Montpetit

École secondaire Fadette
École secondaire Jean-de-Brébeuf
École secondaire Joseph-Hermas-Leclerc
École secondaire Joséphine-Dandurand
École secondaire Le Carrefour
École secondaire Le Tremplin
École secondaire Louis-Riel
École secondaire Mont-Bruno
École secondaire Mont-Saint-Sacrement
École orientante L'Impact
École secondaire Samuel-de-Champlain
École secondaire Soulanges
École TeueiKan
Fondation Apprentis d'Auteuil - France
Havre jeunesse/Teen Haven
Tshakapesh Institute
L'Inter Section - Acton RMC
Listuguj Mi'gmaq Government
Maison de jeunes - Le Mashado
Polyvalente Robert-Quimet
Séminaire Saint-François
Toujours Ensemble
Québec YMCA



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