

Services à l'enfance
Andrew Fleck
Children's Services

since – depuis
1911

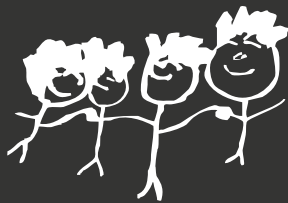


2017

ANNUAL REPORT

A YEAR OF ENRICHMENT

www.afchildrensservices.ca



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**Andrew Fleck
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WHO WE ARE

We support children and their families through high quality, inclusive services that meet their diverse developmental, early learning and child care needs.

Andrew Fleck Children's Services (AFCS) is one of the oldest and most diversified non-profit, charitable, multi-service early learning, child care and family support organizations in Ontario. We began providing services in 1911 and incorporated as a charitable organization in 1920 under the legal name of The Ottawa Day Nursery Inc. We later changed our name to Andrew Fleck Children's Services in recognition of our benefactor Mrs. Andrew Fleck who, in 1932, donated funding for the construction of our memorial building at 195 George Street.

2017-2018

BOARD OF DIRECTORS

President

Dan Carson

Past President

Ian Calvert

Vice President

Michèle René de Cotret

Secretary

Pauline Beaudry-LeBlanc

Treasurer

Andrew Storrs

Members-at-Large

Gary Miller

Robert Dupuis

Board Members

Ann Croll

Feifei Ding

Gayle Singer

Karen Green*

Lise Ouimet

Madeleine Champagne

Maria McClintock

Rumaisa Shaukat**

Stefania Maggi**

Suzanne Gagnon*

* joined during the year

** left during the year

Honorary Life Time Members

Mary Sinclair & Susan Johnson

MANAGEMENT

Executive Director

Kim Hiscott, RECE

Children's Inclusion Support Services

Moira D'Aoust, RECE, CCW, ECRT (up to April 2017)

Tara Matte, RECE

Making Connections Nursery School

Kate Carradine, RECE, CCW (up to June 2017)

Kathy Knight-Robinson, RECE

Finance

Zahid Hussain, CPA, CMA

Licensed Group Day Care

Kate Carradine, RECE, CCW (up to June 2017)

Lyne Tremblay, RECE

Kathy Knight-Robinson, RECE

Licensed Home Child Care

Neeka Barnes, RECE, ACG

Cheryl Nolan, RECE, BA

Human Resources

Ronna MacPherson, B.A. (Hons)

Ontario Early Years Centre (now known as EarlyON child and family centre) – Ottawa South

Kathy Knight-Robinson, RECE

Andrew Fleck Children's Services

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A YEAR OF ENRICHMENT



MESSAGE FROM AFCS BOARD PRESIDENT AND EXECUTIVE DIRECTOR

This year we officially changed our name to Andrew Fleck Children's Services (AFCS) to more effectively represent the breadth of services our agency is now offering. Along with this we also renamed CISS (Children's Integration Support Services) to Children's Inclusion Support Services, to more accurately reflect our approach and commitment to children with special needs.

2017 was a year of enrichment for us in many areas. After consulting with staff, Board and community members to design our approach, we launched our AFCS Employee Leadership program in May with over 24 participants receiving external leadership training in collaboration with colleges and universities. In addition, over 30 AFCS employees were also provided specific elements of leadership training through internal AFCS leadership training sessions and program leadership training. We created an internal AFCS Career Opportunity Booklet identifying pathways to most positions within our organization.

We formalized a collaborative arrangement with the Child and Nature Alliance of Canada, Ottawa Forest and Nature School, and achieved one of our goals by having 23 staff participate in the one-year Forest and Nature practitioner certification course. Having staff from our CISS, Group, Home Childcare and Ontario Early Years program all participate has supported the implementation of agency-wide adoption of nature principles in all of our programming and practices.

During the summer we welcomed 21 students through the Canada Summer Jobs Program to support the activities of the agency, and an additional 10 youth between 14-17 years of age who participated in our youth leadership program.

We provided human resources (HR) recruitment services to outside early learning and care agencies and continued to provide HR resources, tools and information to the Sector as a whole to facilitate building capacity. We also participated on the Association of Early Childhood Educators (AECEO) Decent Work Taskforce 2017. This taskforce was established with funding from the Atkinson Foundation to lead the charge to improve compensation and working conditions for Registered Early Childhood Educators (RECEs) and staff through the Professional Pay & Decent Work Campaign.

We were honoured to be acknowledged by the South East Ottawa Community Health Centre as the recipient of their 2017 Community Partner award.

We wish to acknowledge the employees and volunteers of AFCS for their dedication and skills; we greatly appreciate their expertise and commitment to their roles. We also extend our thanks to the City of Ottawa, the Province of Ontario, the Ottawa-Carleton District School Board and our other partners for their support in enabling us to serve our community.

Dan Carson
President
Board of Directors

Kim Hiscott
Executive Director



WHAT WE DO AND WHO WE SERVE

Licensed Child Care

Andrew Fleck Children’s Services has been providing early learning and care to families of Lowertown since 1911. We have two group locations providing licensed child care for children between the ages of 18 months and 5 years of age in two buildings located at 185 & 195 George St. in the Byward Market and at our Overbrook Child Care Centre, attached to Queen Mary school. We also provide preschool, kindergarten and school age care in Stittsville, Charles Hulse and Carleton Heights Public Schools, and kindergarten and school age care at Alta Vista and Riverview Public Schools. In 2017 we increased our licensed capacity at several sites.

The Andrew Fleck Children’s Services licensed child care programs incorporate all of the Principles from the Government of Ontario’s *How Does Learning Happen* and proudly acknowledge the strong partnerships that our staff develop with families. We respect that families are the experts on their children and bring insights that offer a richer picture of their child. We embrace the value of their contributions and support the on-going engagement of all families in all facets of our programs. Early in 2017 we asked our Educators to identify professional development topics that would support them; based on their requests, opportunities were offered throughout the year. Managers and Program Coordinators invested a lot of time to ensure that all of the new regulations were understood by everyone and that policies and procedures were put in place to support compliance. Also, we thank the representatives from each of our sites for their contribution to our parent advisory committee.

Licensed Home Child Care (HCC) has been offered by Andrew Fleck Children’s Services since 1969. Children aged three months to ten years are cared for by dedicated Home Child Care Providers in nurturing, inclusive, supportive and stimulating home environments. Professional staff visit the homes regularly to provide support, consultation and educational opportunities and also to ensure that the highest standards of health, safety, nutrition and child development are met. The Home Child Care Association provincial conference was hosted in Ottawa in 2017, and since Storypark was being piloted by our program, we had the opportunity to present a workshop co-facilitated by a Storypark staff member, as well as an HCC Consultant and 2 providers affiliated with AFCS. We also had 2 other HCC staff present a workshop on the physical environment, ‘Big Ideas-Small Spaces’. Changes to the Child Care and Early Years Act meant that licensed home child care agencies became responsible for the entire premise and all children receiving care, meaning that we became responsible for an additional 146 privately placed children in care (almost double from 2016).

Making Connections (MCNS) is our licensed centre-based program for nine children aged two to 4.8 years who are diagnosed with Autism Spectrum Disorder. Over the year the MCNS team was actively supporting 17 different children and their parents. Many children transitioned out of the program to participate in the Intensive Behavioural Intervention Program that is offered through CHEO or made the transition to school or into a community licensed child care program to receive support from Children’s Integration Support Services.



Supports and Services

Children's Inclusion Support Services (CISS) provides supports, in English and in French, to licensed child programs (nursery schools, child care centres and home child care agencies) to assist with the inclusion of children with special needs. CISS has been focused on development and delivery of a variety of tools and strategies within the child care community. Our partnership with the child care community is one that supports sharing knowledge and skills to meet the diverse needs of all children who are attending high quality inclusive child care. In 2017 CISS provided service to 592 children in 285 programs. Module 5 "Understanding Behaviour Promotes Positive Outcomes" was finalized in October. This is the last module in the series, to be offered to programs who have completed Modules 1-4. 1474 professionals participated in the 117 training sessions we offered this year, including modules, in-service workshops and Paramed sessions.

The Ontario Early Years Centre (OEYC) – Ottawa South (now known as EarlyON Child and Family Centre) is a place for children aged 0-6, their parents and caregivers to take part in programs and activities together. Parents and caregivers can also get information about services available to them in the community, learn about their children's development and get answers to their questions. At the Ontario Early Years Centre our focus is on helping families give their young children the best start in life. Services are available in English and French. Highlights for 2017 included hosting the AquaVan from the Vancouver Aquarium during their Canada 150 tour, a new partnership with Loblaws and their community registered dietician to provide nutrition and healthy eating resources and supports to our families as well as a 5-week series of Forest Wednesdays in nearby nature in partnership with the Ottawa Forest and Nature School. We also continued our participation in the Child and Family Centres transformation planning process at both the municipal and provincial level.

Short Term Child Care (STCC): Peace of mind for working parents is what this bilingual program, initiated in 1987, is all about. We provide reliable, accessible back-up care for children 3 months to 12 years when the child is mildly ill, when regular child care arrangements are interrupted, or when other family emergencies arise. Employers/organizations/unions pay an annual access fee that entitles their employees/members access to the Short Term Child Care Program. Parents who use the services are charged a reasonable user fee, which may be subsidized partially or fully by their employer/union.

Short Term Child Care also provides respite child care programs at Women's Shelters.

We have also developed a recruitment and training program for supply Educators to assist our own and community licensed programs to fill vacancies. Our deployment tool coupled with phone support is proving to be an effective service needed by the community and we anticipate supporting many more programs in the coming years.

A YEAR IN REVIEW

WHO WE SERVED AND
WHAT WE OFFERED IN 2017

Supported and
provided services to

4,582

Children
and

3,369
families

Circulated

16,277
program
newsletters

Provided over

7,055

loans of toys,
equipment and
resources

Offered

385

workshops
to **3,603**
participants

Supported

307

programs and agencies
in the children's
services sector

Organized

139

special events

Offered

1,208

playgroups

HR

Total Hires

75

Total Employees

202

Full-time Positions

99

Part-time Positions

103

Employees with 10+ years at AFCCS

36



FRENCH LANGUAGE SERVICES

Two of Andrew Fleck Children's Services have a French Languages Services designation: Children's Inclusion Support Services and the EarlyON Child and Family Centre - Ottawa South. This designation, obtained nearly two decades ago, ensures the daily provision of services in French by francophone employees.

Members of the French Language Services committee have been committed to ensuring that the Francophone perspective is reflected in the Agency's strategic planning and embodied by initiatives that enhance our range of established French language services. Throughout the year, the committee remains active by focusing on the tasks identified in our 2015-2020 Strategic Plan.

Highlights of 2017

As in previous years, we continue to build relationships with various partners in the early learning and care sector while representing the needs and perspective of the Francophone community and providing leadership as members of many external committees, such as:

- La Cité Early Childhood Education Advisory Committee
- Ottawa Best Start Leadership Committee
- La table de planification francophone
- Ottawa Infant and Early Childhood Mental Health Initiative
- Le groupe de travail des ressources pour les enfants ayant des besoins particuliers de la ville d'Ottawa
- Regroupement des services éducatifs à l'enfance d'Ottawa
- Réseau provincial des Centres de la petite enfance

We also participate as active members of various Anglophone committees in an effort to share the needs and realities of the Francophone community.

In 2017, the EarlyON Child and Family Centre offered 6 workshops and 88 playgroups in French and the CISS program offered 15 workshops in French designed to support the Francophone community. In addition to that, CISS has added 194 French resources to their library, of which 94 were borrowed by parents or members of the community.

Members of the French Language Services Committee have expressed their interest in identifying tools and professional supports offered to our Francophone employees or that could be offered to them. Based on the survey results and the needs voiced by the respondents, the following tools and processes have been put in place:

- Time Solutions Ceridian is now offered in French to employees that wish to use that payroll time management application.
- 23 Antidote software licenses were issued and updated for employees. The software program supports Francophones as they complete their daily tasks and contributes to improving the quality of AFCS communications, resources and publications written in French.
- The translation of all the agency's operational policies was initiated.

The Board of Directors maintains adequate representation of the Francophone community on the Executive Committee. The Board also ensures that the services, programs and resources we offer to families are equally promoted and accessible within the Francophone and the Anglophone community and that designated programs continue to offer exceptional high quality services.



FINANCIAL HIGHLIGHTS

For the year ending on December 31	2017
Revenue	
Government Grants and Revenue including City of Ottawa	9,485,118
User Fees	2,931,768
Contracts and Administration Fees	78,108
Investment Income	65,478
Amortization of Deferred Tangible Capital Assets and Contributions	73,674
Other	902,167
	13,536,313
Expenses	
Salaries, Wages and Benefits	7,856,634
Program Costs	1,146,441
Payments to Providers and Program Assistants	3,809,615
Rent and Utilities	583,481
Amortization of Tangible Capital Assets	148,405
	13,544,576
Excess (Deficiency) of revenue over expenses for the year	(8,263) (-0.1%)

