

2018



Services à l'enfance
Andrew Fleck
Children's Services

since – depuis
1911

ANNUAL REPORT

FOCUS ON NATURE

www.afchildrensservices.ca



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**Andrew Fleck
Children's Services**

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1911

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.

CORE VALUES

EXCELLENCE · INTEGRITY
RESPONSIVENESS · INCLUSIVENESS
ACCOUNTABILITY · LEADERSHIP

AFCS is committed to these values and principles in all its services and practices.

BOARD OF DIRECTORS

President

Dan Carson

Past President

Ian Calvert

Vice President

Michèle René de Cotret

Secretary

Pauline Beaudry-LeBlanc

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Andrew Storrs

Members-at-Large

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Board Members

Ruth Chamberland
Ann Croll
Karen Green
Maria McClintock
Gary Miller
Gayle Singer
Bob Whitelaw

Honorary Life Time Members

Mary Sinclair*
Susan Johnson

*passed away Jan. 2019

LEADERSHIP TEAM

Executive Director

Kim Hiscott, RECE

Children's Inclusion Support Services

Tara Matte, RECE

Making Connections Nursery School

Kathy Knight-Robinson, RECE

Finance

Zahid Hussain, CPA, CMA

Licensed Group Day Care

Lyne Tremblay, RECE
Kathy Knight-Robinson, RECE

Licensed Home Child Care

Cheryl Nolan, RECE, BA
Neeka Barnes, RECE, ACG - January to July

Human Resources

Ronna MacPherson, B.A. (Hons)

Special Projects

Neeka Barnes, RECE, ACG - July to Present

Early ON Child and Family Centre – Central South

Kathy Knight-Robinson, RECE

Andrew Fleck Children's Services

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FOCUS ON NATURE

MESSAGE FROM AFCS BOARD PRESIDENT AND EXECUTIVE DIRECTOR

In 2018, we put a greater focus on encouraging our programs to spend more time outdoors and in nature; supported by 23 of AFCS staff working towards achievement of their Forest and Nature Practitioner certification. 2018 also marked the mid-term point of our 2015-2020 strategic plan; we celebrated by publishing a summary of our progress to date. Please check it out at www.afchildrensservices.ca/about-us/strategic-plan-2015-2020/.

We embarked on a “Journey Together” with Makonsag Aboriginal Headstart Program as they prepared to establish a licensed Indigenous program for 10 Infants, 15 Toddlers and 24 Preschoolers. This collaboration is ongoing.

We said good-bye to our Making Connections Nursery School (MCNS) program that, since 2002, had provided a licensed half-day segregated program, funded by the Ministry of Education, for nine preschool aged children diagnosed with Autism Spectrum Disorder. This was a planned closure; we agreed with the direction of the Province to support the inclusion of all children

in community-based programs and, after providing 12 months of notice, we supported families through the transition.

The year ended on a high note with the announcement that our request for capital funding, to build a licensed program in the forest adjacent to the site of the Ottawa Forest and Nature School program, was approved. We wish to recognize the Ministry of Education’s role in funding this project and the City of Ottawa’s support through the process, in its role as the Consolidated Municipal Service Manager.

Our sincere thanks to the employees and volunteers of AFCS, including our Parent Advisory Members, 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. We provide services to the same age groups at our Overbrook Child Care Centre, attached to Queen Mary school. We also offer 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.

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. Since several of our Licensed group care educators were immersed in the Forest and Nature School practitioner program this year, there has been an even larger focus on outdoor and nature play. Our Stittsville site began offering an immersive Forest and Nature Preschool program spending two full days at the Forest and Nature School and three full days in nearby nature around the school. All our licensed group care sites adopted the *Policy Statement on Active and Outdoor Play*.

Our six school age programs gathered together for two Fun Fleck days during the summer, once at the Carp Fairgrounds and once at Brewer Park. This allowed for a bounty of outdoors activities from tug of war, water

play, impromptu soccer games between different sites, to just sitting outside under a shaded tree and getting to know each other.

We continued to support all licensed group care staff members while offering two evening sessions where members participate in rich discussion on a topic of interest. This year, the focus was building capacity on supporting challenging behaviours and effective communication in the early learning sector.

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. During 2018, the Home Child Care program embraced our love of the outdoors and all things nature. As 4 of our staff completed the Forest & Nature practitioner’s course, the philosophy of FNS was welcomed by our entire team and therefore many of our discussions with providers, as well as workshops, encompassed the value of both outdoor and risky play. Multiple playgroups in the park took place, and even more were held in nearby nature so children could explore the surrounding forest space. During Spring, we distributed 250+ “From caterpillar to butterfly” kits to our home child care providers as well as some other resources such as books, and bug houses. Days and hours of fun & science took place in our daycare homes and many providers sent in evidence of the children’s learning experiences, through videos and email stories. We look forward to instilling these values as a permanent part of our program and with our providers.

Supports and Services

Children's Inclusion Support Services (CISS) provides support, 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 2018 CISS provided service to 679 children in 324 programs. A pilot project is underway to pave the road for the transition to a program-based approach for School-age programs. Each Inclusion team is now being supported by a Behaviour Consultant in response to the growing need for behaviour and mental health resources.

The **Early ON Child and Family Centre – Central South** 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 Early ON, Child and Family Centre, our focus is on helping families give their young children the best start in life. Services are available in English and French. 2018 proved to be an eventful year for the Early ON Child and Family Centre Central South. Some of the highlights from the past year included the transformation of all Ontario Early Years Centres into Early ON Child and Family Centres, offering the same great services but changing our name. With two staff who completed their Forest Practitioner Training course, we offered more nearby nature programs and extended our Forest and Nature Club to Pine Grove Trails for a 6-week series. New this year, we offered various outings for families which included visits to Fletcher Wildlife Gardens, Experimental Farm and the Museum of Science and Technology. New partnerships with Billings Lodge and St. Patrick's Home of Ottawa gave us the opportunity to offer Intergenerational playgroups to those residents.

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 other 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 programs in the coming years.



A YEAR IN REVIEW

WHO WE SERVED AND
WHAT WE OFFERED IN 2018

Supported and
provided services to

3,873

Children
and

3,430

families

Offered

244

workshops
to **3,322**
participants

Provided over

6,969

loans of toys,
equipment and
resources

Circulated

23,211

program
newsletters

Organized

150

special events

Offered

1,116

playgroups

Supported

361

programs and agencies
in the children's
services sector

HR

Total Hires

119

Total Employees

232

Full-time Positions

112

Part-time Positions

120

Employees with 10+ years at AFCS

42



FRENCH LANGUAGE SERVICES

Two of Andrew Fleck Children’s Services have a French Languages Services designation: Children’s Inclusion Support Services (CISS) and the Early ON Child and Family Centre - Central 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 2018

- CISS has provided support to 151 children in 54 French child care services. They have also offered 28 training sessions in French to 608 individuals.
- The Early ON Centre has provided 58 French playgroups and welcomed 583 children.
- 224 children between the ages of 0 to 6 participated in 32 French Immersion Playgroups.

The French community is well represented on the board of directors. 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

Revenue

Government Grants and Revenue including City of Ottawa	12,482,093
User Fees	3,054,262
Contracts and Administration Fees	86,822
Investment Income	-9,408
Amortization of Deferred Tangible Capital Assets and Contributions	78,499
Other	957,628

Expenses

Salaries, Wages and Benefits	8,697,220
Program Costs	1,226,706
Payments to Providers and Program Assistants	4,607,638
Rent and Utilities	606,749
Amortization of Tangible Capital Assets	148,666

Excess (Deficiency) of revenue over expenses for the year

2018
16,649,896
15,286,979
8.2%

Our financially positive year will allow us to continue to address access to services without a need to increase parent fees.

LOOKING AHEAD

As we outlined in our 2015-2020 strategic plan our continued focus for 2019 includes:

Expanding in response to growing demand and unmet needs

- Welcoming several new licensed child care sites to AFCS, in communities across Ottawa
- Increasing our licensed care capacity within existing programs
- Providing alternate programming options including forest and nature settings

Developing our capabilities and enhancing our services to ensure accessible, client-centred, high quality care

- Introducing a new parent navigator role to support parents in access AFCS home and group licensed early learning and care
- Centralizing our equipment and resources
- Launching a new onboarding and employee orientation process including payroll and human resources systems approaches

Engaging with other early learning and family service stakeholders to promote an effective, coordinated response to community needs

- Continuing our involvement with research opportunities
- Sharing resources and expertise with community partners
- Partnering with like-minded organizations