



ANNUAL REPORT

2019

Here We Grow Again

In 2019 we welcomed Sunflower, Wellington, Ottawa Forest and Nature School, Riverside Park Nursery School, Capital and Colonel By to the AFCS family!



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Mary Sinclair*

Susan Johnson

*passed away Jan. 2019

LEADERSHIP TEAM

Executive Director

Kim Hiscott, RECE

Children's Inclusion Support Services

Tara Matte, RECE

Early ON Child and Family Centre – Central South

Kathy Knight-Robinson, RECE

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Ronna MacPherson, B.A. (Hons)

Licensed Group Day Care

Lyne Tremblay, RECE

Kathy Knight-Robinson, RECE

Licensed Home Child Care

Cheryl Nolan, RECE, BA

Ottawa Forest and Nature School

Lyne Tremblay, RECE

Special Projects

Neeka Barnes, RECE, ACG

CORE VALUES

EXCELLENCE · INTEGRITY
RESPONSIVENESS · INCLUSIVENESS
ACCOUNTABILITY · LEADERSHIP

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

Here We Grow Again



Message from AFCS Board President and Executive Director

Our 2015 Strategic Plan identified three strategic directions for us to focus on:

- Expanding in response to growing demand and unmet needs;
- Developing our capabilities and enhancing our services to ensure accessible, client-centred, high quality care;
- Engaging with other early learning and family service stakeholders to promote an effective, coordinated response to community needs

By the end of 2019 we were able to significantly fulfil all three directions by welcoming six programs to Andrew Fleck Children's Services: Sunflower, Wellington, Capital and Colonel By child care centres as well as Riverside Park Nursery School and the Ottawa Forest and Nature School. This means that now on a daily basis we are providing an early learning experience for over 1,600 children, including those in our Home Child Care Program. While new to us, each of these programs brought with them a rich culture and practice of providing quality experiences with a commitment to children, families and each other – we embraced their history and shared our own – with the message that together we are stronger. Our growth also provided us with an opportunity to invest in systems and approaches including cloud-based platforms that readily connect us to our 17 locations across the City. We also piloted a Parent Navigator role – a first point of contact for any family interested in our services; this person responds to questions, provides advice and an overview of the options we offer. In the first 6 months, almost 10,000 parent connections were made!

Growth and learning was the theme for all of our programs in 2019. For example our Children's Inclusion Support Services team expanded to 28 Consultants, 4 Behaviour Consultants and supported 703 children. They focused on supporting Educator development including preparing and presenting new professional learning opportunities with a unique focus on school age programs. The school age pilot recognized the uniqueness of these settings and of this age group.





We were thrilled to be one of the agencies chosen by the City to continue to offer EarlyON services in Ottawa Central South, albeit with a slightly reduced mandate that reduced our ability to offer services in French.

Our Home Child Care Program has continued to offer self-employed providers two options, either our full-service (traditional) model where we collect parent fees or our administrative model for providers who wish to deal with this aspect of their business independently. Our 130+ providers are dedicated to the children and families in their community welcoming children into their homes and providing much needed flexible options with alternate hours of care. To further support alternate options, we also shifted the in-home portion of our Short Term Child Care Program to be part of the Home Child Care team; this has strengthened the recruitment of caregivers and created efficiencies.

Overall, 2019 was our transition year from a medium sized organization to a large one; this was particularly obvious at our agency-wide fall meeting where the large room was filled and enthusiasm was palpable as we shared our upcoming adventures. The opportunities created by our growth have been significant and positive and through it all we have remained true to our Vision: Working with the Ottawa community to build accessible multi-service supports, early learning opportunities and child care for every child. A sincere thank you to everyone, including our partners, who share this adventure with us!

Michèle V. René de Cotret

Michèle René de Cotret
President, Board of Directors

Kim Hiscott

Kim Hiscott
Executive Director

A YEAR IN REVIEW

WHO WE SERVED AND WHAT WE OFFERED IN 2019

Supported and
provided services to

4,522
children
and
3,449
families

Offered

278
workshops
to **3,092**
participants

Lent over

5,181
toys, equipment
and resources

In a 6-month period, almost

10,000
parent connections
were made by our
Parent Navigator

Circulated

105,492
program
newsletters

Organized

145
special events

Offered

1,058
playgroups

Supported

281
programs and agencies
in the children's
services sector

HR

Total Hires
152

Total Employees **330**
Full-time Positions 148
Part-time Positions 181

Employees with 10+ years at AFCS **51**



FINANCIAL HIGHLIGHTS

For the year ending on December 31

Revenue

Government Grants and Revenue including City of Ottawa

User Fees

Contracts and Administration Fees

Investment Income

Amortization of Deferred Tangible Capital Assets and Contributions

Other

Expenses

Salaries, Wages and Benefits

Program Costs

Payments to Providers and Program Assistants

Rent and Utilities

Amortization of Tangible Capital Assets

Excess (Deficiency) of revenue over expenses for the year

2019

12,442,936

3,542,295

66,448

259,819

97,322

2,871,418

19,280,238

10,243,275

2,759,713

4,489,239

627,764

166,874

18,286,865

5.2%



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Andrew Fleck Children's Services is Ottawa's leading family-oriented, charitable, multi-service, early learning and family support organization since 1911. The agency support children and their families through high quality, inclusive services that meet their diverse developmental, early learning and child care needs. Operating 17 programs in various locations across the City of Ottawa, it provides a continuum of child care, information, support and early years services to over 4,522 children each year. This century old agency has proven its adaptability and viability through its longevity.

Andrew Fleck Children's Services

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