



Services à l'enfance
Andrew Fleck
Children's Services

since – depuis
1911



ANNUAL REPORT

2022

**Embracing the Canada-wide Early
Learning and Child Care Plan: Shining a
Light and the Impact on Families**

LEADERSHIP TEAM

Executive Director

Kim Hiscott, RECE

Children's Inclusion Support Services

Tara Matte, RECE

EarlyON Child and Family Centre

Kathy Knight-Robinson, RECE

Finance

Zahid Hussain, CPA, CMA

Human Resources

Ronna MacPherson, B.A. (Hons)

Licensed Early Learning & Care Programs

Kathy Knight-Robinson, RECE

Lisa Belton, RECE

Lyne Tremblay, RECE

Jessica Lumsden, RECE

Licensed Home Child Care

Cheryl Nolan, RECE, BA

Ottawa Forest & Nature School

Lisa Belton, RECE

Special Projects

Neeka Barnes, RECE, ACG

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MESSAGE FROM THE EXECUTIVE DIRECTOR AND PRESIDENT OF THE BOARD

The year 2022 started and ended with us focused on the implementation of the Canada-wide Early Learning and Child Care agreement. This once in a generation opportunity to address affordability of licensed child care for families was and continues to be a monumental change impacting all parts of our licensed home and group programs.

We celebrated alongside families (and will admit more than a few tears were shed) when we were accepted and finally able to message that fees would be reduced back to April 1, 2022. We also celebrated (initially) the significant increase in the number of families seeking spaces and joining our waiting lists. We quickly came to realize that availability is far less than demand and we are now facing having to disappoint many due to the lack of spaces.

Our small but mighty HR and Finance teams have been kept on their toes as the sector has gone through a major transformation. The adjustments to our practices, particularly licensed home child care, have been significant and not necessarily intuitive or seamless; we are still learning while anxiously waiting to hear more about the planned 2024 funding guidelines.

Our consistent message has been that sector compensation must be addressed, for all roles in our agency; we are now facing the consequences of decades and decades of suppressing salaries to keep child care fees affordable – expansion of licensed child care and our broader services cannot happen unless there is a change.

Two milestones to celebrate in 2022: the opening of our Mooney’s Bay Intergenerational program, how wonderful to finally have the happy sounds of children at play echoing in that new building and we were thrilled to be visited by the Honourable Karina Gould, Minister of Families, Children and Social Development

In the Fall we also opened a new toddler program at our Colonel By Child care to the great excitement of the team there and the University.

Building a future where ALL children thrive continued to be evident amongst our other programs as well, including our EarlyON and Children’s Inclusion Support Services.

Living with COVID became our approach with employees and families continuing to practice healthy habits, such as staying home when experiencing signs of illness.

We continued building our community connections and collaborations and as always are excited to learn along side colleagues locally and across the Province. 2022 also meant saying good-bye to several employees, we are so thankful to have had them part of AFCS; their contributions and impact were significant and will continue to be felt for a long time.

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 contributors, including a private foundation, in memory of John and Susanne Graham for their support in enabling us to serve our community.

The events of 2022 positioned us to embrace 2023 and all it expects to bring, with enthusiasm and confidence.



Robert Dupuis
Président du CA



Kim Hiscott
Directrice générale



PARENTS SHARE WHAT AFFORDABLE CHILDCARE MEANS TO THEM



"Thanks to CWELCC, my family can afford the daycare fee for my son who is 2.5 years old and I can look for a job or go training. Hope CWELCC can continue support families with young children such that these families can contribute labour to the society."



"CWELCC has made an incredible difference to the affordability of child care in Ontario. Thanks to this program, my wife and I are able to have more income for everyday essentials, and put away for our daughter's higher education. This has been especially important this year as inflation and interest rate increases have stretched our finances. Thank you to everyone for making this a reality!"



"It will help us be a lot less stressed since we live paycheck to paycheck right now. We'll be able to enjoy things like going out for supper and activities. We want to start savings to move out of our apartment and into a house as well."





"As a solo parent, this reduction in fees is so important to maintaining quality of life for my daughter and pursuing the opportunity to grow my family. I am so thrilled that my daughter had access to the high quality program that Andrew Fleck offers, and so grateful to the federal government for this reduced fee program. I will be able to continue saving for a home, grow my family and advance in my career."



"The reduction in childcare fees will make it much more feasible to have my first child in childcare either full-time or part-time while I go on maternity leave with a new baby this spring... Because we don't have any family living close by to help out with childcare, being able to keep my child in care while on leave with a new baby will make things much more manageable at home and the transition to a family of 4 much easier."



"With rising costs everywhere else, for our family it means being able to provide our children with the best care possible while not having to worry about choosing between their care and development vs. putting food on the table."



FRENCH LANGUAGE SERVICES

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.

Equity, Diversity, Inclusion and Indigeneity (EDII) surveys and discussion sessions provided an opportunity for francophone staff to share their experiences and to express needs related to language and culture.

Children's Inclusion Support Services (CISS) continued to offer support in French to families and child care programs. CISS provided support to 117 children, under 6 years old in 77 French or bilingual child care programs across the city. The addition of virtual training allowed CISS to offer 23 sessions that included 492 participants. Social media has replaced the newsletter and followers are linked to the French newsletter page housed on our website for articles, videos and tip sheets. There were 4678 visitors to this page in 2022. The CISS team includes 11 bilingual staff on a team of 29.

While the City of Ottawa no longer funds our **EarlyOn** programming from the francophone stream, AFCS continued to offer EarlyOn services in French where needed or where there was a gap in the community. In 2022, the EarlyON program offered 14 francophone playgroups/virtual activities. Families could access our toy and resource library, our information desk and all of our programs and be served in French by any of our employees. We also hosted a Parenting in Ottawa Drop in where families could consult with a French Ottawa Public Health Nurse or lactation consultant.

Francophone program rooms at both **Garderie Tunney's Child Care and Sunflower Child Care** ended the year at full capacity for a total of 57 children.



INTERGENERATIONAL CHILD CARE PROJECT



Mooney's Bay Intergenerational Early Learning Centre was opened in April 2022, and was licensed on May 5th of 2022 for 88 child care spaces (10 infants, 30 toddlers and 48 preschoolers).

On April 24, we hosted a community discussion with 12 older adults serving community and health organizations in attendance. The session introduced our vision for the Engage At Every Age Intergenerational Child Care project and invited the participants to share their thoughts on the key ingredients of a successful intergenerational program. An identical discussion involving child and family serving organizations was held on May 28th.

In June, The Council on Aging of Ottawa facilitated a training session on Ageism Awareness for the Mooney's Bay staff covering a wide range of topics, including: the intrinsic value that age brings to an individual and the community, identifying explicit and implicit ageism, age-friendly communication techniques and strategies for engaging grand-friends in daily activities.



Throughout July and August, we hosted an intergenerational open house which invited older adults to participate in the day-to-day activities at Mooney's Bay. Six older adults participated in the program, which ran Mondays, Wednesdays and Fridays. The feedback from staff and older adults was overwhelmingly positive, and all the older adults who participated in the trial period have continued their involvement.

In September and October, 7 grand-friends completed the onboarding process and began attending the centre regularly.

INTERGENERATIONAL CHILD CARE PROJECT- CON'T

Through our partnership with the Bachelor of Early Learning and Community Development program at Algonquin College, we successfully hosted 9 students across 5 unique placements and internship opportunities involving community consultation, intergenerational research and program implementation.



We had the pleasure of hosting the Honorable Karina Gould, Minister of Families, Children and Social Development of Canada at our Mooney's Bay Intergenerational Program on Early Childhood Educator Appreciation Day (October 22, 2022). She and her team toured the space and were enthralled with the Intergenerational concept and the stories shared about our progress creating a purpose-built, shared space for intergenerational programming.

In 2022 we formalized a collaborative relationship with 3 seniors serving organizations, 3 community organizations and 2 children serving organizations. These organizations come from across Ottawa, Canada and the globe, and are excited to participate in this project and to share their expertise on the current intergenerational landscape.



YEAR IN REVIEW

Supported
274
programs and
organizations

Loaned more
than
3,847
toys,
equipment and
resources

Organized
34
special events

Presented
161
workshops to
2,571
participants

Offered
866
playgroups

Provided care and
services to
4,347
children and
3,118
families

Circulated
122
newsletters to
5,785
subscribers

HR

Total Hires
225

Total Employees
Full-time Positions
Part-time Positions

365
235
130

Employees with 10+ years at AFCS

62

COMMUNICATION-SOCIAL MEDIA

AFCS PHOTOBANK

At Andrew Fleck Children's Services (AFCS) we strive to promote spaces that embrace and value diversity. We are working to ensure that all promotional materials and communications reflect the diverse realities in our programs. In 2022 we started creating the AFCS Photobank with pictures from our programs.

The pictures used throughout this Annual Report are just some of the thousands of pictures from our various sites and programs that our communication team took and continue to take to create our very own AFCS photobank!



OUR NEW WEBSITE!

In February 2022, we relaunched the AFCS website with a new look and feel. The new website is now fully available in both French and English, has a "where to find us" page as well as many new added features and pages to improve overall usability! Since launching the new site visits to our website increased by 13.3%.



2022 SOCIAL MEDIA STATISTICS



234
Posts

349
New Followers



230
Posts & Stories

230
New Followers



180
Tweets

60
New Followers

FINANCIAL HIGHLIGHTS

For the year ending on December 31, 2022

REVENUE	
Government grants and revenue including City of Ottawa	\$17,248,919
User fees	\$6,175,528
Contracts and administration fees	\$46,028
Investment income	\$180,728
Amortization of deferred tangible capital asset and contributions	\$246,862
Other funding	\$1,130,323
	\$23,898,065
EXPENSES	
Salaries, wages and benefits	\$17,411,065
Program costs	\$3,097,376
Payments to Providers and Program Assistants	\$43,432,058
Rent and utilities	\$920,422
Amortization of tangible capital assets	\$386,627
Unrealized loss on investments	\$320,611
	\$25,568,159
Excess (deficiency) of revenues over expenditures for the year	(-7%)



Andrew Fleck Children's Services (AFCS), as it is now known, is one of the oldest and most diversified, multi-service early learning, child care and family support organizations in Ontario. It began its operation in 1911 as a not-for-profit organisation and was incorporated in 1920 under the legal name of The Ottawa Day Nursery Inc. It later changed its name to Andrew Fleck Children's Services in recognition of its benefactor Mrs. Andrew Fleck who donated the building at 195 George Street to the organization in 1932. In 1967, AFCS became a charity thus allowing it to issue income tax receipts to its generous donors.

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