

2018

**Parent/Guardian
Feedback Survey**

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Daycares

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Executive Summary

Introduction

Our Children, Our Future/Nos enfants, notre avenir (OCOF/Nena) is committed to excellence and continuous quality improvement in our Early Learning and Child Care Programs.

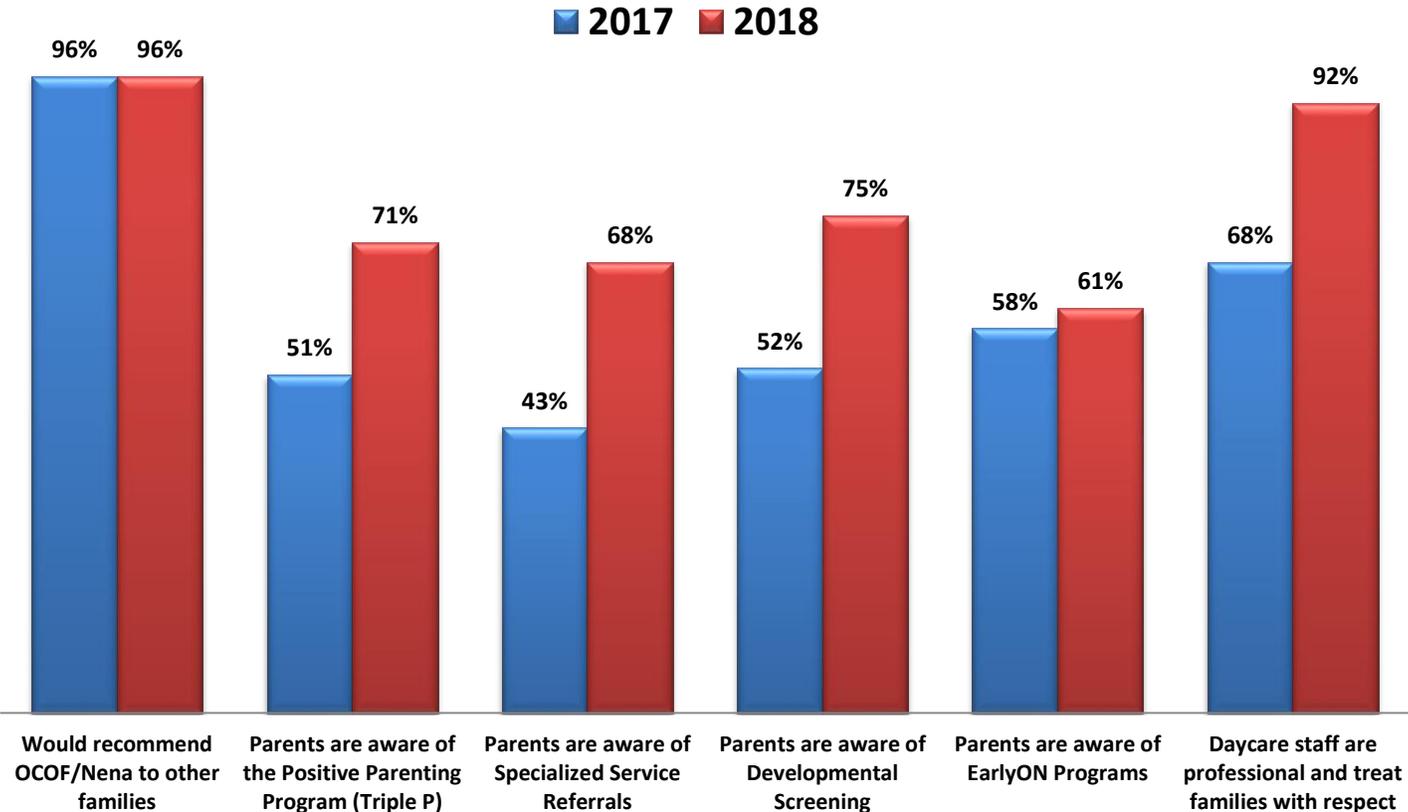
This report contains the results of OCOF/Nena’s 2018 Parent/Guardian Feedback Survey.

Survey Methodology

A total number of 565 surveys were distributed through SurveyMonkey, and all responses were confidential by design. Surveys were available in both French and English. The rate of return on the surveys was 85 which equates to a rate of return of 15% compared to 12% in 2017.

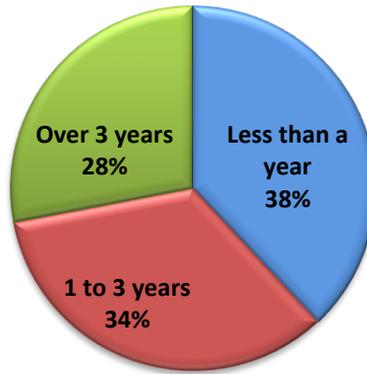
Survey Purpose

The purpose of the satisfaction survey was to measure the extent that our services meet the needs of our families. We wanted to know what we do well and what areas require our attention.

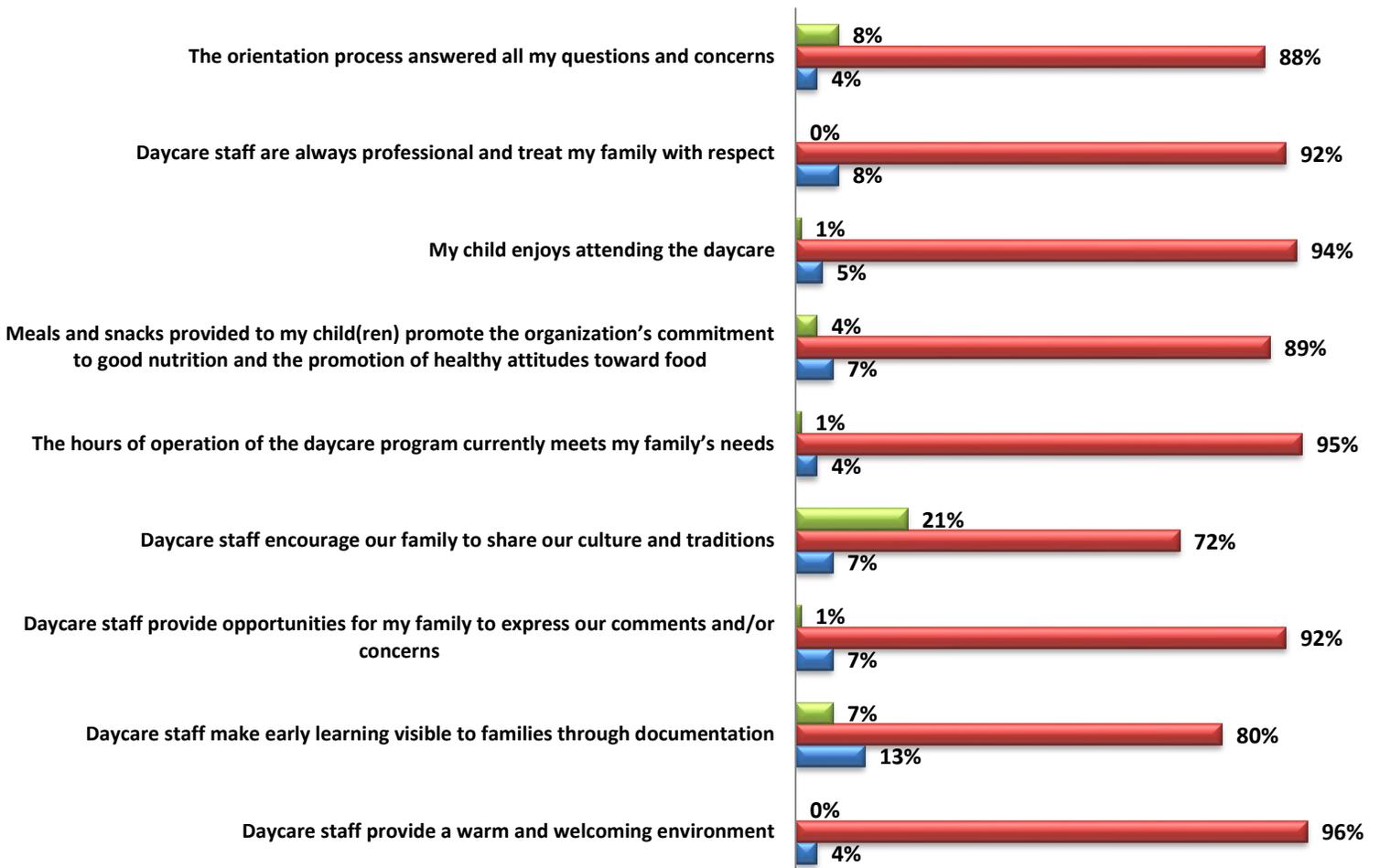


Survey Results

How long have you used our services?

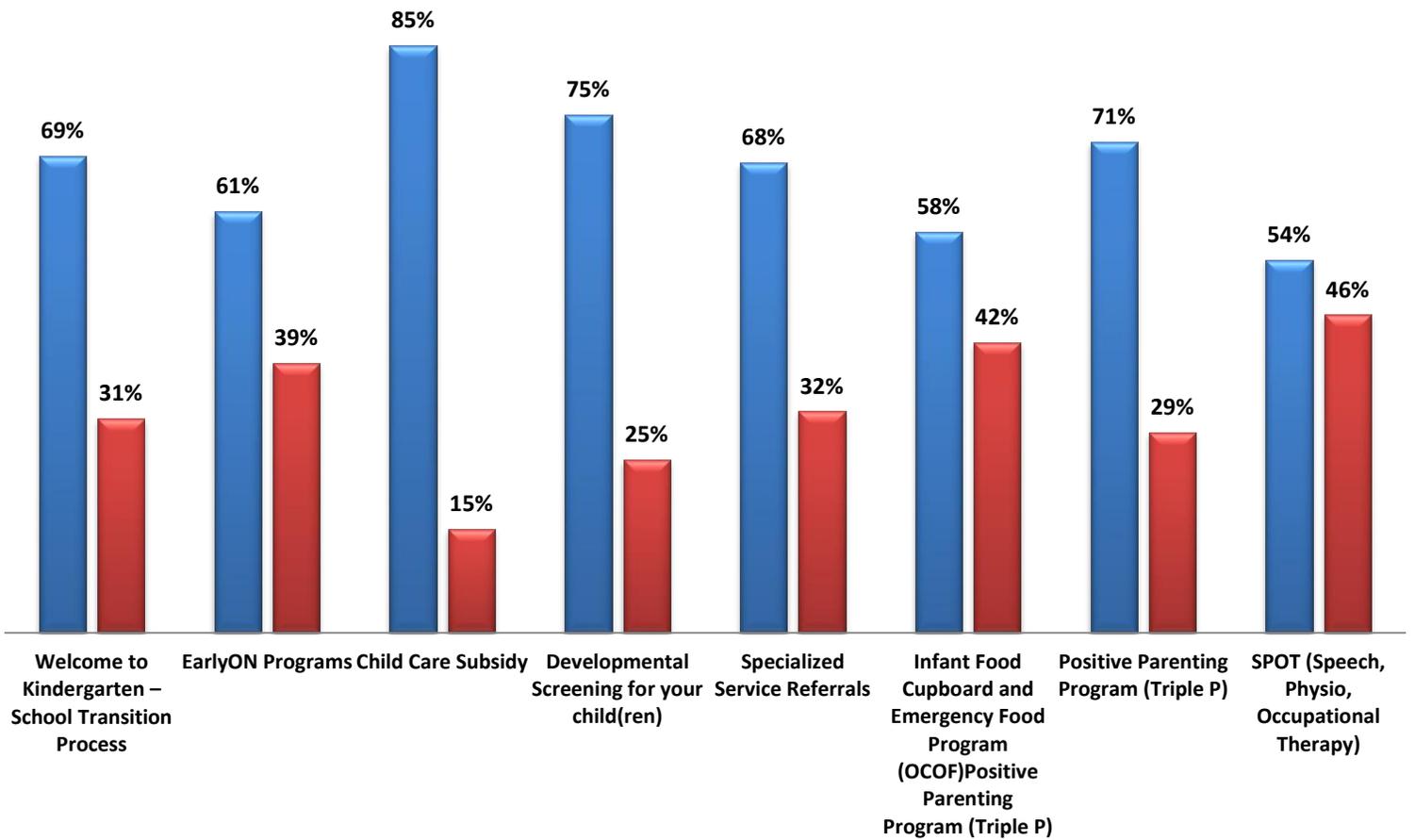


■ N/A
 ■ Agree
 ■ Disagree

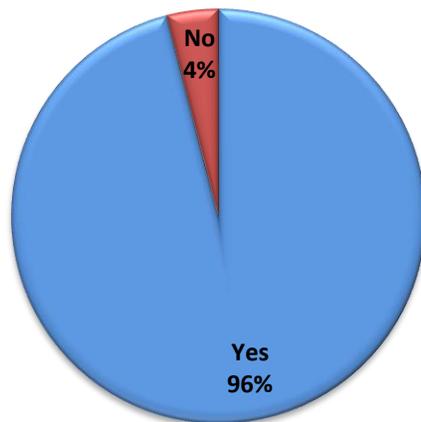


Are you aware that your Daycare Centre can provide you and your family with information about the following:

■ Yes ■ No



Based on your overall experience, would you recommend OCOF/Nena Daycares to other families?



Parent/Guardian Feedback

What you like best about OCOF/Nena daycares:

“Un gros merci au personnel de la garderie.”

“Mes enfants aime bien aller à la garderie, ils ont créé un attachement avec leur éducatrice et les éducatrices on beaucoup travailler avec nous pour améliorer le vocabulaire de mon enfant.”

“Les dames qui travaillent à notre garderie sont très accueillantes. Mes enfants se sentent importants et spéciales de faire partie de cette petite famille.”

“Great daycare!!”

“My family loves our daycare, the staff are always welcoming, loving and accommodating with any changes to routine as well as scheduling. We have a open channel of communication and we are well updated with any concerns or changes along the way. Our children love going to daycare and enjoy their time there.”

“I really enjoy this daycare. I have heard negative comments from friends who have children who stay in other daycares and do not like the service. However, the daycare providers are very sweet and professional. The only concern I have is that we purposely chose a french daycare and a few providers have a very difficult time speaking french.”

“I absolutely love daycare. I recently switched daycares and due to issues at my children's old daycare. They work with families and truly care about the children they care for. If I had to give a rating out of 10 it would be a 10/10 hands down.”

“Both our children enjoy going to daycare. The staff are amazing.”

“Our children love the staff that oversee them. We are extremely please also with the photo updates sent to us via email.”

“Love the staff always make me feel welcome :)”

“Everything is covered and any questions or concerns can easily be asked and the staff are more than happy to answer and at times educate parents.”

“ALL the staff are very friendly and welcoming. -I love the hi-mama program and getting updates throughout the day. - I also like that this daycare is open until 6 as I work until 5 or 530 and have to drive 20-30 minutes to get them after work - so that is very accommodating. -The supervisor is always helpful when figuring out a schedule for my kids and goes above and beyond to help-I really cannot say enough good things about her!”

“Very pleased with daycare staff.”

“The staff at this site are awesome! The educator rocks!!! Hes so caring and loving toward my child...definitely likes his job as you can see it in how he cares for the children in his group! Ive also had my children with the other educators here and I feel the same about them all...truly feel safe and comforted leaving my children with them !.”

“Very happy with the care my children get. I have nothing but great reviews for the staff at this site.”

“Amazing service. The HiMama app is the best thing ever to keep us updated.”

“Our children our future is a wonderful daycare! The staff is absolutely amazing and both my children love going to daycare. That alone says a lot about the environment, they have wonderful learning activities and are always ready to answer all my questions and concerns. I am extremely satisfied with the care they provide both my children.”

“We love the daycare and the supervisor is always a pleasure to deal with. We wish the hours could be extended later in the evening to suit our shift work schedule but we have managed well so far. The daycare is always clean and all of the workers are always in a good mood.”

“Our educator in the Preschool room is an absolutely amazing ECE I have never had a better teacher! My son loves her and she is so good with the teacher, I have no complaints at all and she is the main reason I have stayed at the DC”

“My daughter has ODD. My daughter has a triple P worker who we see monthly. The daycare works with me and I to help my daughter which I absolutely love.”

“It's a positive environment. The providers and all staff are extremely welcoming and friendly. I feel confident that my children are in good hands and that the providers truly do care about my childrens well being.”

“Love love love our center, the team and routines.”

“I have recommended them to multiple friends and colleagues. No daycare is perfect, but NENA meets our families needs. My kids are well treated, respected, and happy there.”

“We love it there so much, we will be going to school there as well !”

“love the staff, and my daughter been doing great ever since she attended.”

What would you like to see improved:

"Happy to see that meals vary. However, seems heavy on bread/pasta/ cereal. Maybe offer option of egg casserole, smoothies. Not always have bread offered with lunch. Taste different items like hummus, salsa, etc."

"My kids attend this daycare site on a part time basis and I disagree with having to pay for a day that I couldn't cancel 2 weeks prior since this is their policy. My 2 year old is constantly sick and just this past week there has been 11&15 cases of vomiting and diarrhea as a sign was posted at daycare. On Thursday I saw for the very first time a daycare staff disinfecting doorknobs . The staff said they needed to get rid of this virus one way or another. My response to that was don't you think this should be part of the everyday routine? Nevertheless, my husband and require the services and pay on a minimum 800-900\$ per month for part time care. The least you could do is not charge us on the days our kids can't attend for whatever reason."

"They don't update very much on the HiMama app until my child is home and they give me a report of the day.. I'd like to know how he's doing throughout the day without having to ask."

"We've been very pleased so far...although we couldn't have helped but notice that the breakfast tables in the parascolaire rooms could use a wipe-down after a child has finished with their breakfast and leaves the table so that the following child who sits down and eats at that same place can eat from a clean surface. It must also not be very hygenic to eat at the same sticky and crumby spot that somebody else just left behind...our only suggestion thus far! Our child loves his educators :)"

"Need to be more thorough on diaper changes."

"I would like to see a schedule of breakfast / snacks offered to before and after school children."

"- very few documentation - children need more choices of toys in there room. Things that interest them with eliminate a lot of the behaviour (boredom)"

"I don't see what the point of Hi Mama app is! It's rarely used for documentation or photos."

"The cost of daycare is a burden to my family. Who can actually afford to spend around \$1800 a month on daycare. Yes we have good jobs but often we pay more for daycare than our mortgage. We live paycheck to paycheck and are very frugal yet do not qualify for subsidy. Sad that the system is penalizing us for having an education and a career. Welcome to middle class :("

Conclusion

The results are positive and parents/guardians were overall very satisfied with the high quality early learning and child care programs at all nine (9) of our daycare locations.

Our Management team ensures that the learning environment and care that is provided is of high quality and reflects our Vision and Values as well as our Strategic Goals and Program Statement.

Comments also confirmed that our staff are dedicated and caring and provide excellent care for their children. It is clear to see that the four foundations of Belonging, Well-being, Engagement and Expression are integrated within our Values and embedded in our everyday operations.

Parents/Guardians provided their feedback on what they like best at OCOF/Nena and areas they would like to see improved. The following are areas that require further review and consideration:

- Menu planning;
- Communication with parents;
- HiMama (consistency in reporting);
- Review billing practices.

We thank our parent/guardians for their participation in this 2018 survey.



Susan Nicholson
Executive Director

Our Vision

Empowering and supporting children as well as families to foster a healthy future for our communities.

Our Values

