

2017

Parent/Guardian Feedback Survey  
Daycares  
*Executive Summary*



Our Children, Our Future



Nos enfants, notre avenir

# Introduction

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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 2017 Parent/Guardian Feedback Survey.

## Survey Methodology

A total number of 560 surveys were distributed both online and paper copies, and all responses were confidential by design. Surveys were available in both French and English. The rate of return on the surveys was 66 which equates to a rate of return of 12%.

The survey tool was not user friendly and we believe this to be a contributing factor in the low rate of completed returns.

## 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.

# Reporting of Results

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The survey results displayed that our Daycare parents/guardians were overall very satisfied with the quality of care and the quality of programming that their child(ren) receives:

- 68% of our parents/guardians strongly agree that they are treated with respect by the staff;
- 55% of our parents/guardians strongly agree that they are given the opportunity to be an equal partner in their child(ren)'s care;
- 79% had no concerns over the care their child(ren) has received;
- 99% had no issues or concerns that were not resolved to their satisfaction;
- 58% are aware of Hubs and Family Resource Programs;
- 52% are aware of Developmental Screening for their child(ren);
- 43% are aware of Specialized Service Referrals;
- 51% are aware of Positive Parenting Programs (Triple P);
- 96% would recommend OCOF/Nena to other families.

# Parent/Guardian Feedback

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## *What you like best about OCOF/Nena daycares:*

"I have been very happy with the daycare and the educators at this site. The educators are outstanding and always willing to work with the needs of my child. My child has been going through word play, and Angela and the educators are always working on the goals set out by Word play. They make the time and are committed to helping my child be successful and ready for school this September. The staff at this site are to be commended for their professionalism and their great work with the emergent curriculum. The Hi Mama is a very valuable tool to have and as a parent thoroughly enjoy receiving pictures and updates on my child's day. Awesome tool and every daycare should have this. Keep up the great work!"

"I agree with all these comments and can honestly say that level of care my child has received from the staff has been amazing."

"My kids have gone to other daycares - but nothing compares. This site (CR Judd) is actually out of my way (travel distance) yet I continue to bring my children here. Really happy with the daycare. My kids love it!"

"We are thoroughly impressed with the level of care and service that the staff offer our children. We are very grateful for Natalie, Angele, Colette & Elizabeth!"

"The OCOF program at CR Judd is the best program around with wonderful providers who truly love the kids. I've been extremely satisfied with the program since my kid started."

"I have always felt that our daughter enjoyed her time there, she is affectionate with the staff and the other children...which bottom line is what matters. All others issues or concerns can be discussed and resolved. We are honest parents and anything we communicate is not ill mannered, it is to better the situation at hand."

"Tous les membres de la garderie sont toujours accueillant et contribuent à une atmosphère positive et chaleureuse. Merci pour tout le travail que vous faites comme équipe! C'est bien apprécié!"

*What would you like to see improved:*

“There had been a few times in a row, my child was injured at the day care during sliding in the winter. I had been told all three times that it was because another child had not waited their turn before going down the hill. Made me question amount of supervision that was being provided during sliding. Eventually removed my child's name from list for sliding.”

“Whenever we pick up our child there is a lack of knowledge of how my child's day has been due to the fact that most often the staff present have not been there all day. For example, if I ask if he has taken a nap most often they don't know. I like that they started to use the himama app as it has added some increase in communication, however, even with this, communication is inconsistent from day to day.”

“It would be helpful for staff to introduce themselves since they seem to be ever changing. Parents should receive notification about the change in staff that will be caring for the children.”

“Au début de l'année lorsque l'équipe a changer. Tout est bon aujourd'hui.”

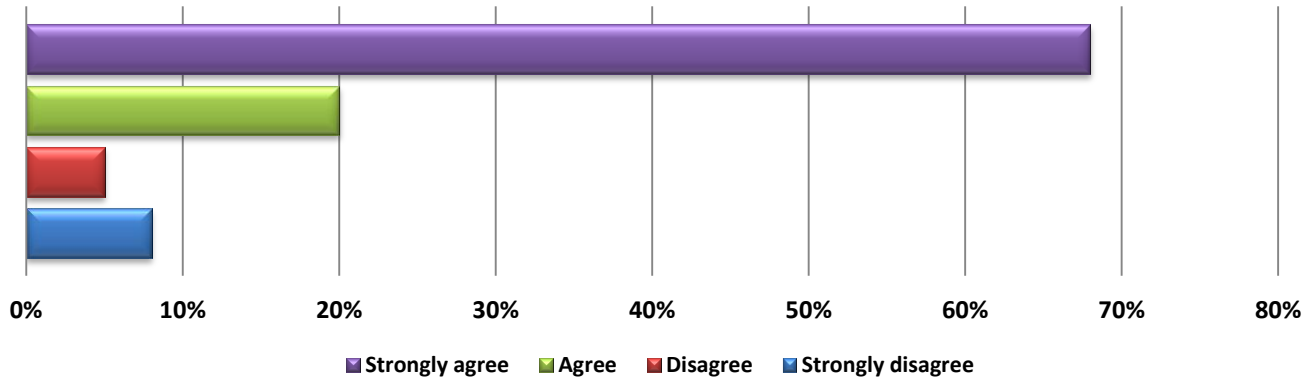
“Parfois, mon enfant arrive à la maison avec une couche mal mis ou les pieds mouillés. C'était évident que ces pieds étaient mouillés pour longtemps et personne n'avait remarquer ou vérifier en rentrant de l'extérieur.”

“Au niveau de la propreté. Le panier est gommé et toujours plein de sable. Des linges désinfectants disponibles seraient appréciés. J'ai un enfant qui me partage qu'elle ne boit pas de lait puisqu'un autre enfant boit directement de la poche de lait.”

# Feedback Survey Results

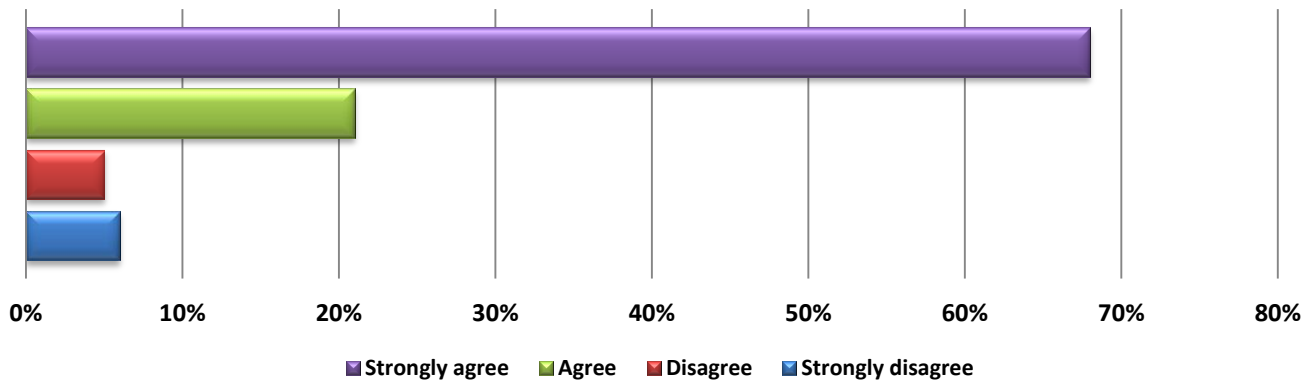
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**My family has always been treated with respect by the staff at OCOF/Nena**



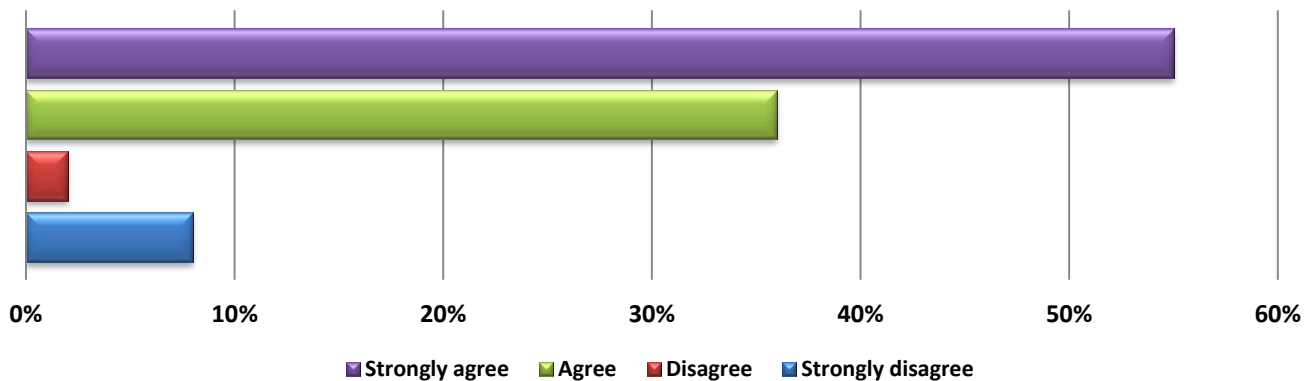
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**Information about my family has been held in confidence**

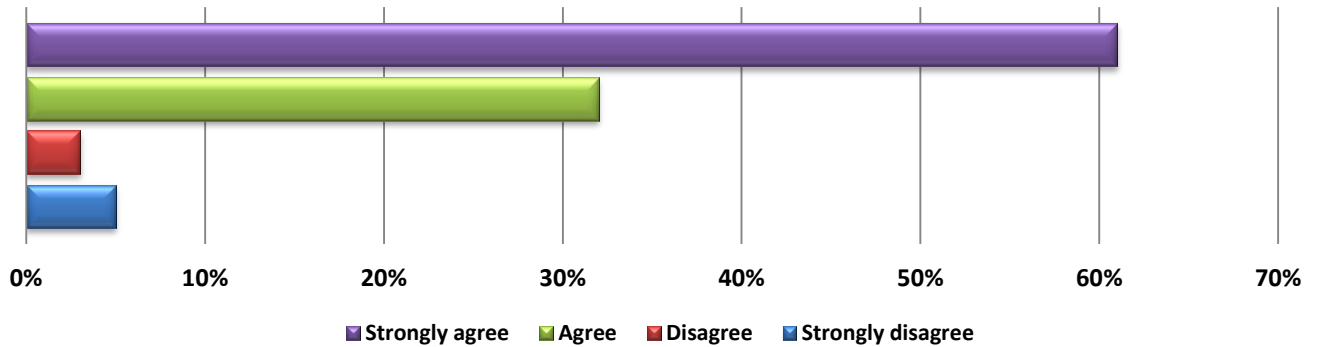


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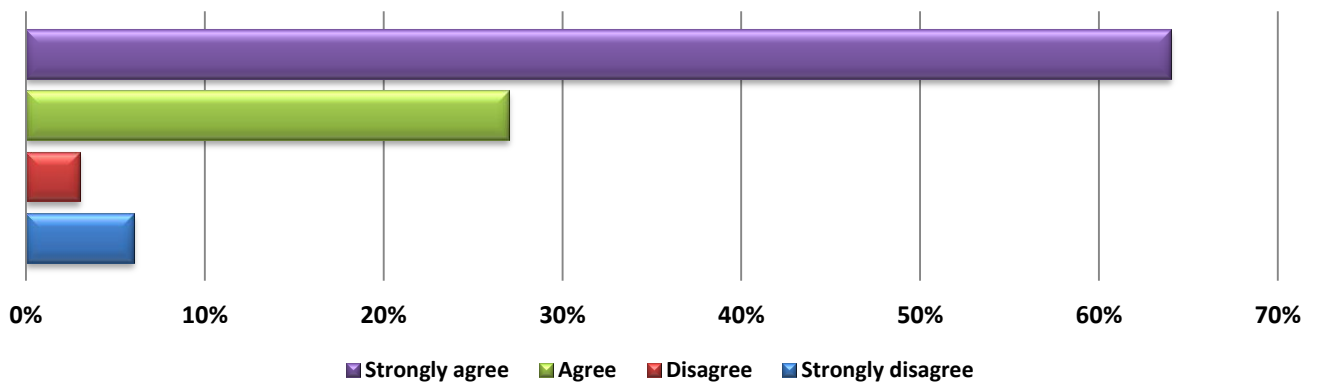
**My family is given the opportunity to be an equal partner in my child(ren)'s care**



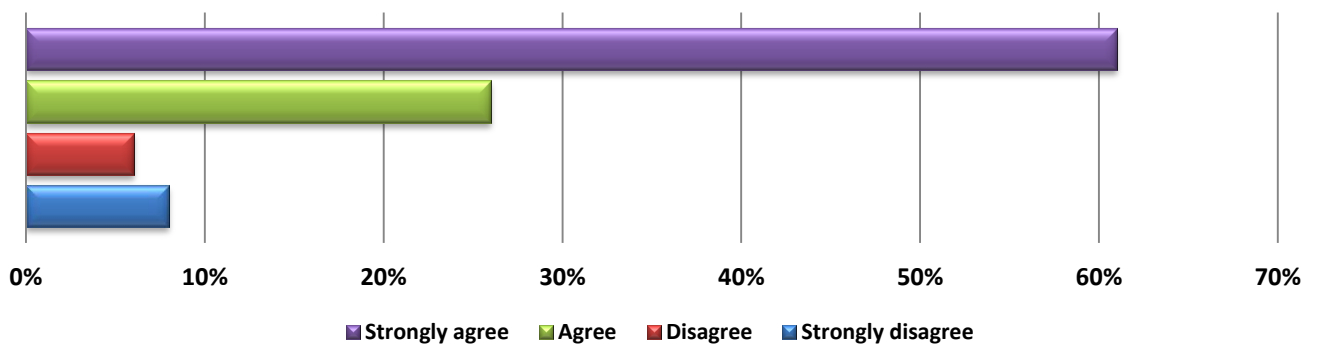
**Meals and snacks provided to my child(ren) promote the organization's commitment to good nutrition and the promotion of healthy attitudes toward food**



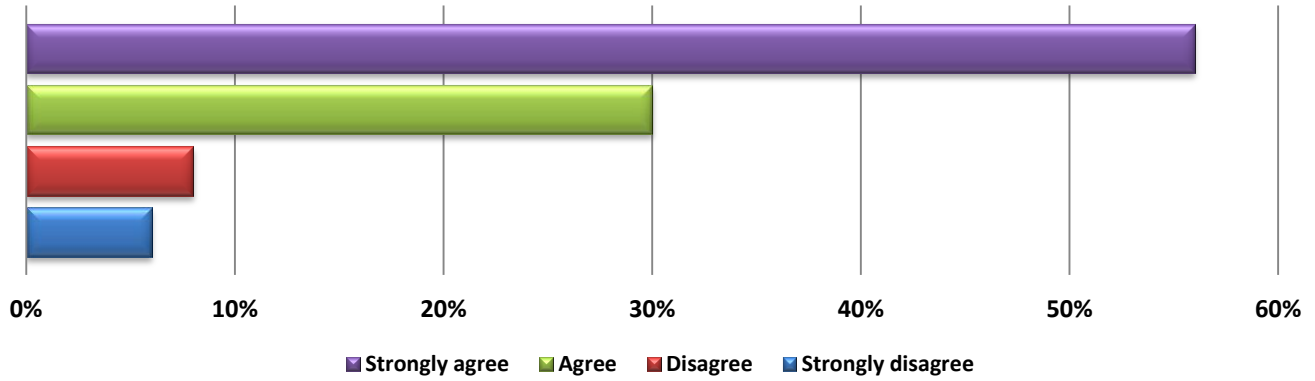
**I am satisfied with the hours of operation of the daycare program**



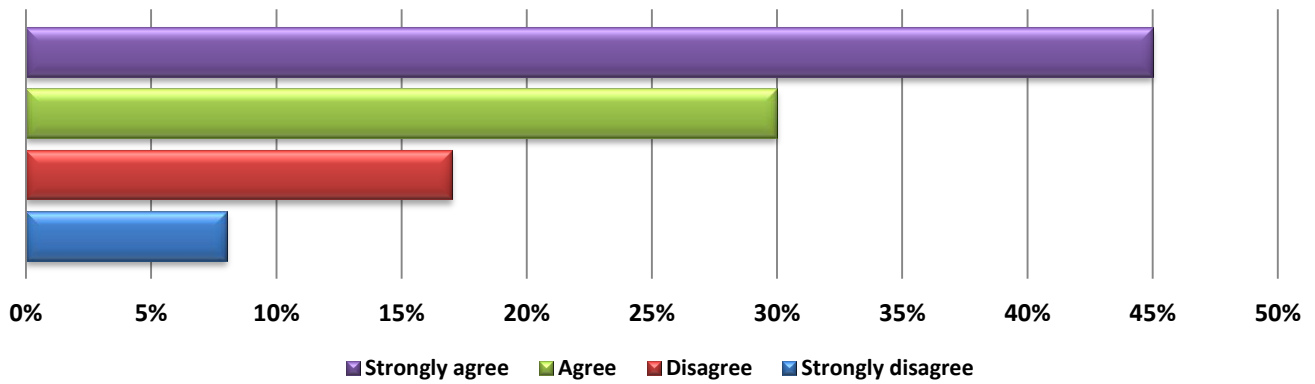
**I am satisfied with the level of interaction that I observe between the staff and my child(ren)**



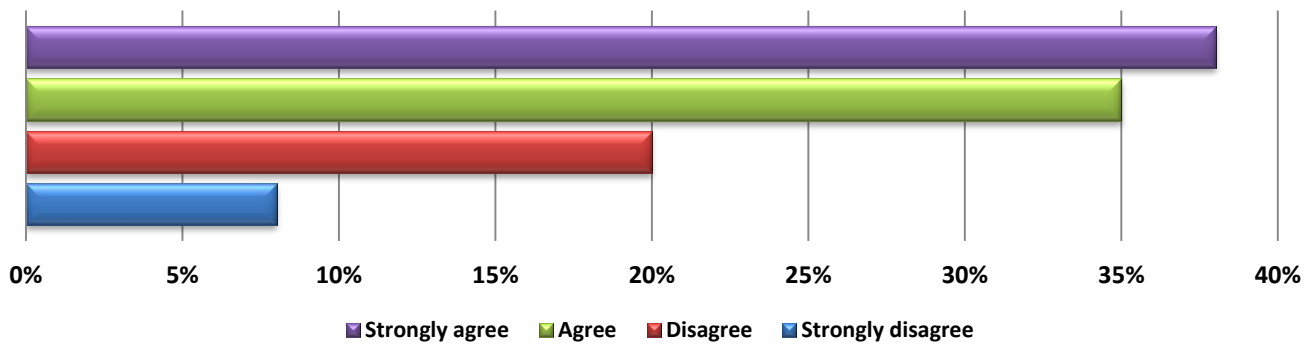
**The quality of programming meets my families expectations**



**Educators keep me informed of my child(ren)'s daily activities**



**Educators encourage my family to have input into my child(ren)'s programming activities**



# Conclusion

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The results are primarily positive and that 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.

The results also indicated some areas that warrant further consideration:

- Scheduling;
- Communication;
- Capacity Building/Training.

Discussions have already begun at the management level on how we can improve in the above. As a result, we are:

- starting to implement scheduling changes;
- improving our communications with families;
- becoming more intentional with our capacity building/training.

We thank our parent/guardians for their participation in this 2017 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

