



2019

Parent/Caregiver Feedback Survey

Family Resource Programs

Executive Summary

Introduction

This report contains the results of Our Children, Our Future/Nos enfants, notre avenir (OCOF/Nena)'s 2019 Parent/Caregiver Feedback Survey.

Survey Methodology

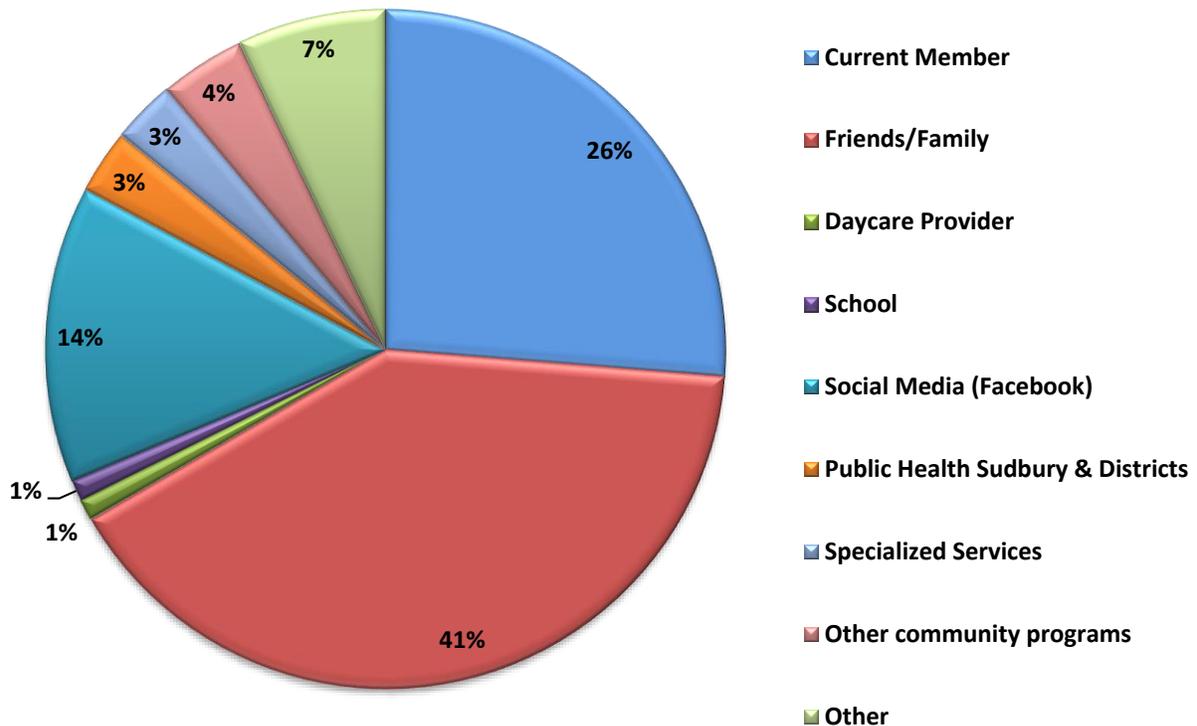
A total of 72 surveys were completed as compared to 82 in 2018.

Survey Purpose

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

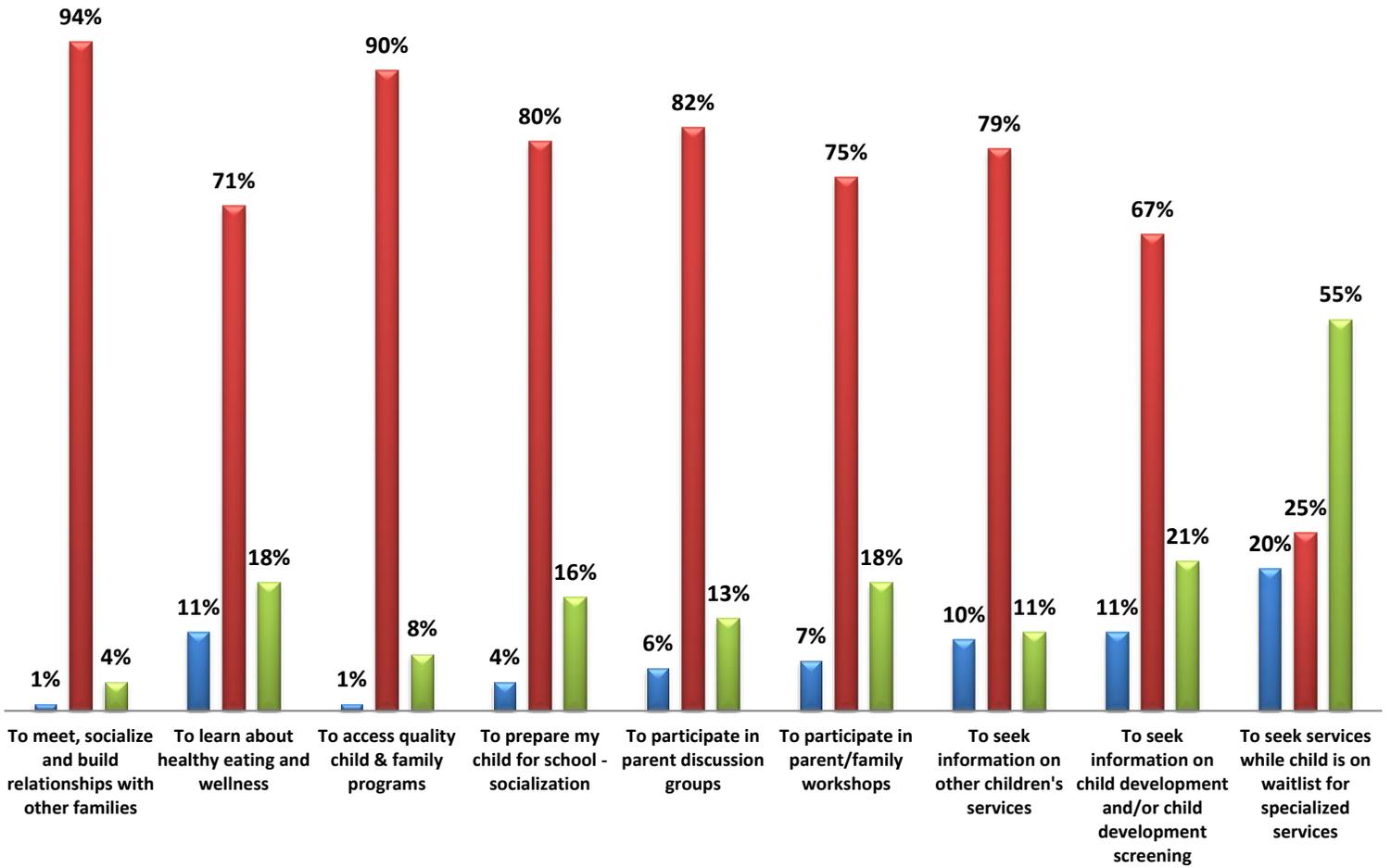
Survey Results

How did you hear about OCOF?

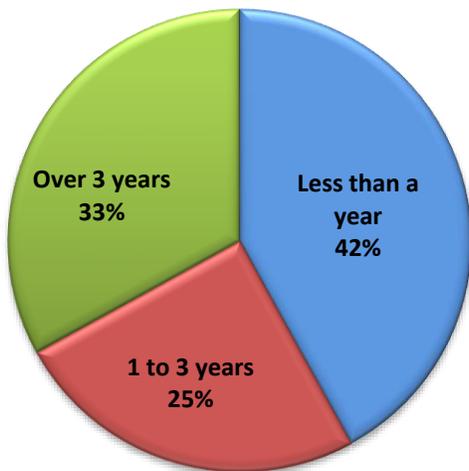


Why does your family visit our centre?

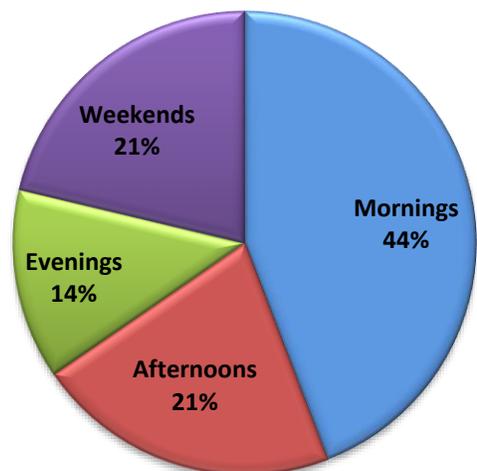
■ Disagree ■ Agree ■ N/A



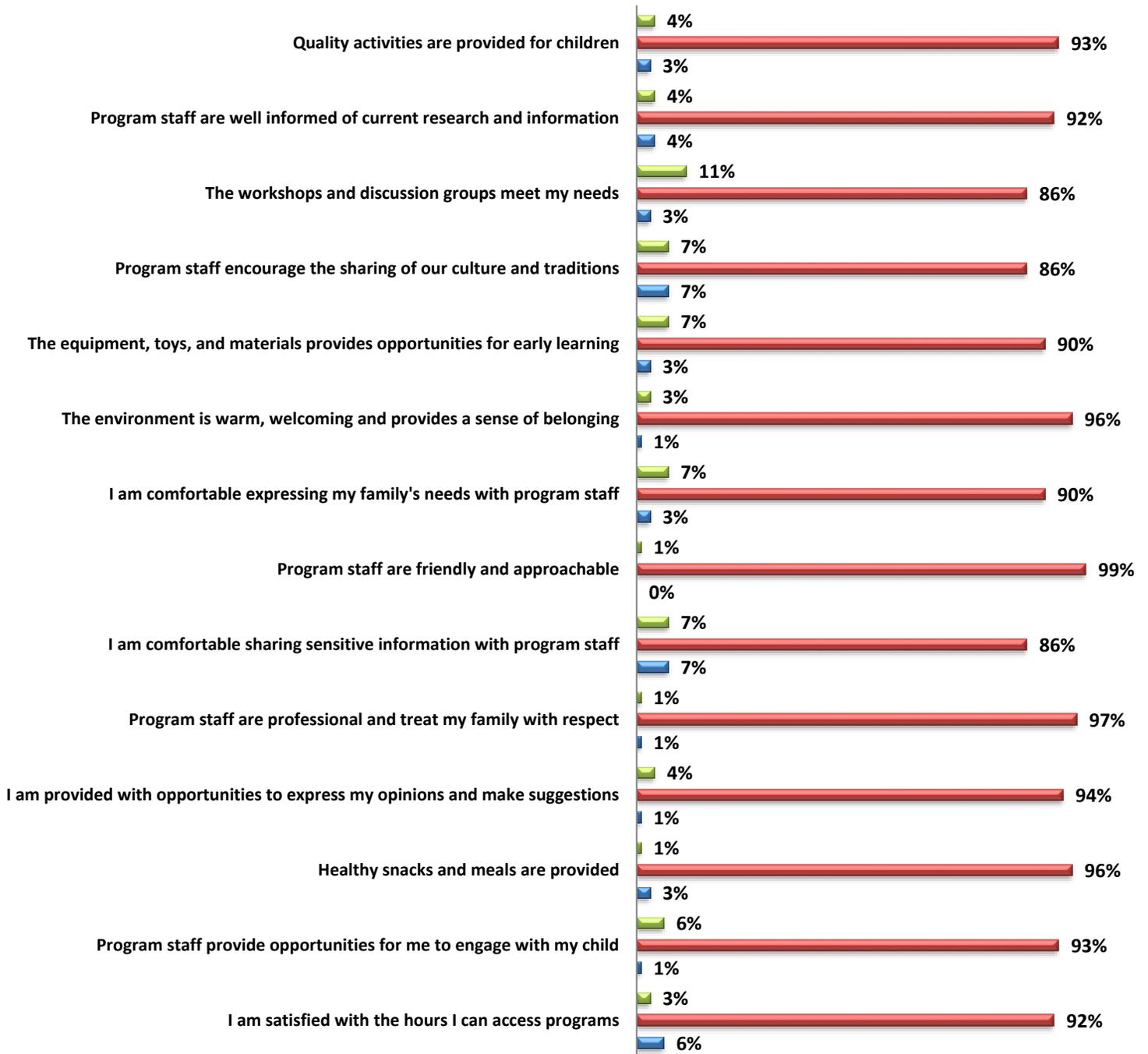
How long have you used our services?



I would prefer programming to be available:

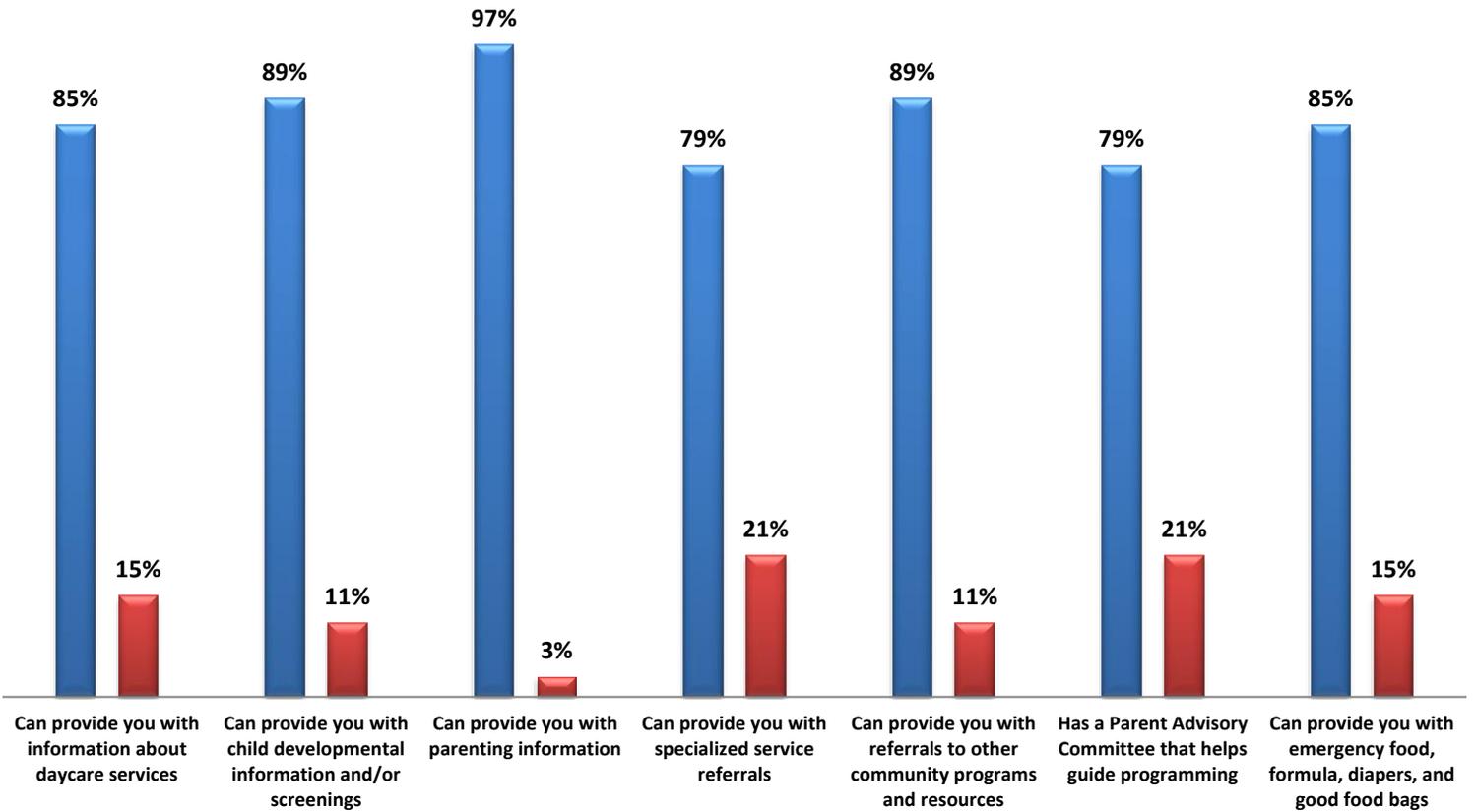


■ N/A
 ■ Agree
 ■ Disagree



Are you aware that your OCOF centre...

■ Yes ■ No



Parent/Caregiver Feedback

Positive aspects of the organization:

"Since being involved with ocof i have found it to be a wondrfull experience for my son i feel welcome included and my son has a who new variety of things to look forward to."

"The organization overall is amazing and the staff are even more amazing. They are knowledgeable on many aspects regarding families issues and services. They are to be commended on their work ethics and services."

"awesome staff!! my kids and I enjoy going to the programs."

"Chantal works every hard each and every week at the Carl Nesbit group and all her programs we have attended. My son loves her groups she runs. She takes interest in every child interests and brings a new plan to bring the child interests to life. I believe that she needs more help at all groups. As these groups have gotten busier, she dose not have the time to be interacting with the families, as she is so good at. She is vary passionate about her job but is becoming lost in the side work that is required."

"Staff is always friendly and engages with the children in a respectful and professional manner while also having fun with them."

"Am simply grateful"

"Everything is good."

"The programs in my rural area have been a lifesaver mentally and emotionally in this first year of parenting. I really value the community feel of the programs, and the people who run there programs have always been incredibly warm and welcoming"

"Every chance I get I recommend OCOF. It is such a great place to go for everything, from parenting tips, discussion groups to play groups. Amazing staff that are almost like family!"

"i have always had great experiences with OCOF in espanola since I was pregnant with my first child in 2013"

"Excellent place for children to learn and grow, and families to bond together and form attachments to others in the community. Would like some old programming back. Collective kitchen and evening playgroups with food."

"Great staff very welcoming"

"Our family has loved OCOF in the valley since 2014. We have made some lifelong friends through playgroups and enjoy attending programs. We love how friendly and welcoming the staff have been. Nat is so friendly and is so kind hearted with my kids. My kids adore her and light up when they see her. Leesa is always welcoming and if I'm ever needing advice or a shoulder to cry on she is always available and understanding. Being part of a native American family, I appreciate and love the native American culture that she brings to programming. Kim has this amazing view on life, and I love hearing her opinion on group discussions. Her love for trying new recipes and lentils are great at collective kitchen. Over the years we have grown to know a few different child caregivers. But one who always stands out is Jen. She is so amazing with kids. She really enjoys her job, and is amazing at it. I hope this information gets shared with these amazing women. They all deserve it!"

"It's been very helpful especially for newcomers like me and kids trying to integrate in the society."

"By doing the Nipissing screening for speech by Kim, my daughter was identified early for speech and once we attended word play she was diagnosed with Apraxia. The screening was an early intervention and I'm very lucky!"

Areas that could be improved:

"More programs should be introduced"

"the room would be more warmer with more colors on the wall, why not some lunar garlands. And a bigger coat hanger."

"Good Food bags are not provided at OCOF South anymore. The only reason I clicked on mornings is because my toddler naps in the afternoon."

"Skills acquisition and workout activities should be introduced for parents at the various centers."

"I would like to see a support group for kids with special needs. Maybe meet once a month for a discussion. Nice to have someone to provide a space where parents can feel comfortable sharing challenges they may be facing with others that are going through the same issues for kids with special needs. Some parents may not feel comfortable bringing their kids with challenges around others that may not understand. Some people may feel isolated since we do not have any services like this in valley east. Please take this into consideration because I know this is something that I would love to see and would be in attendance and would absolutely reach out to others I know that would love to meet others facing the same challenges. Thank you!"

"Play group hours in Espanola are limited to a few mornings, it would be nice to see an afternoon group once per week as well."

Conclusion

The results are positive and parents/caregivers were overall very satisfied with the quality of our programs and services.

Our Management team ensures that the programming and services reflect our Vision, Mission, and Values as well as our Strategic Goals and Program Statement.

Comments also confirmed that our staff are dedicated and caring and provide support and valuable resources to the families that they work with. 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/Caregivers provided their feedback on what they like best at OCOF/Nena and areas they would like to see improved. The following are questions for reflection, review, and consideration:

- How are our programs meeting the need of our communities?
- What is the best way to support our parents with special needs children?

We thank our parents/caregivers for their participation in this 2019 survey.



Susan Nicholson
Executive Director

OUR VISION

Children and families are the heart of our future

OUR MISSION

Engaging children and families in fostering a healthy future for our communities

OUR VALUES

Development, Inclusiveness, Collaboration, Excellence