



2019

Parent/Guardian Feedback Survey

Daycares

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 2019 Parent/Guardian Feedback Survey.

Survey Methodology

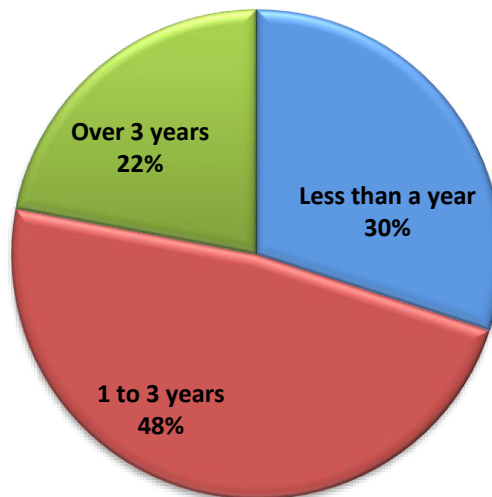
A total number of 86 surveys were completed as compared to 85 in 2018.

Survey Purpose

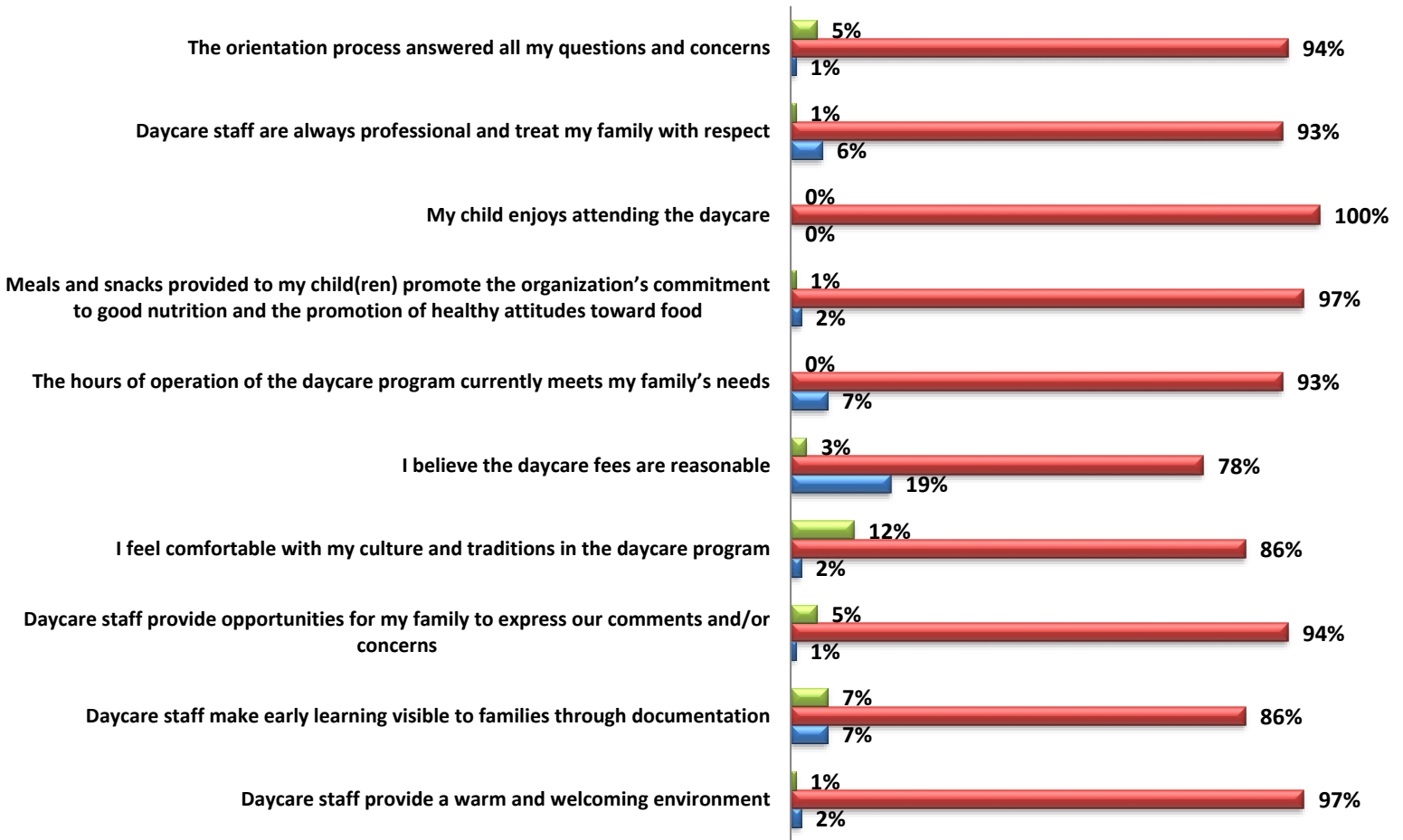
The purpose of the satisfaction survey was to measure the extent that our services meet the needs of our families. We wanted to know what we do well and what areas require our attention.

Survey Results

How long have you used our services?

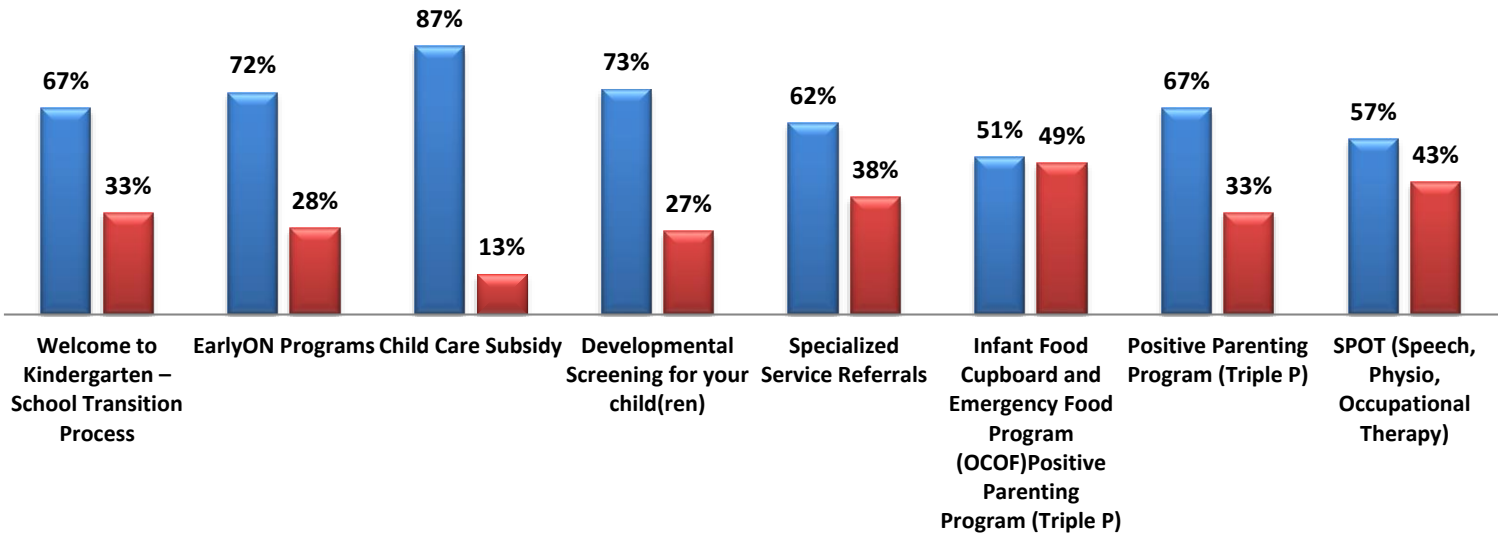


■ N/A ■ Agree ■ Disagree



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

■ Yes ■ No



Parent/Guardian Feedback

Positive aspects of the organization:

"I absolutely love the team of educators at CR Judd our children our future! They are absolutely amazing at what they do!"

"Angela Legault is at least the fourth supervisor at this daycare that we have met with during the duration of our utilization of this daycare facility. She is fantastic at her job and has been, by far, the best one. She goes the extra mile. If we ever had a concern, it was dealt with objectively. The parascolaire room has been great and has kept my children engaged. Sylvie organizes games and activities that appeal to all of the ages in her care. She is a wonderful educator. When my 11 year old asks if he can stay longer, that's impressive. There have been other educators that were standouts as well. Kayla, Sophie and Monique among others, were all great as well. OCOF at St. Dominique has been the best choice we ever could have made for our children. We feel that daycare educators deserve more pay for what they do."

"I have children at sacred heart and st joseph I hope st joseph becomes more like sacred heart. The staff are amazing although I have had some issues with the manager. I do not always agree with the infection control policies at the daycares."

"Excellent staff, my kids feel at home an comfortable at Sacred Heart daycare."

"My only request is to take a pic at the chefs recipe book in hopes that my son will want to eat as well for me as he does for you lol!!"

"I think they are doing a fantastic job. The staff is outstanding."

"I love the daycare and how much they have taught my 15 month old already in the few months he has attended! Excellent staff :)"

"The infant staff are absolutely amazing. They go beyond to make our child's learning experience enjoyable while also making it feel like a comfortable place to play, eat and sleep. I always tell people how amazing my sons daycare is!"

"I love how hard some educators are working at building relationships with the children and the parents/caregivers. My child loves going to daycare and loves her educators. It makes it easier for me as a parent!"

"I am pleased that it is a structured learning environment. The staff has established a positive, nurturing establishment for my child. My child is happy and enjoys going to daycare."

"We have seen our daughter blossom at daycare. The staff is competent, caring, and dedicated."

"The Sacred Heart Day Care is a loving and supportive environment and we feel very safe and confident in the choice we made to send our son there. What makes this location so wonderful is the staff. The staff at this location are phenomenal. Always so welcoming and caring. They are always incredibly supportive to our family. Our son really struggles with being dropped off each morning as he is dealing with separation anxiety which usually results with him being in tears. The staff (most mornings it's Dana and Sara) are always there to welcome Wesley with a warm hello and big hugs. Despite the fact that our 2 year old son is a solid 40 pounds and becoming quite tall, the girls always pick him up and give him some extra love and attention to help get his day back on track. We can't express the gratitude that we have toward these staff members and how much we appreciate their patience and support each morning. Our son really needs that extra bit of love and affection each morning to reassure him that he is safe and that the staff their can meet his needs just like his Mom and Dad do."

"always smiling, always friendly, always informative if something happens to our daughter. They truly love our daughter and when she needs cuddling or comfort they always provide it. they are our extended family."

"I really enjoy the HiMama app and the summary of daily activities that is provided. The communication between Educators and parents is good. I love the summer program and calendar of scheduled activities."

"We have both our boys at the Scared Heart location and we absolutely love all the staff. Velma, Patty, Susan, Justin, Dana, Gabriel, Liisa, Sara, Rebecca, Kara, Krista, Ashley, Amanda, Breana, Marian, Stephanie and Christine (I may have missed some but not because they aren't amazing) regularly go above and beyond to treat my children like family. We honestly can't say enough wonderful things about this facility and the staff. They were able to quickly take our 5 month old when our family was struck with a medical emergency and have helped our older son through his speech impediment and biting issues. Both our children are happy and thriving partly because of the care they receive on a daily basis."

"Absolutely love all of the educators taking care of my two boys! They are amazing and what they do! They also always provide me with all the information I want or need at all time! I am extremely satisfied"

"Most of the staff provide feed back to me regarding my child's time there, which is very beneficial as he has communication issues. Overall the staff a very curtious, & my children enjoy there time there. They have extended hours which works very well for my schedule. Saturday's would be the only thing needed as in our area I have found a lot of difficulties finding care."

"I have had the ability to watch my son learn and grow from your himama emails. I am immensely appreciative for all the feedback that you provide especially the pictures . My son's level of maturity is astounding since he has began attending daycare with your staff . The staff is nothing short of fantastic ; they are always so welcoming and inviting and you can't help but leave with a smile on your face knowing that your child is in great hands. They tend to take a personal interest in every child's development unlike some of the daycares we were subject to as children . I look forward to getting to pick up my son at your establishment!"

"Brittany and Cole are my sons educators. I cannot express enough how much I appreciate everything they do. They are like family to us."

"I love being able to communicate with the staff on different things involving my children. Such as them following along with the steps that we take, pacifier only at nap time , when we took away his bottle , when we started potty training. I love that the staff keeps an eye on things and notices changes in his behaviour as well. Let's me know they truly do pay attention, last week I was told that he seems to be more attached and upset at drop off time. I let them know as well with changes such as teething or if he had a bad night , that way they'll know he'll have a cranky day and they can work with him. You guys have amazing staff and it's nice not worrying"

"Wonderful staff, my sons second family ☺ Thank you to everyone."

Areas that could be improved:

"I would like to hear the staff speak more french with the kids and amongst themselves as it is a french daycare."

"Pricing of daycare is crazy for a single mom who uses subsidy and getting bills from both the daycare AND subsidy is very confusing. Not only is it confusing but it is also annoying to have to pay two seperate bills. Otherwise Keep up the amazing work OCOF."

"I have 1 child in the pre-school (prescolaire) program and 1 child in the toddler (bambin) program. Every single time I've dropped them off at daycare (between 7:00AM - 8:00AM) and almost every time I've picked them up (between 4:00PM - 5:00PM) the children from both programs were mixed together in the same class. In addition, I've noticed that numerous times per day the children are asked to change groups/classrooms. I've seen on a few occasions that some children were even asked to change classrooms in the middle of their breakfast, in which case they had to bring their unfinished plates in the next room. This process of constantly changing the children from one group to the next just because the worker has too many children has to stop, especially at the beginning of the day. Upon arrival the children should be greeted by the worker that will spend most of the day with them in their own classrooms where they feel most comfortable. Workers should be coming in earlier. It's frustrating for the parents and the children."

"It seems as though there is quite a transient workforce and people move in and move on quickly which makes it difficult to create consistency with routines, and a comfortable atmosphere for our child. I do understand that people move on due to other opportunities, however it just makes it difficult when you finally get your child to be comfortable with a staff member then they leave."

"Speak French at all times"

"Sometimes some of the younger staff struggles to speak french and will converse in english. Overall great staff and very organized. Would recommend this daycare!"

"They struggle to complete the daily report on Hi Mama."

"There was only 1 incident that was of concern ... when a new guardian showed up to the daycare to pick up a child no one questioned who they were or asked for ID. I understand that the majority of the times parents are well known, but when a new guardian arrives they should be questioned."

"Staff should speak FRENCH AT ALL TIMESto both children and parents but especially to children. This is why we send our children to French Daycare . The Sandwich method of repeating in English and French does not work. Expose them to French only."

"Excellente garderie. J'aimerais que les éducatrices parle seulement le français avec mon enfant par contre. J'ai choisis que mon enfant fréquente une garderie FRANCOPHONE pour la raison que à la maison c'est la majorité anglais.... j'apprécie pas qu'on address à mon enfant en anglais, pour aucune raison..."

"I feel I shouldn't have to pay for the PA days when my children do not need to attend. This should not be mandatory. It is just under 100.00 for my 2 kids. For March Break -- \$500.00. This is 1/2 of my paycheck. How am I supposed to afford anything? Unfortunately they are unable to attend during summer break as ALL of my paycheck will go towards daycare costs. My children and I LOVE this daycare. The staff there are amazing and I would love to support them and it would be much easier and less stressful during the summer break if my boys could attend. I simply cannot afford the cost and have to look elsewhere -- which is becoming more and more difficult each summer."

"As a parent, I need to know who I am leaving my child with (I'd appreciate if all new staff introduced themselves especially if they are the only ones in the room at the moment) I also like to be approached professionally with empathy and care rather than feeling challenged when asked about my parenting (For example why am i putting pullups on during potty training rather than underwear). Please please please invest in training your staff for dealing with parents."

Conclusion

The results are positive and parents/guardians were overall very satisfied with the high quality early learning and child care programs at all ten (10) 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, Mission, 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 questions for reflection, review, and consideration:

- Evolving through social interactions, the French language needs to be spoken at home and in the early childhood education and care setting. In this respect, how can all families whether Francophone, Anglophone, a mixture of both or neither travel alongside educators in the usage of the French language at home and outside of the home?
- When we mix groups at the beginning of the day and at the day's end, who is this advantaging and who is this disadvantaging? How are we all complicit in the decision to apply the reduced ratio and bump children? Which values does bumping align with in our Program Statement? In HDLH? and in the Code of Ethics which are documents which all speak to responsiveness to children?
- The Code of Ethics underscores responsiveness in all aspects of an educator's profession. What does it mean, what does it look like and feel like to be responsive? How is responsiveness connected to professionalism, empathy and care as it relates to co-workers, children, and parents/guardians?

We thank our parent/guardians 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