

PARENT SATISFACTION SURVEY

To help us provide child care that meets your needs, please complete this survey and return it to the box at reception by **May 23, 2018.**

22 families returned survey.

Area of Service	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Organization & Administration					
Parents receive information they need about programs/policies at the site orientation tour.	12	8	1	1	
A detailed Parent Handbook, which outlines the Organizations' policies, is provided upon enrollment.	9	12	1		
Sufficient information is shared through newsletters, written notice, posted notices and email.	6	15	1		
The administration is responsive to parent/guardian communication in a timely manner.	12	12			
HOW CAN WE IMPROVE?					
<ul style="list-style-type: none"> would like to receive monthly newsletter (monthly newsletter will be sent to parents beginning of the month and have a hard copy posted at the entrance) more notice and communication when child age up (Parents will be inform at least 2 weeks in advance through email and child will get a certification of graduation of the current classroom) no sleep, more play (Room 6 is the awake classroom for those who wakes up early from nap or children choose not to have a nap, according to licensing regulation, children ask to go down for a sleep, educators cannot say NO to the children) 					
EARLY LEARNING AND CARE PROGRAM					
My child enjoys coming to the Centre.	16	6			
Program plans are available for viewing.	6	12	3	1	
Opportunities for children's choice are provided.	6	16			
Program has a good balance of structured/unstructured activities throughout the day.	6	16			
Programming is developmentally appropriate.	11	10	1		
My child is being well prepared to continue his/her social development.	10	12			
My child is being well prepared to continue with his/her education.	12	9	1		
The Centre demonstrates high quality care.	13	8	1		
The Centre promotes high quality early learning.	12	8	2		

SUGGESTIONS FOR IMPROVEMENT:

- would like to have a “to bring list” prior to the first day (created a to bring list in the enrollment package)
- Indoor play (we could look into it after deciding where to go or if we stay here)
- Save some breakfast after 9:30am (It is AM snack not breakfast, parents are responsible to provide breakfast at home, they shall never come with empty tummy)

Area of Service	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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CENTRE STAFF

Support is given to children and families during morning drop-off (made to feel welcome, help with separation.)	8	14			
Support is given to children and families during evening pick-up	10	12			
Quality interactions between adults and children are observed.	8	13	1		
Quality communications between adults and children are observed.	7	14	1		
Quality interactions and communication between Centre staff and parents/guardians are experienced.	7	15			
Appropriate behavior management techniques of staff are observed.	9	12	1		
Supportive behavior management techniques of staff are observed.	9	13			
Staff demonstrates genuine concern for the well-being of the children.	12	10			

SUGGESTIONS FOR IMPROVEMENT:

Shoes policy is too much- Winter is fine but not the summer (we could provide disposal bottles for parents if they don't want to take shoes off \$44.10-150 pairs)

NUTRITION:

The menu offers a good selection from all the food groups.	14	8			
The food offered is nutritious and interesting.	14	7	1		
You are satisfied with the meals provided.	14	7	1		

SUGGESTIONS FOR IMPROVEMENT:

- No canned fruit (we fruit fresh fruit daily in the day program and once a week canned fruit in the evening)
- Serve meat in evening (we don't cook in the evening, but we serve protein snacks such as cheese and cream cheese)

Area of Service	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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Overall

I am satisfied with the current services offered at the Centre.	13	9			
I know where to get my questions answered.	12	9	1		

WHAT DO YOU LIKE ABOUT THE CENTRE ?

- Amazing quality care, kind staff and lots of activities
- Educational curriculum daily
- Good job- good experiences working with kids.
- Love the staff, safe and HiMama
- Supportive
- Male staff
- Everything is good
- Good services
- My child is happy to come daycare

We appreciate your valuable feedback.

We reserve the right to use your comments for marketing purposes. If you do not want your comments shared, please mark your survey with the word "private." Thank you.