

## 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 **June 14, 2019.**

**20 out of 60 families returned**

Area of Service	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<b>Organization &amp; Administration</b>					
Parents receive information they need about programs/policies at the site orientation tour.	11	9			
A detailed Parent Handbook, which outlines the Organizations' policies, is provided upon enrollment.	14	6			
Sufficient information is shared through newsletters, written notice, posted notices and email.	11	9			
The administration is responsive to parent/guardian communication in a timely manner.	11	9			
<b>SUGGESTIONS FOR IMPROVEMENT:</b>					
Send web page for resources					
<b>EARLY LEARNING AND CARE PROGRAM</b>					
My child enjoys coming to the Centre.	13	6	1		
Program planning are available for viewing in each classroom.	9	9	2		
Opportunities for children's choice are provided.	8	10	2		
Program has a good balance of structured/unstructured activities throughout the day.	10	10			
Programming is developmentally appropriate.	9	10	1		
My child is being well prepared to continue his/her social development.	13	7			
My child is being well prepared to continue with his/her education.	12	8			
The Centre demonstrates high quality care.	12	8			
The Centre promotes high quality early learning.	10	10			
<b>SUGGESTIONS FOR IMPROVEMENT:</b>					
More pictures and detail on daily report My child enjoys daycare					

Area of Service	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<b>CENTRE STAFF</b>					
Support is given to children and families during morning drop-off (made to feel welcome, help with separation.)	13	7			
Support is given to children and families during evening pick-up	14	6			
Quality interactions between adults and children are observed.	12	8			
Quality communications between adults and children are observed.	14	6			
Quality interactions and communication between Centre staff and parents/guardians are experienced.	13	7			
Appropriate behavior management techniques of staff are observed.	13	7			
Supportive behavior management techniques of staff are observed.	13	7			
Staff demonstrates genuine concern for the well-being of the children.	14	5	1		
<b>SUGGESTIONS FOR IMPROVEMENT:</b>					
Staff support children and good service					
<b>NUTRITION:</b>					
The menu offers a good selection from all the food groups.	8	10	2		
The food offered is nutritious and interesting.	9	9	2		
You are satisfied with the meals provided.	8	10	2		
<b>SUGGESTIONS FOR IMPROVEMENT:</b>					
Please don't serve canned food Omit process food (goldfish, canned food)					

Area of Service	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<b>Overall</b>					
I am satisfied with the current services offered at the Centre.	11	9			
I know where to get my questions answered.	11	9			
<b>WHAT DO YOU LIKE ABOUT THE CENTRE ?</b>					
<ul style="list-style-type: none"> <li>• Staff</li> <li>• Organization of room</li> <li>• My child is happy</li> <li>• Outdoor time</li> <li>• Program</li> <li>• Clean</li> <li>• Welcoming</li> <li>• Helpful</li> <li>• Quite</li> <li>• Candy's responsive</li> <li>• Quality staff</li> <li>• Friendly</li> <li>• Nice</li> <li>• Good nap time and good lunch</li> </ul>					
<p>Recommendation:</p> <p>Have vegetarian menu, take away canned fruit and gold fish from menu.</p> <p>Detailed daily report of the child</p> <p>Send e- copy for parents to review resources.</p>					

*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.*