

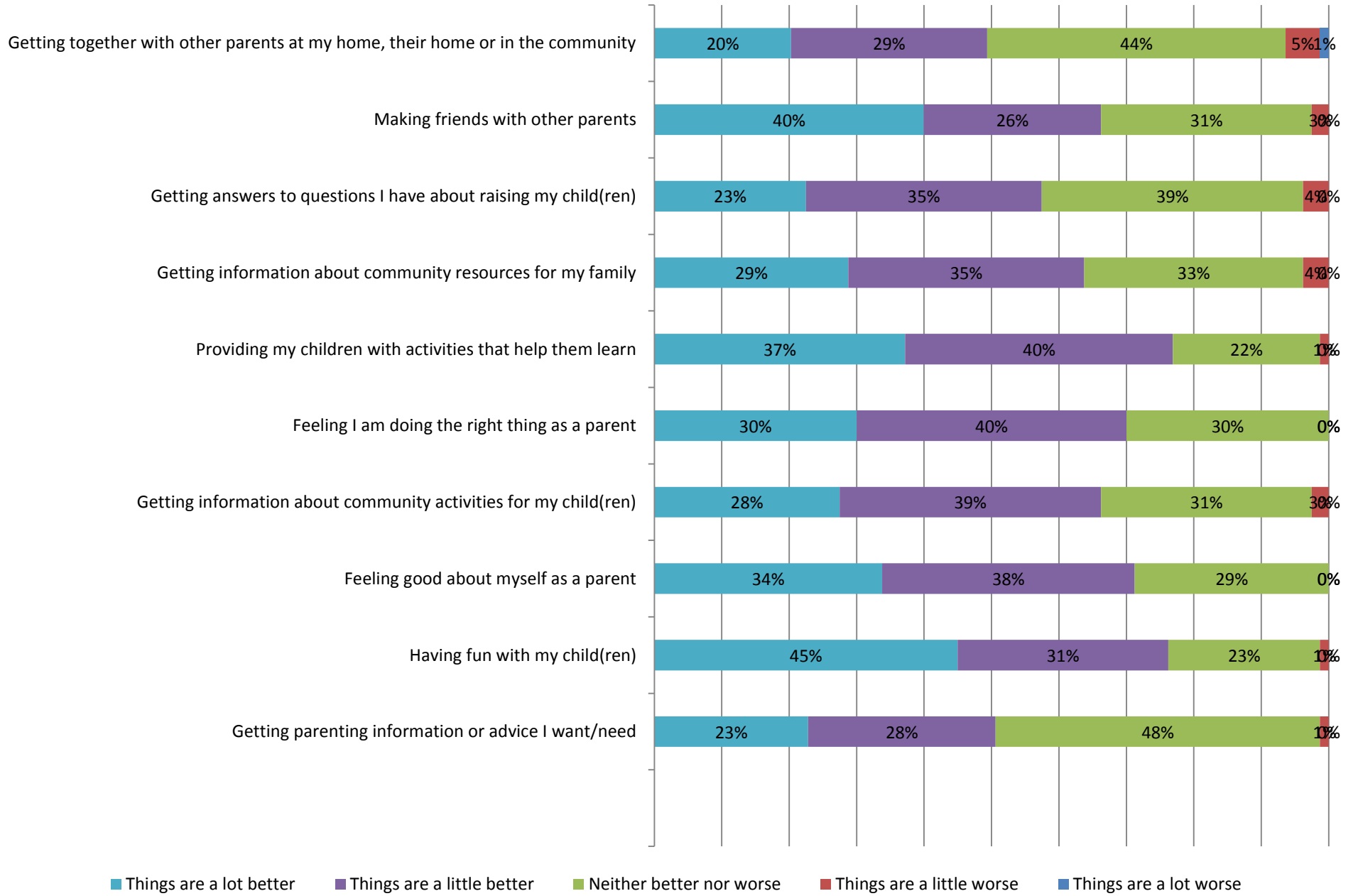
Parent Survey 2011 Results

Surveys were implemented for month the month of July at 8 sites: Main Site (Ash Street) 49% of respondents, Anderson 5%, Cambie 10%, Grauer 8%, Hamilton 1%, Ironwood 18%, King George Park 1% and Steveston 8%. 81 out of 400 members completed the survey, providing a 20% sample size. Only 2 sites participated in the 2010 survey: Main Site and Grauer, resulting in 39 people completing the survey for a sample size of 13%.

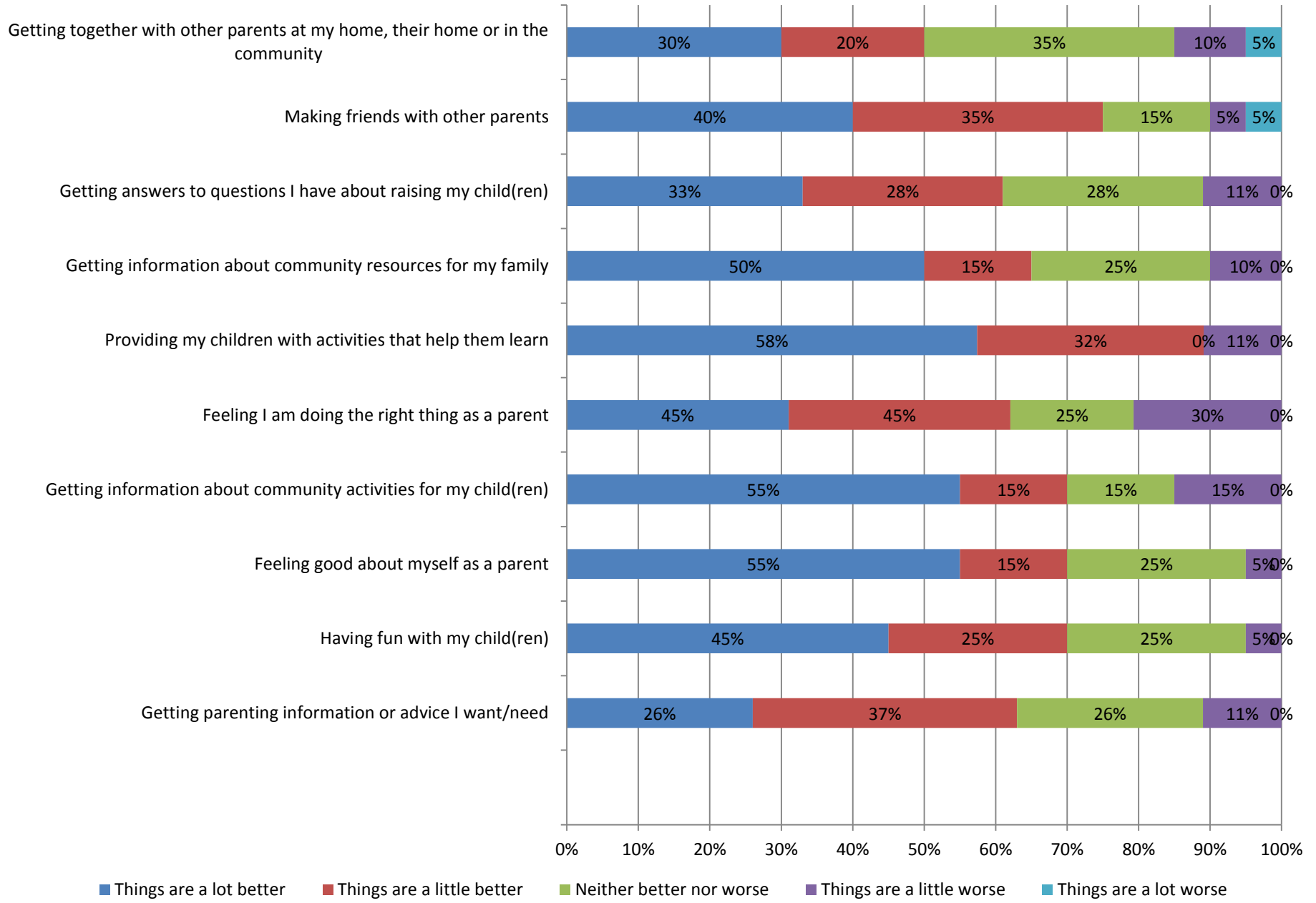
1. How would you rate any changes you have experienced in the following areas in the last 3-4 months:

- 77% of respondents felt that providing their children with activities that help them learn was better (either a little or a lot) in the past 3-4 months compared to 90% in 2010.
- 76% felt that they were having fun with their child(ren) compared to 70% in 2010. 71% reported that they felt better about themselves as a parent in the past 3-4 months compared to 70% in 2010.
- In 2011, 77% of respondents said that providing their children with activities that helped them learn was better (either a little or a lot), compared to 90% in 2010. 1% felt that it got worse (either a little or lot) in 2011 compared to 11% in 2010.
- 70% of respondents feel they are doing the right thing as a parent was better compared to 90% in 2010. No respondents felt that it was worse in 2011, with 30% feeling it was worse in 2010.
- 66% of respondents reported that making friends with other parents had got better either a little or a lot in 2011 compared to 75% in 2010. Only 3% reported that things had got worse (either a little or a lot) compared to 10% in 2010.
- 64% of respondents felt that both getting information about community resources for my family was better (either a little or a lot) over the past 3-4 months in 2011, compared to 74% in 2010. 3% felt that getting information about community activities for their child(ren) had got a little worse in 2011, whereas no respondents in 2010 felt it had got worse.
- 51% of respondents felt that getting parenting information or advice that they want or need was better (either a little or a lot) in the past 3-4 months compared to 63% in 2010.
- 49% of respondents felt that getting together with other parents at their home, or in the community was better (either a little or a lot) compared to 50% in 2010. 6% reported it had got worse (either by a little or a lot) in 2011 and 15% said it had got worse (either by a little or a lot) in 2010.

2011



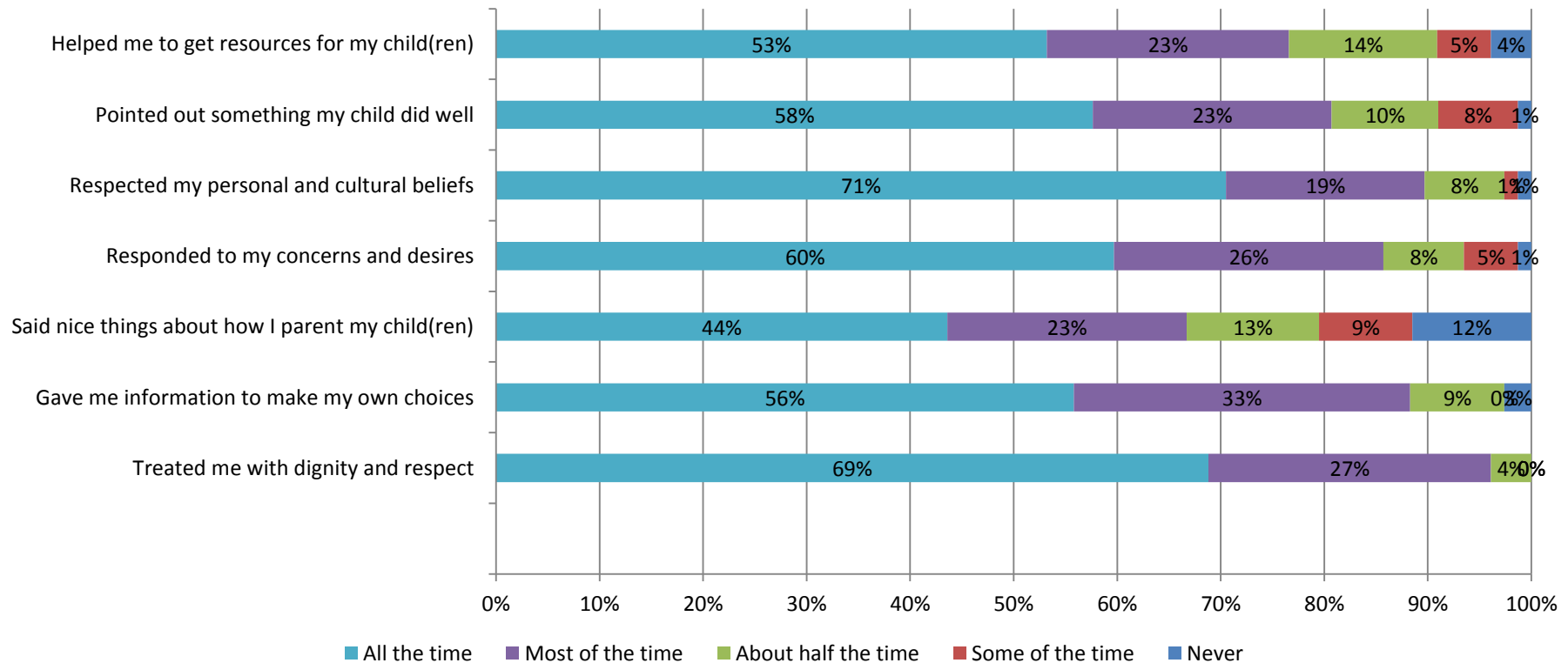
2010



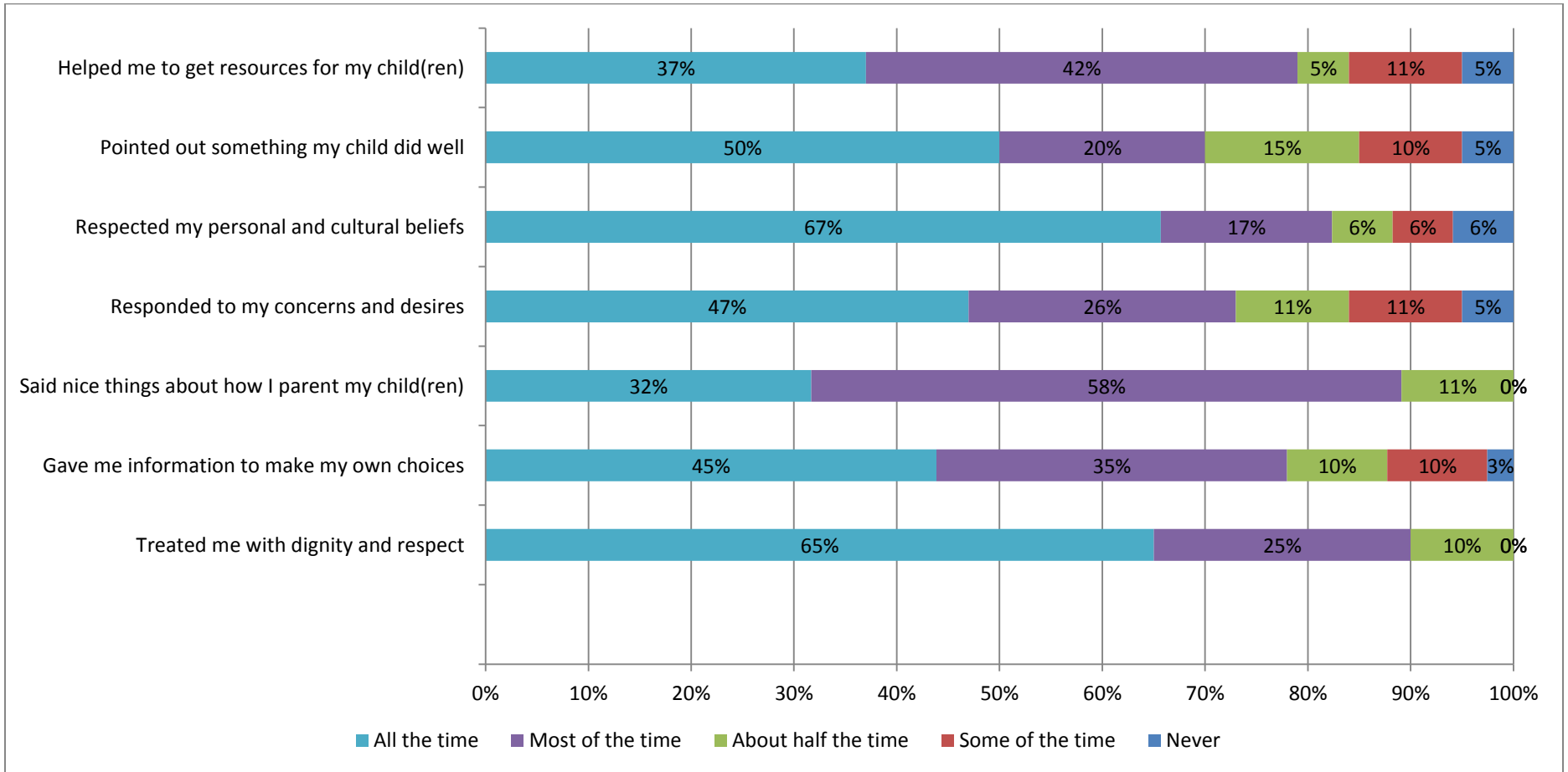
2. Thinking about all your contact with the program, how often have the staff acted towards you in the following ways:

- 96% of respondents said that staff treated them with dignity and respect either most of the time or all of the time in 2011 compared to 90% in 2010.
- 86% of respondents felt that staff responded to their concerns and desires most or all of the time compared to 73% in 2010. 1% of respondents felt staff never responded to their concerns and desires in 2011, compared to 5% in 2010.
- 81% of respondents reported that staff pointed out something that their child did something well either most or all of the time, compared to 70% in 2010. 1% said that staff never pointed out something their child did well in 2011, compared to 5% in 2010.
- 67% of respondents felt that staff said nice things about how they parent their children most or all of the time in 2011, compared to 90% in 2010. 12% said that staff never said nice things about how they parent their children, compared to no respondents in 2010.

2011

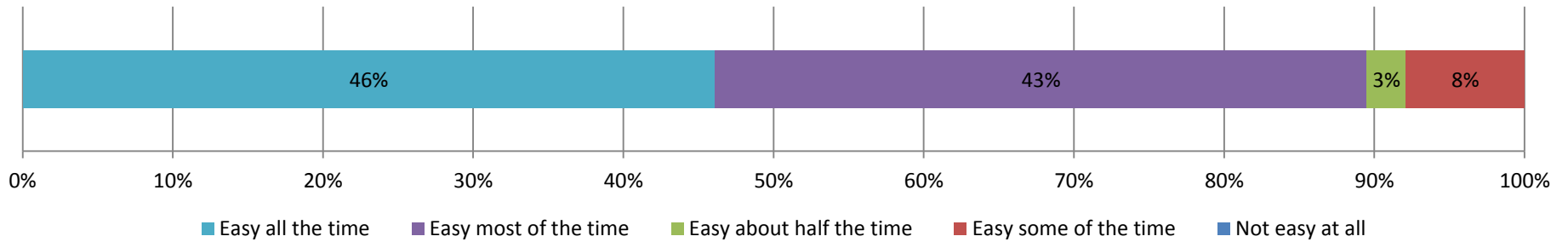


2010

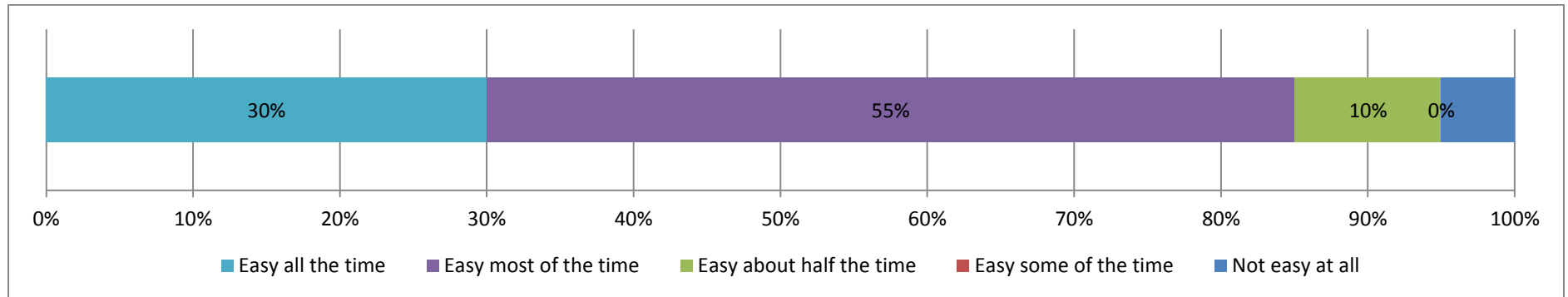


3. Thinking about your involvement with this program, how easy or difficult is it to get information you want from the program staff?

2011



2010



90% of participants found it easy to get information from program staff easy either most of the time or all of the time. This was an improvement over 2010 where 85% of participants found it easy to get information from program staff easy either most of the time or all of the time. Although 8% of participants found information easy to get only some of the time, 5% of participants in 2010 felt they could never get the information they wanted.

4. During the past three months about how many times have staff from this program worked with you to help you with parents/worked directly with your child(ren)?

- 20% of respondents reported that staff did not work with them at all to help them with their parenting in 2011, compared to 17% in 2010. 16% of respondents reported that staff did not work directly with their children at all in 2011, compared to 11% in 2010.
- 30% of respondents, the largest portion of respondents in this survey, reported that staff worked with them to help with parenting 1-2 times in the past 3 months, whereas in 2010, the majority of respondents, 28%, reported that staff worked with them 3-4 times.
- 23% of respondents, the largest portion of respondents in this survey, reported that staff worked directly with their children 1-2 times in the past 3 months, whereas in 2010, the majority of respondents, 21%, reported that staff worked with them 5-6 times.

2011

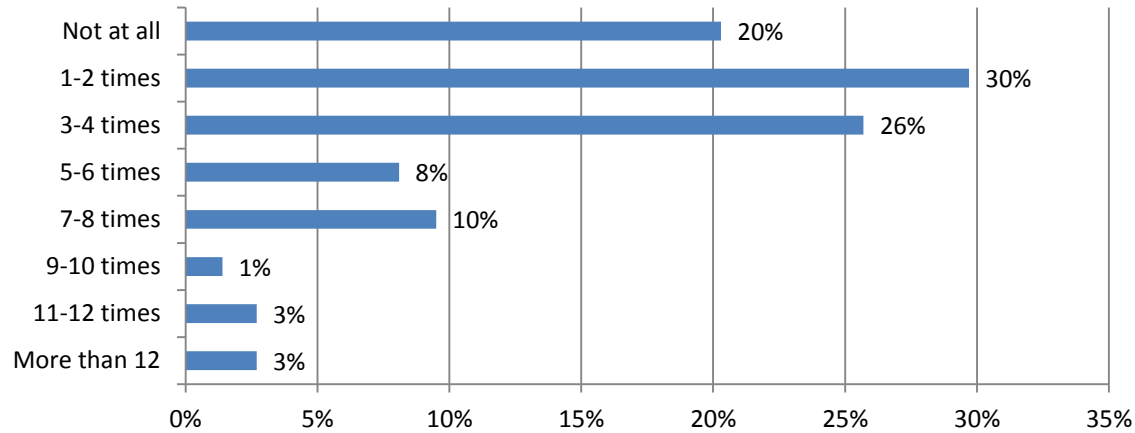
	More than 12	11-12 times	9-10 times	7-8 times	5-6 times	3-4 times	1-2 times	Not at all
Worked with you to help you with parenting?	3%	3%	1%	10%	8%	26%	30%	20%
Worked directly with your child(ren)?	11%	1%	5%	8%	17%	19%	23%	16%

2010

	More than 12	11-12 times	9-10 times	7-8 times	5-6 times	3-4 times	1-2 times	Not at all
Worked with you to help you with parenting?	6%	6%	0%	6%	22%	28%	17%	17%
Worked directly with your child(ren)?	11%	5%	5%	16%	21%	16%	16%	11%

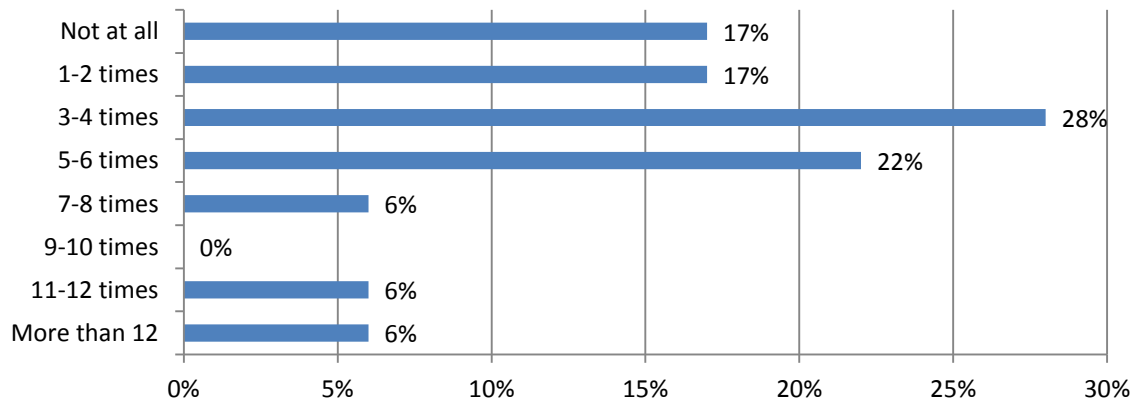
2011

Worked with you to help you with parenting?

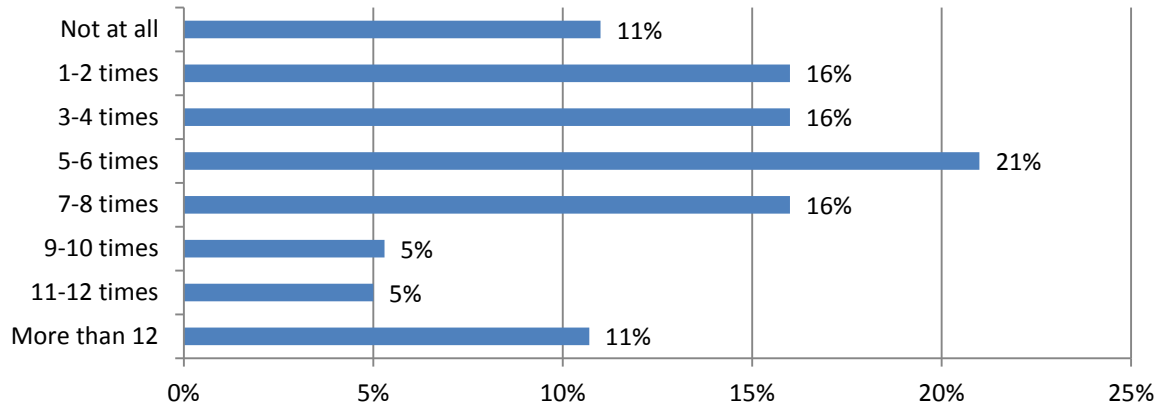


2010

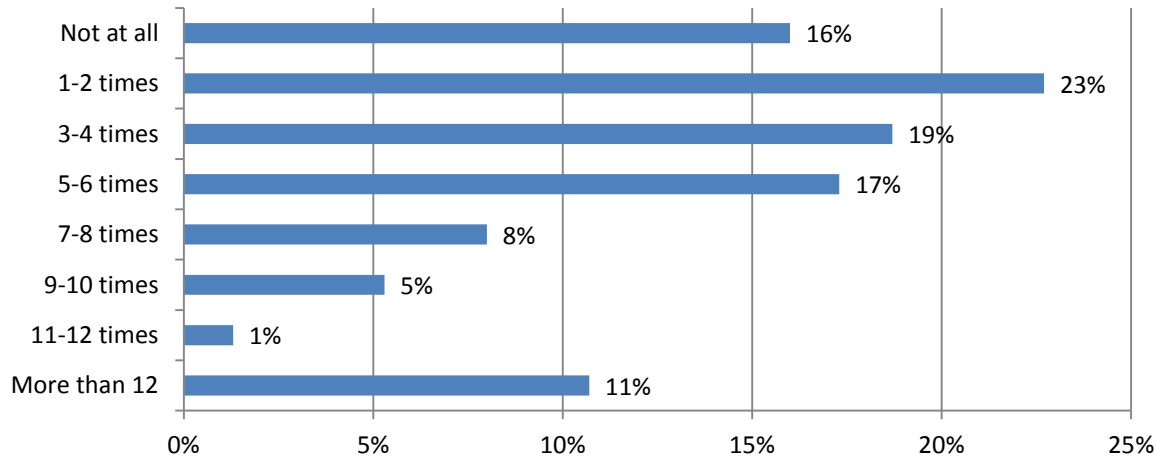
Worked with you to help you with parenting?



2011 Worked directly with your child(ren)?



2010 Worked directly with your child(ren)?



Number of times staff has helped respondents with parenting in a 3-month period:

Question	Mean Score 2010	Mean Score 2011	Difference
Parenting Ability			
Providing my children with activities that help them learn	4.4	4.1	-0.3
Feeling good about myself as a parent	4.2	4.0	-0.2
Feeling I am doing the right thing as a parent	4.2	4.0	-0.2
Having fun with my children	4.1	4.2	+0.1
Getting information about community activities for my child(ren)	4.1	3.9	-0.2
Getting information about community resources for my family	4.1	3.9	-0.2
Getting answers to questions I have about raising my child(ren)	3.8	3.8	0
Getting parenting information or advice I want/need	3.8	3.7	-0.1
Parenting Ability Overall	4.1	4.0	-0.1
Social Support			
Making friends with other parents	4.0	4.0	0
Getting together with other parents at my home, their home or in the community	3.6	3.6	0
Social Support Overall	3.8	3.8	0
Family Centred Practices			
Relational Practices			
Treated me with dignity and respect	4.6	4.6	0
Respected my personal and cultural beliefs	4.3	4.6	+0.3
Said nice things about how I parent my child(ren)	4.1	3.8	-0.3
Pointed out something my child did well	4.0	4.3	+0.3
Relational Practices Overall	4.2	4.3	+0.1
Participatory Practices			
Gave me information to make my own choices	4.2	4.4	+0.2
Responded to my concerns and desires	4.0	4.4	+0.4
Helped me to get resources for my child(ren)	3.9	4.2	+0.3
Participatory Practices Overall	4.0	4.3	+0.3
Family Centered Practices Overall	4.0	4.1	+0.1
Parenting Self-Efficacy			
How easy or difficult is it to get information you want from the program staff?	4.1	4.3	+0.2

5. Are there any barriers to you attending Richmond Family Place programs? (eg. time, location etc.)

Overwhelmingly, respondents requested more afternoon programs.

Scheduling

- *Times*
- *More afternoon/evening program would be nice. Hard for us to make AM programs.*
- *Is there any other afternoon session in the main site*
- *Naptimes sometimes coincides with program times*
- *Time*
- *we go to family place programs in grayer every week because location is easy for us*
- *Some of the drop in play are too early for my 5 month old Afternoon programs are better. Takes too long in the morning to feed, change and nap to get out of the house on time.*
- *Closed Sunday and Monday, but that's perfectly acceptable.*
- *Would go the main site play/learn if it was in the afternoon*
- *Time*
- *Yes, my negative answers are only because during the summer the program time and location changed which is very inconvenient for me ...*
- *hours of operation, We are full time working parents*
- *time :in the library , 1:00pm--2:30pm is not good. it is better in the morning:10:30--12;00*
- *Friday, Sing and Play at Steveston at 1pm*
- *Time is big challenge sometimes.*
- *time -- wish we're allowed to have lunch there (like south vancouver family place -- they did for certain days)*
- *time*
- *I am not able to attend any program in the morning time since my kid wakes up late every day*
- *There is only one afternoon program at the main site. We like the afternoon programs because my daughter likes to sleep in. By the time we get out and about its usually in the afternoon. We miss the program at the Brighthouse library because we live close there.*

Location

- *Location is a little far since I live in central Richmond*
- *The location is a little further away now*
- *I can't attend the outside programs because of the location is far away from where I live.*
- *Location , as I live in north Vancouver but I don't mind to attend a valuable program like me and my tween one*
- *Location now that Hamilton has been discontinued.*

- *yes,its hard to come by public transit like bus and also the time can be from 1.30 to 4 on monday to friday itwill be easy for me*
- *location is far for me. must take my car as I live in west Richmond*
- *My husband and I share a car so it is sometimes difficult for me to go. I would go more often if I could.*

Age

- *No not at all especially with the dinner program now being 0-12 years. I can now attend with my 10 yr old daughter.*

Time Poverty

- *Time - I work full time*
- *Our busy schedule along with down time when our child has a cold or the flu makes it hard to come out too often, but we love the location and the various programs.*
- *Sometimes our schedules interfere*
- *just work*

Space

- *In some locations, the space allocated for play and learn at the library, is a little small, as it is a very popular program.*

Other

- *Canada day,granville island,blue berry farm*
- *The play room is not as clean as i expected.*

6. Do you have any suggestions for improving Richmond Family Place programming?

Again, respondents suggested afternoon programming, but were also looking for more age-specific programs. They requested more variety in activities eg. art, movement, puppets and musical instruments. Respondents particularly expressed a wish to see longer circle times with more variety of materials. Respondents did raise some health/safety concerns which need to be reviewed. They also asked to be emailed with relevant information.

Scheduling

- *Wish to have program daily*
- *More afternoon/evening any day programs (best wednesday)*
- *More afternoon programs & Monday programs please*
- *Would be nice if there was more afternoon programs for young infants like Ironwood program starting at 1pm.*
- *i wish there can be more play drop in*
- *More programs in the middle of the day 12 p.m.-2p.m. if possible for 1 to 6 year olds. I find right now the program is too far and too early in the day..thank you..You guys are truly the best and we love the program overall.*
- *please start any program for 2 yr olds in ironwood library as they have only for infants.*
- *programs is good, but the age of children is different, different age different programs.eg: 0-1, 1.5-3 3-5*
- *My baby always wake up late, so we miss all the morning program in the morning since july , I wish we can have some more afternoon program.*
- *I've often thought it would be nice to have the circle-time closer to 10am with play-time on either side of that.*

Location

- *I wish the summer program at Anderson can be all year long*
- *No - richmond family place summer programming did very well*

Program Content

- *Creative play, music n tot, new programs involving music, play, movement and gymnastics in a structured setting.*
- *Longer programs with more singing and group activities*
- *No, the programs are great. I like the way that Mondays and Fridays are better than Wednesday. I think that Wednesday. I think for wednesdays that you should sing at the start of class as well because they are usually asleep by the end.*
- *Have more live guests like a musician once in a while*
- *More field trips or offsite activities. Improve the circle area - too small for all the people allowed in. More story/singing/play time for toddlers only 2-4 years.*
- *conduct more interesting circle for children 4 and older the circle is conducted are geared towards children 0-3*

- *Guest instructors, like dance, music, or art that are specifically age-appropriate. Rather than crafts for anyone 2-6, it might be better to have someone come in to work with just the 4-5 year olds.*
- *The programming is good, but if the intent is to expand the experience past 5 years of age, a lot more resources will be needed*
- *more feild trips bowling skating swimming more new activites for children more expirences*
- *Having more parenting work shops about various age group*
- *We like the programming, and would also like to suggest a program to do with puppets. Making them and performing with them would be fun for families.*
- *I think it's great! Maybe more workshops with kids involved.*
- *We would like more singing!*
- *Maybe more music and sing along*
- *The circle time in Play and Learn program is too short. The staff always sings the same songs and reads the same books every time. It's not fun!*
- *song sheets and maybe even musical instruments*
- *new toys*

Staff

- *We love it here. Sheri and marlae are awesome and always make us feel comfortable and welcome*
- *The new volunteers are much better.*
- *The teachers were very nice.*

Health/Safety

- *Still don't think Borax safe around kids -> Henry.*
- *Please stop serving meat with bones*
- *For hygiene purpose, I strongly suggest that people should take off their shoes before going in the play room. I found the carpet is quite dirty for children to sit on.*
- *Cleanliness factor should be looked into*

Other

- *I like all the programs*
- *Wonderful centre! Can't think of much to improve on -- so happy to find that the fridge and freezer were not stuffed to the brim this time when my son had his bday party.*
- *Many of these questions do not apply to my situation. Overall I am very pleased with the experience my child and I have had here*
- *No I think everything is fun*

- *Keep up the great work*
- *none its great*
- *I would love to receive the newsletter by email, saving paper and if I don't make it to a program to get the newsletter, it is always available to me. This could already be in place, but I have not come across it yet.*
- *I love the programs that you offer- keep up the wonderful work!*
- *they are doing fine.*
- *Email information more often. I had zero communication from you.*

7. How long have you been attending Richmond Family Place programs?

The majority of survey respondents (65%) had only been attending Family Place programs 0-1 years

