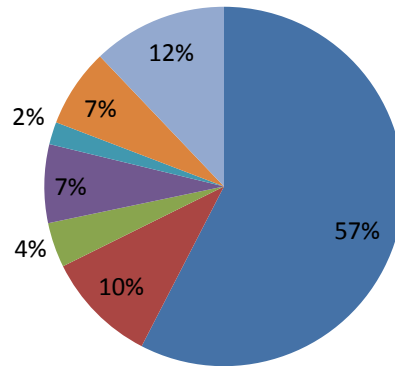


Parent Survey 2012 Results

Surveys were implemented for the months of March and April 2012 at 7 sites: Main Site (Ash Street) 57% of respondents, Richmond Food Bank 7%, Cambie 4%, Brighthouse 7%, Hamilton 2%, City Centre 10% and Steveston 12%. 128 out of 785 members completed the survey, providing a 16% sample size. In 2011, 81 out of 400 members completed the survey at 8 different sites, providing a 20% sample size. Sample sizes were thought to be slightly lower in 2012 than in 2011 due to the survey period overlapping with Spring Break, when attendance at Family Place programs is traditionally lower. Staff will ensure that the survey implementation does not overlap with school holidays in future years. 92% of respondents were members of Richmond Family Place in 2012.

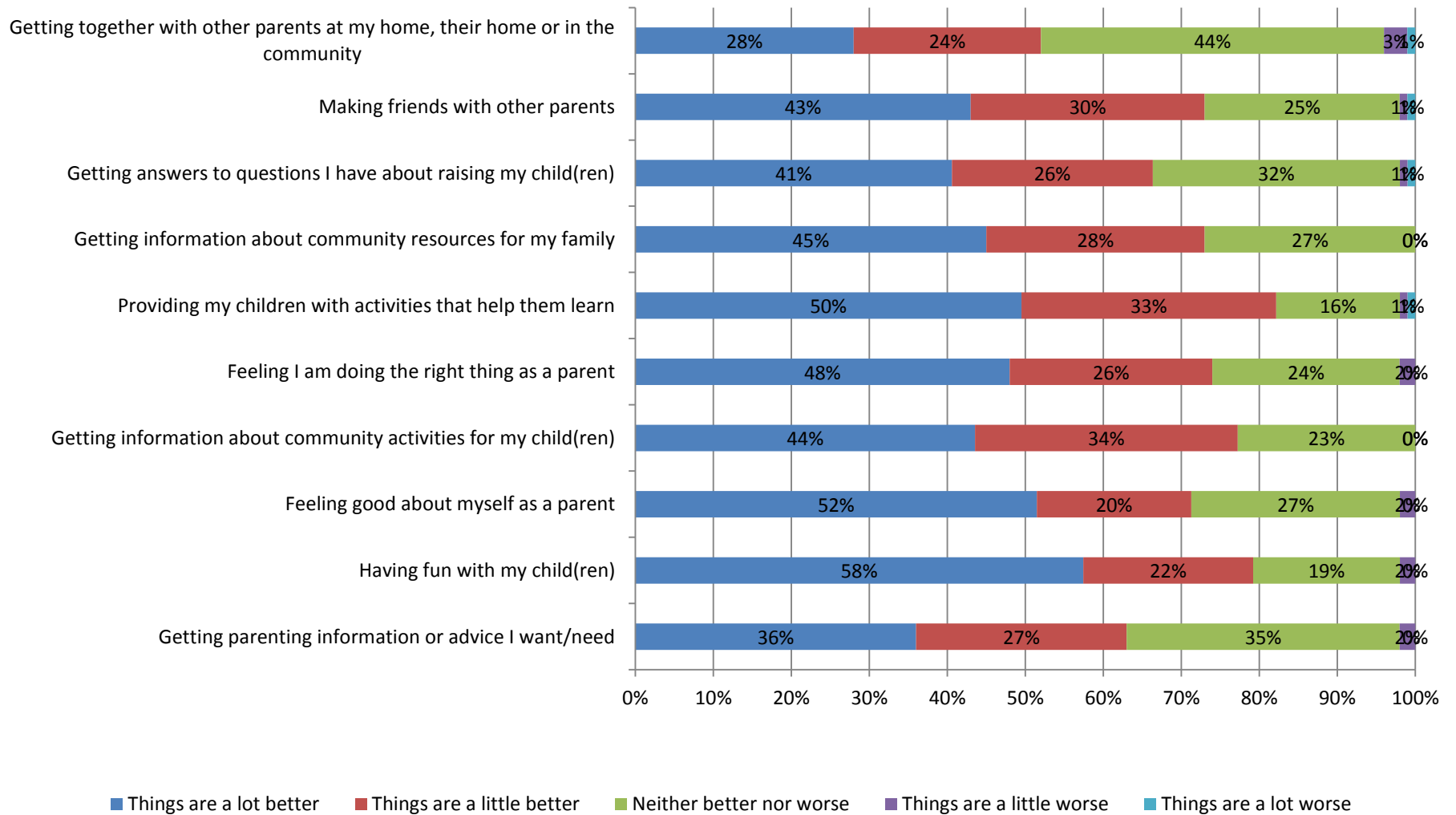


■ Main Site ■ City Centre Community Centre ■ Cambie ■ Brighthouse Library ■ Hamilton ■ Richmond Food Bank ■ Steveston Library

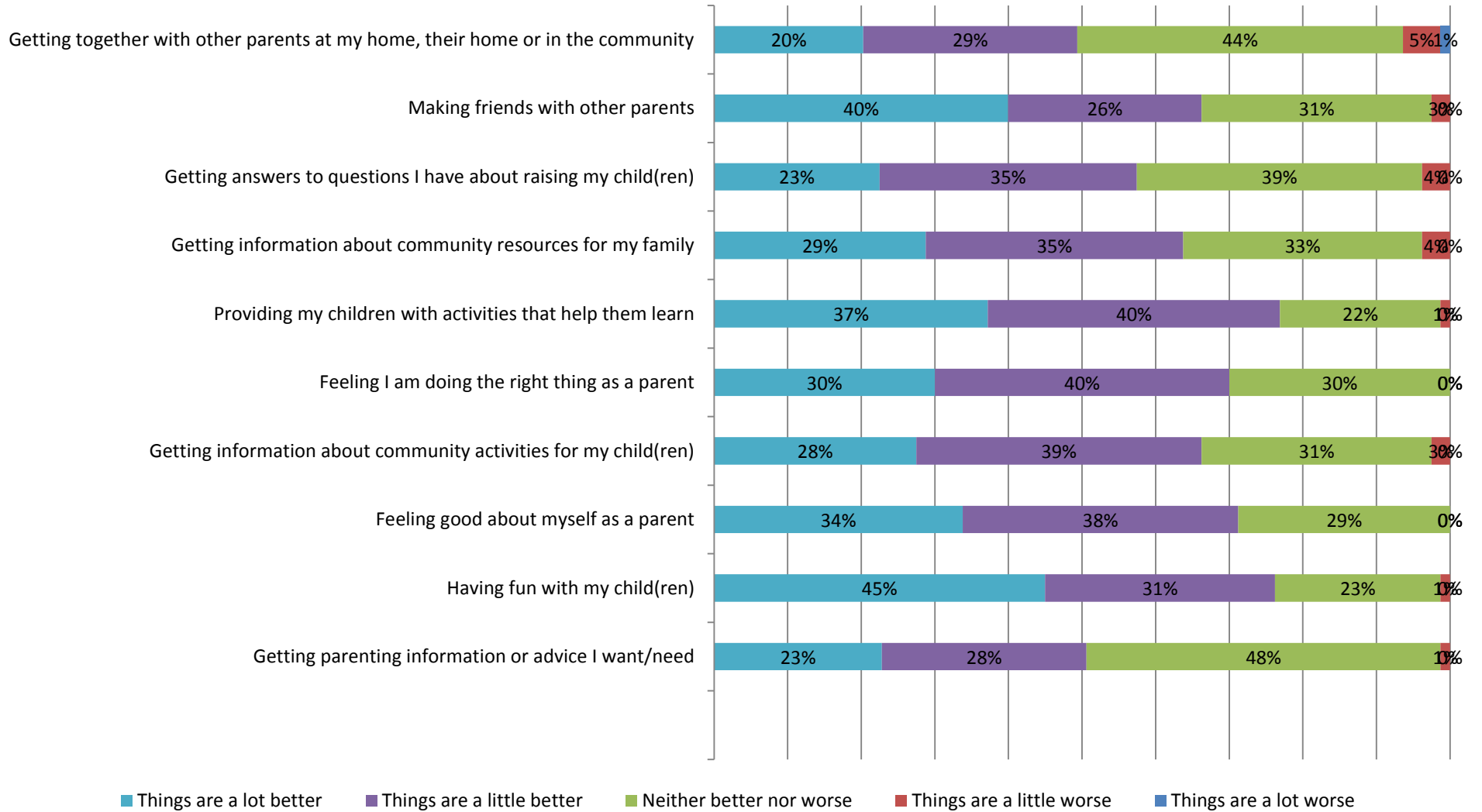
1. How would you rate any changes you have experienced in the following areas in the last 3-4 months:

- 83% 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 77% of respondents in 2011. This is a 6% increase from 2011 to 2012 but is lower than 90% in 2010.
- The upward trend of parents who felt that they were having fun with their child(ren) continued to rise in 2012 – with 80% feeling this was better in the past 3-4 months – up from 76% in 2011.
- 72% of respondents in 2012 reported that they felt better about themselves as a parent in the past 3-4 months compared to 71% in 2011.
- 74% of respondents in 2012 feel they are doing the right thing as a parent was better compared to 70% in 2011 and 90% in 2010.
- 74% of respondents reported that making friends with other parents had got better either a little or a lot in 2012 compared to 66% in 2011.
- 73% 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 2012, compared to 64% in 2011.
- 63% 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 51% in 2011.
- 52% 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 49% in 2011. 4% reported it had got worse (either by a little or a lot) in 2012, 6% in 2011 and 15% in 2010.

2012



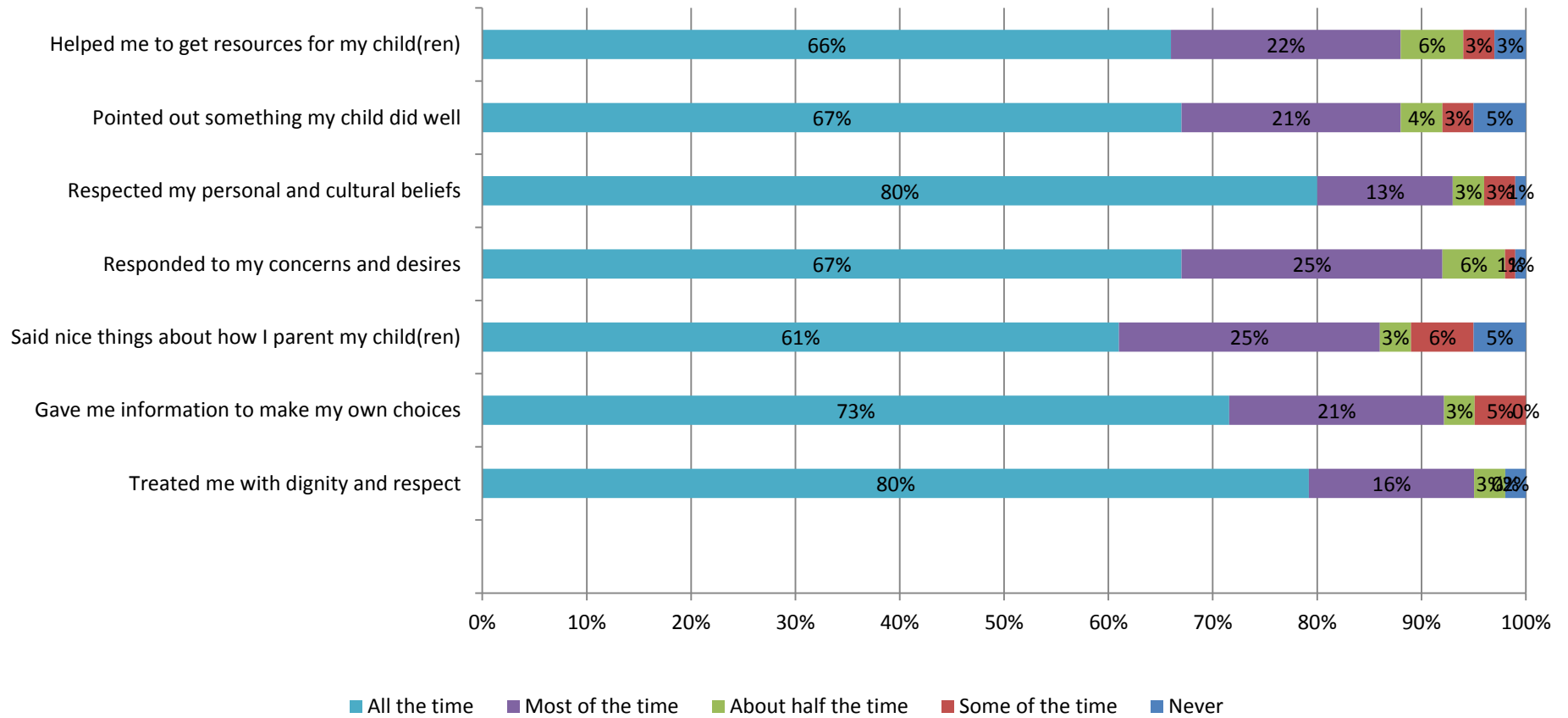
2011



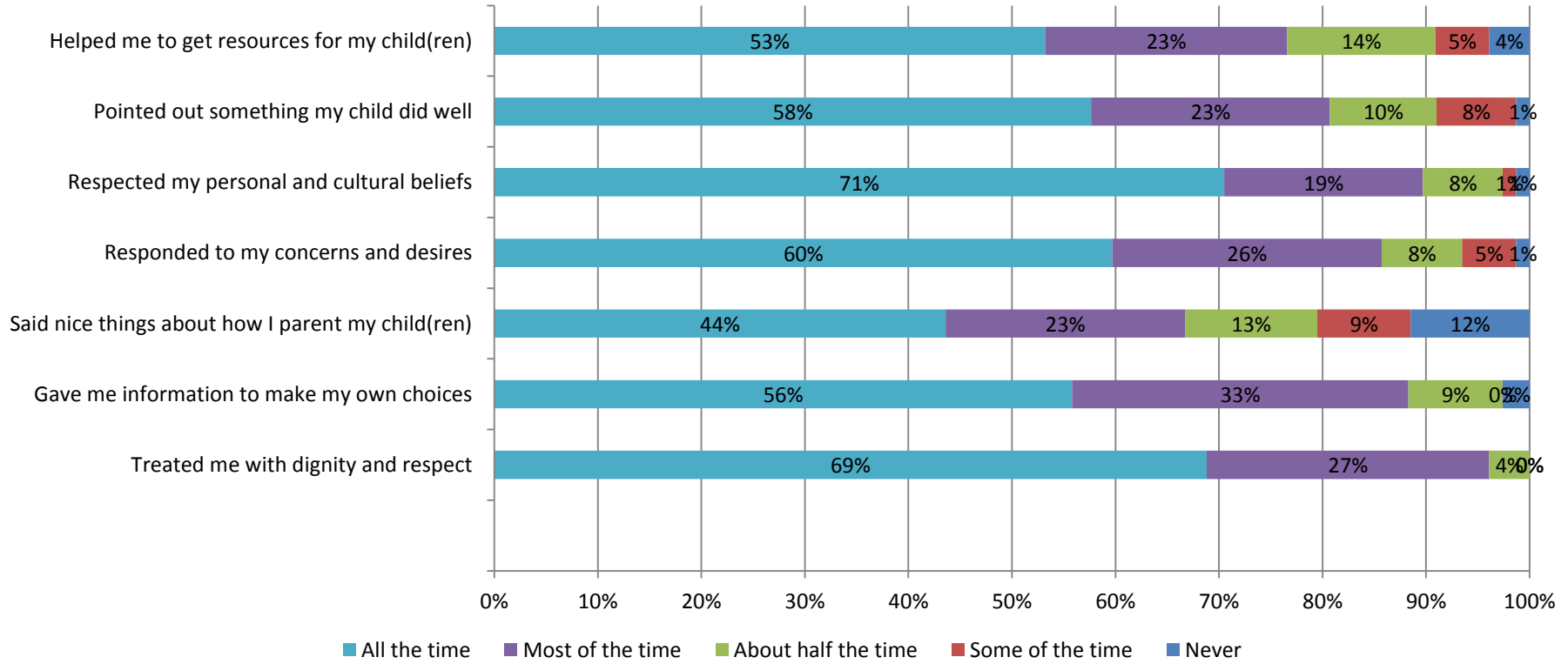
2. Thinking about all your contact with the program, how often have the staff acted towards you in the following ways:

- 96% of respondents said that staff treated them with dignity and respect either most of the time or all of the time in both 2012 and 2011. 2 respondents said that staff never treated them with dignity and respect. This figure was 0 for both 2011 and 2010.
- 92% of respondents felt that staff responded to their concerns and desires most or all of the time in 2012. This figure has continued to increase over the past few years; from 86% in 2011 and 73% in 2010.
- The percentage of respondents reporting that staff pointed out something that their child did something well either most or all of the time was 70% in 2010, increasing to 81% in 2011 and 88% in 2012. 5% of respondents said that staff never pointed out something their child did well in 2012 and 3% said that staff only pointed out something their child did well some of the time. This compares to 1% of respondents saying that staff never pointed out something their child did well and 8% saying that staff only pointed out something their child did well some of the time in 2011.
- 86% of respondents felt that staff said nice things about how they parent their children most or all of the time in 2012, compared to 67% in 2011. 5% said that staff never said nice things about how they parent their children in 2012 compared to 12% in 2011.
- 93% of respondents in 2012 said that staff gave them information to make their own choices and respected their personal and cultural beliefs. This compares to 90% in 2011.
- In 2012, 88% of respondents said that staff helped them to get resources for their children. This compares to 77% in 2011.

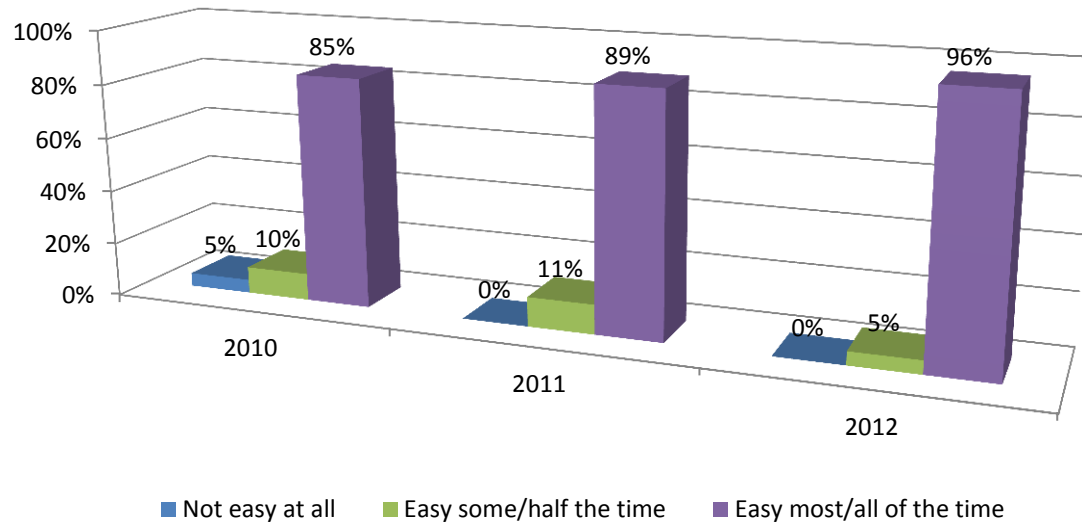
2012



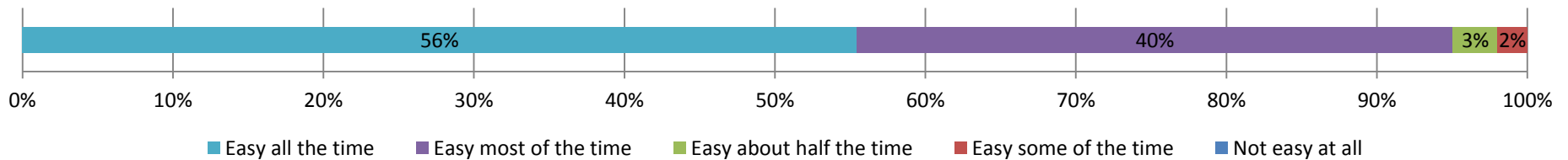
2011



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



2012



90% of participants found it easy to get information from program staff either most of the time or all of the time 2011. This increased to 96% in 2012. This has improved since 2010 when 85% of participants found it easy to get information from program either most of the time or all of the time. 5% of participants in 2012 found information easy to get only some or half of the time – a decrease from 2011 where the figure was 11%. 0 participants in 2012 said 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)?

- Parents reported that staff worked with them to help with parenting an average of 5 times per month. 19% of respondents reported that staff helped 1-2 times per month and 19% reported that it was 3-4 times per month. 10% of respondents reported that staff worked with them to help with parenting more than 12 times in the past 3 months. This figure is much higher than in 2011 (3%) or 2010 (6%).
- Parents reported that staff worked directly with their children an average of 6 times per month. 19% of respondents, reported that staff worked directly with their children more than 12 times in the past 3 months. This figure is higher than 11% in both 2011 and 2010.
- 18% of respondents reported that staff did not work with them at all to help them with their parenting in 2012, compared to 20% in 2011.
- 13% of respondents reported that staff did not work directly with their children at all in 2012, compared to 16% in 2011.

2012

	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?	10%	6%	8%	9%	13%	19%	19%	18%
Worked directly with your child(ren)?	19%	6%	6%	13%	15%	15%	14%	13%

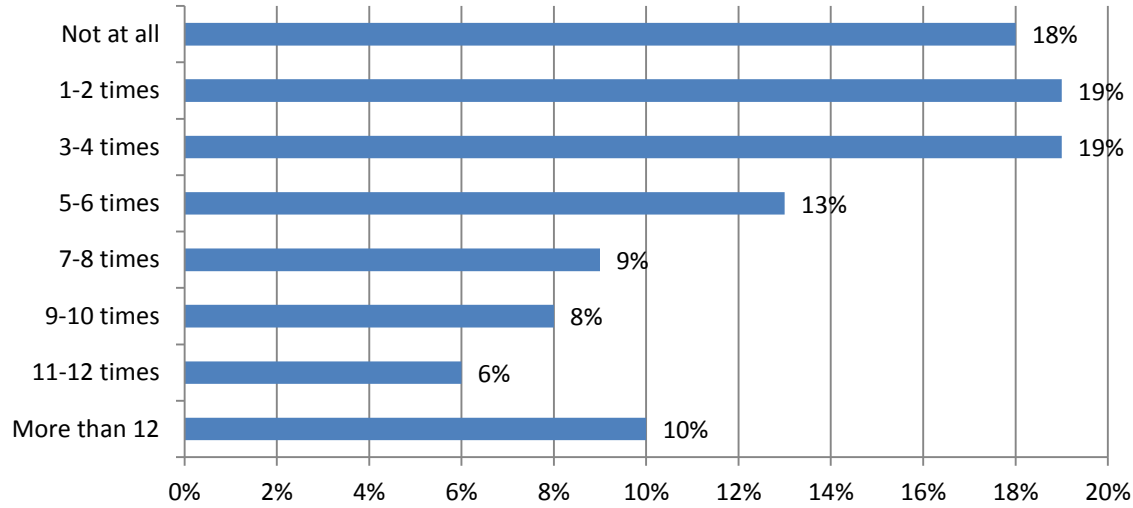
2011

	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%

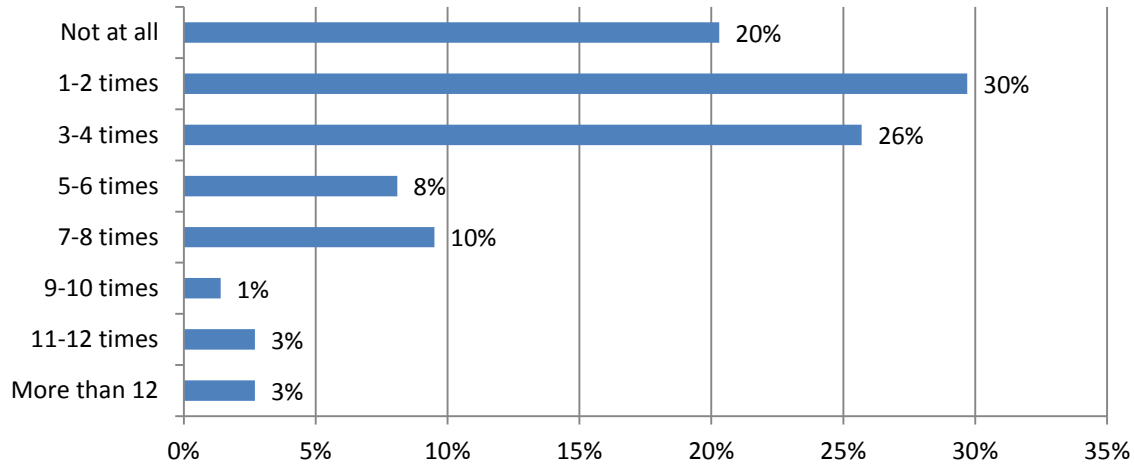
2010

	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%

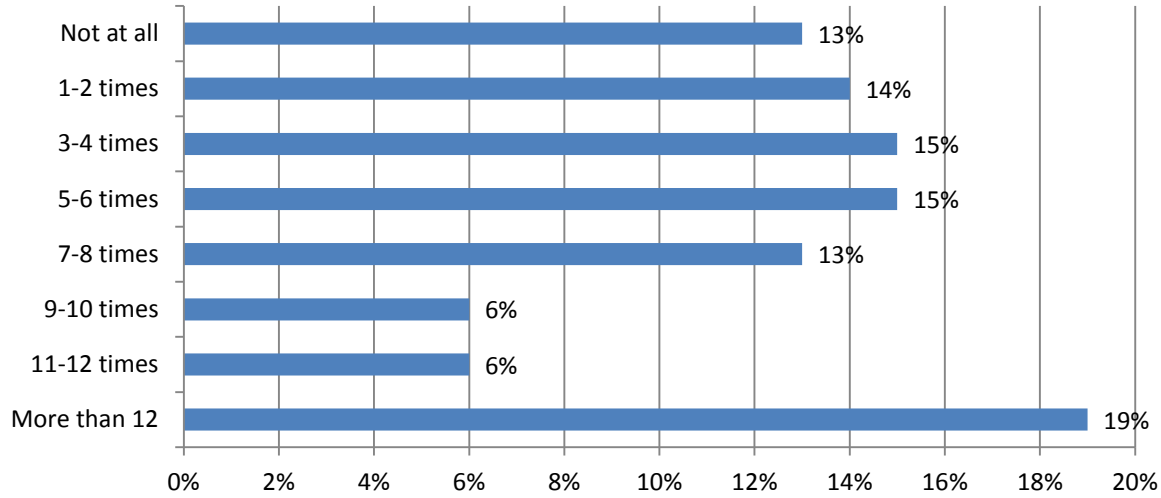
2012
Worked with you to help you with parenting?



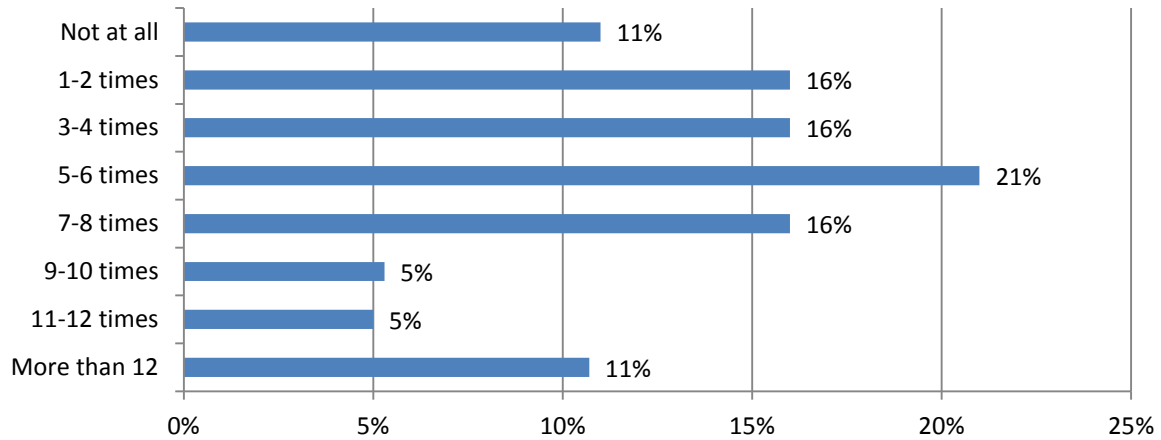
2011
Worked with you to help you with parenting?



2012
Worked directly with your child(ren)?



2011
Worked directly with your child(ren)?



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

Increases were consistently seen across the board in staff helping with parenting during this period.

Question	Mean Score 2011	Mean Score 2012	Difference
Parenting Ability			
Providing my children with activities that help them learn	4.1	4.3	+0.2
Feeling good about myself as a parent	4.0	4.2	+0.2
Feeling I am doing the right thing as a parent	4.0	4.2	+0.2
Having fun with my children	4.2	4.4	+0.2
Getting information about community activities for my child(ren)	3.9	4.2	+0.3
Getting information about community resources for my family	3.9	4.2	+0.3
Getting answers to questions I have about raising my child(ren)	3.8	4.0	+0.2
Getting parenting information or advice I want/need	3.7	3.9	+0.2
Parenting Ability Overall	4.0	4.2	+0.2
Social Support			
Making friends with other parents	4.0	4.1	+0.1
Getting together with other parents at my home, their home or in the community	3.6	3.8	+0.2
Social Support Overall	3.8	4.0	+0.2
Family Centred Practices			
Relational Practices			
Treated me with dignity and respect	4.6	4.6	0.0
Respected my personal and cultural beliefs	4.6	4.7	+0.1
Said nice things about how I parent my child(ren)	3.8	4.3	+0.4
Pointed out something my child did well	4.3	4.4	+0.1
Relational Practices Overall	4.3	4.5	+0.2
Participatory Practices			
Gave me information to make my own choices	4.4	4.6	+0.2
Responded to my concerns and desires	4.4	4.6	+0.2
Helped me to get resources for my child(ren)	4.2	4.5	+0.3
Participatory Practices Overall	4.3	4.6	+0.3
Family Centered Practices Overall	4.3	4.6	+0.3
Parenting Self-Efficacy			
How easy or difficult is it to get information you want from the program staff?	4.3	4.5	+0.2

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

There appears to be continued demand for more afternoon programs. There were also more requests for afternoon programs and evening/weekend programs. There are still concerns with access to the Main Site by bus due to distance from bus stops which emphasizes the need for programs at outreach locations. There were also requests for programs at Cambie, Hamilton and at Brighthouse.

Scheduling

- *I am available for afternoon times more than morning*
- *Maybe at a later time.*
- *I know there are a few locations in Richmond. My son usually takes a nap at noon. Somehow we missed the class due to his nap time. If there are some courses starting at 2pm, it will definitely help.*
- *Would be nice to have afternoon programs every day at main site*
- *Usually programs start at 1pm, baby nap time. Sometime later in the afternoon would be helpful.*
- *As full time employed we cannot participate in most of the activities during day time.*
- *Would you ever consider Sat or Sun afternoon programs?*
- *Need morning and afternoon Mondays & Saturdays. Don't cut times.*
- *Evening is more flexible for my family (e.g. family dinner)*
- *Interferes with naps being morning*
- *1:00-2:30 at the Brighthouse Library may be a little late since it's the naptime.*
- *Most programs are at noon time while kids may take nap*
- *Main site pm/am classes are BOTH naptimes, but we manage to make it to some play & learn drop ins*
- *Baby nap / Baby getting sick*
- *We try to attend when it jives with my daughter's nap schedule*
- *Feeding time*
- *Really would like to see the Thursday morning Main site drop in open again.*
- *We prefer the afternoon programs, however, the ones in Tuesday afternoons are about to be cancelled*
- *Not enough programs offered due to funding*
- *Re-open Thursday morning drop in :-)*
- *Sometimes the timing doesn't work*
- *No, it's perfect because my son goes to preschool from 12:30-3:00pm*

Location

- *Times & locations need more at Cambie library & Brighthouse*
- *Location*
- *No, access is very easy.*
- *No really like the location*
- *There will be soon as you are cutting the local program in half at HCC. It is very hard to get to any of the other locations when you live out there and have small children. This is a very popular program and we are sad to lose it.*

Age

- *Too babyish now*

Time Poverty

- *Weather, time*
- *Time for myself because of work. My wife enjoys bringing them here though.*
- *I am back at work, Mon - Thurs.*
- *Can only attend once a week usually due to my child attending preschool*

Space

- *Space at the (steveston) library can be a bit small when many people attend on the day.*
- *The Brighthouse on Tuesday should go back to big room (kid's area). I have stopped taking my child there because it's been in the children's book area & my child tends to run off & wants to play in the big room but told not to. Not enough room!!*

Transportation

- *Just transportation - I don't have a car. I get a ride when I can.*
- *Tunnel*
- *Main site - bus route/lack of bus time - pm/am classes are BOTH naptimes, but we manage to make it to some play & learn drop ins*
- *Yes - at the main site. I have to take the taxi in order to join the activities because it takes too long to walk from the bus stop.*
- *Transportation/funds*
- *Inconvenient to go to Ash St. without a car.*
- *We would like to attend the programs at the Main site but it's a little far from our place.*

Other

- *I feel that certain staff are not as approachable as others - different energy, etc.*
- *We are coming from North Burnaby as my children very much enjoy your programs. Otherwise if we resided in Richmond, the variety of times and location is great.*

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

As in 2011, many respondents requested more variety in the circle time portion of programs. Several respondents requested more Sing and Play programs. Due to funding cuts in the past year, several respondents were concerned about losing programming in their neighbourhoods (Hamilton, City Centre and Main Site). Several respondents raised concerns about the cleanliness of the program space because participants are allowed to wear shoes.

Scheduling

- *Maybe sometimes altering time of program?*
- *Weekend days offering same as weekday programs*

Location

- *Please keep the Hamilton program running on Tuesdays and Thursdays. We are quite isolated and many people do not have access to a vehicle. Our family attended the dinner the other day, which we enjoyed but with traffic it took us almost 20 minutes to get there. Having a place close by where we can get to know families in the neighbourhood is very important. I have sometimes found it hard to connect with moms at other Family place locations purely because we live at opposite ends of Richmond.*
- *Keep the City Centre Weds program :-) It's super easy to get to (close to our home) Walking distance. My child has gotten close to children who attend this group. We do not have a vehicle & don't get to other play groups.*
- *More sessions in city centre*
- *Please have a location at the centre of Richmond which would help the family to reach the location easily*
- *I was very disappointed that the gov't cut the funding & by 15 months old for unable to join the afternoon program at day centre & main site in the afternoon which was the best time for him. I hope the program will re-open very soon.*
- *If more locations are in preschool would be better because there are more toys.*

Program Content

- *Change up circle time, keep it new and fun. keep songs etc. that are faves but add new songs, felt stories (main site)*
- *Vary the content of Circle time as I find that with regular attendance my child loses focus. (main site)*
- *More stand up songs involving dance and following along. Most kids are too little for story time. Kids are mildly interested in slow sit down songs. Get them dancing and they really have tons of fun and exercise. (main site)*
- *Keep up the good work! 30 minutes of circle time would be ideal. My son especially enjoys the singing portion. :-)*
- *All the programs are great. More sing & play sessions.*
- *I like the 'singing' & 'storytime' at the beginning so that if I have to leave early (ie cranky baby) at least we've experienced the best part of the program.*
- *More sing & play programs would be perfect*
- *A father's program or seminar would be an asset to me*
- *More science activities definitely*
- *We have thoroughly enjoyed our time in attending your programs, especially the Friday 1pm slot at Steveston. The activities are well-structured, meaningful and engaging and the leaders are entertaining and enthusiastic!*
- *Making art program related to the story or any books*
- *Love to see more 0-3 programs & programs for parents (with childminding helps) maybe parents pay a nominal cost for childminder if childminding program is withdrawn*
- *More breakfast days! The kids loved it!*
- *I'd like family place have snack time before the story time.*

- *Having more challenging activities for children who are already in kindergarten. Most of the activities at present cater to babies and preschoolers.*
- *Maybe more activities for kids 9-12 years old. (Food bank)*

Staff

- *Maybe more facilitators.*
- *Heidi is an amazing woman. We look forward to seeing her every week.*
- *Mandarin speaking professional visitor preferred, like those in Vancouver.*
- *Overall I do like RFP - especially 2 particular staff members. I'm glad there are afternoon programs.*
- *More funding and more staff.*
- *Everyone is really nice.*

Health/Safety

- *I was surprised that people don't take their shoes off. My baby crawls & sometimes puts his mouth on the floor/carpet. Maybe have a shoe rack outside.*
- *Preferable to have shoes taken off inside room at all times.*
- *Hygienic condition should be improved at City Centre Community Center. e.g. Parents better to take off shoes when entering. Sometimes it is too crowded and bad air condition.*
- *It should have stop sign in front of entrance I felt very dirty inside because everyone wears their shoes in the play place.*

Space

- *Have a bigger activity room for kids & parents. (main site)*
- *Bigger place (main site)*

Other

- *Minimize tables to create more space for crawling/walking. Seems like babies could learn more that way.*
- *Maybe you can build a badminton court and make cake for dessert. I also hope that you can have a TV beside the dinner tables so we can watch a Canucks game because I really like the Canucks.*
- *More resources may be needed if FP wants to expand program to kids older than 5 or 6*
- *If you can have a board on the fridge to tell me the menu of Wed. dinner and tell us even on the day or whenever you know, will be great.*
- *Keep up with good work. thank you so much! My son has grown so much here.*

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

The majority of survey respondents (63%) had only been attending Family Place programs 0-1 years.

