

Infant Development Programme

2009 Family Satisfaction Survey

2009	
Surveys Sent:	141
Responses Received:	50
Return Rate:	35%

2007	
Surveys Sent:	86
Responses Received:	22
Return Rate:	26%

RESPONSE METHODS 2009			
Electronic:			
Sent:	104	Recd:	40
Return Rate:	38%		
Posted Mail:			
Sent:	37	Recd:	10
Return Rate:	27%		

PERFORMANCE INDICATORS:

Satisfaction with the services that they received

85.6% of families agreed or strongly agreed that they were satisfied with the services received.

Families who pay fees for service report that services are provided at a reasonable fee

82.8% of families agreed or strongly agreed that they received value for the fees charged (workshops only).

Families report that Langley is a welcoming community for children and youth with special needs

80.0% of families agreed or strongly agreed that Langley has been a welcoming community for children with special needs.

2009 Family Satisfaction Survey - IDP

SATISFACTION

1. I am better equipped to address the needs of my child as a result of this programme.

Answer Options	Response Frequency	Response Count
Strongly Agree	38.0%	19
Agree	48.0%	24
Undecided	10.0%	5
Disagree	2.0%	1
Strongly Disagree	2.0%	1
Comments:		7
<i>answered question</i>		50

Comments:

The Infant Development Programme is aimed at supporting new parents and also reminding experienced caregivers of their children's capabilities.

I have been given great ideas and support on how to help my daughter develop and overcome any difficulties she may have had!

Still haven't been assigned to anyone - my child is 6 months old!

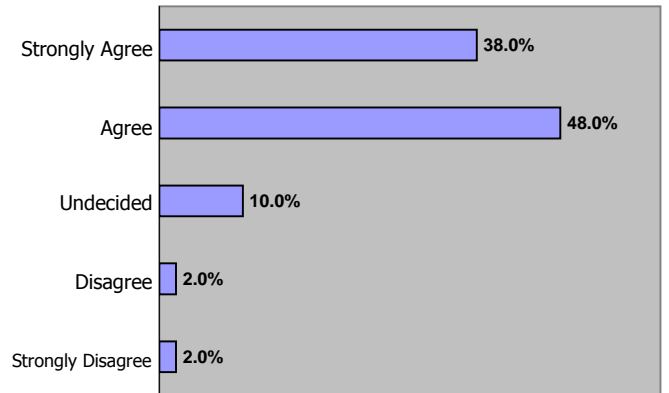
I have a degree in nursing and a degree in child therapy. My goals for this program are mainly if my child is returned to his family of origin that supports are in place for him.

Particularly in the areas of language development.

No one has come to help us or my child.

Would benefit children to be grouped with consultants with a speciality, e.g. Consultants who especially research, know and have experience with different disabilities, e.g. brain, autism, Down Syndrome, etc.

We Are Better Equipped



2. I am satisfied that the services provided by this programme meet the needs of my child and family.

Answer Options	Response Frequency	Response Count
Strongly Agree	48.0%	24
Agree	38.0%	19
Undecided	8.0%	4
Disagree	2.0%	1
Strongly Disagree	4.0%	2
Comments:		3
<i>answered question</i>		50

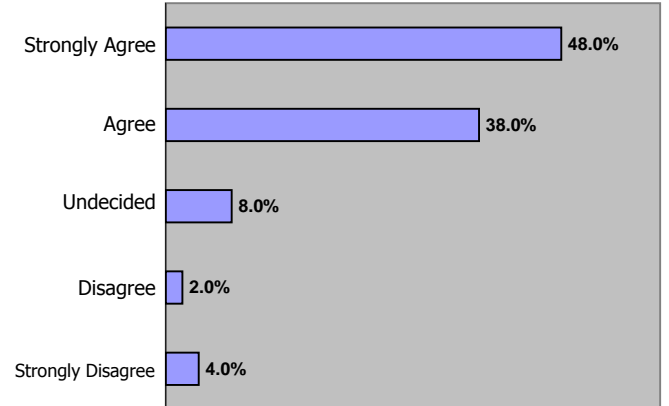
Comments:

It is wonderful to have guest speakers at the play groups, songs and rhymes, hannon classes and play group itself. My daughter is so happy when we go to play group twice a week.

Still waiting!!

Money spent on professionals is best used directly working with client rather than endless pages of triplicate notes, filing, mailing for signatures and other paperwork - reduce paper, increase time with child.

This Programme Meets Our Needs



3. I am satisfied that this programme works together with other community services (i.e. Supported Child Development, Therapists, Doctors, Mental Health, Public Health, etc.) to meet the needs of my child.

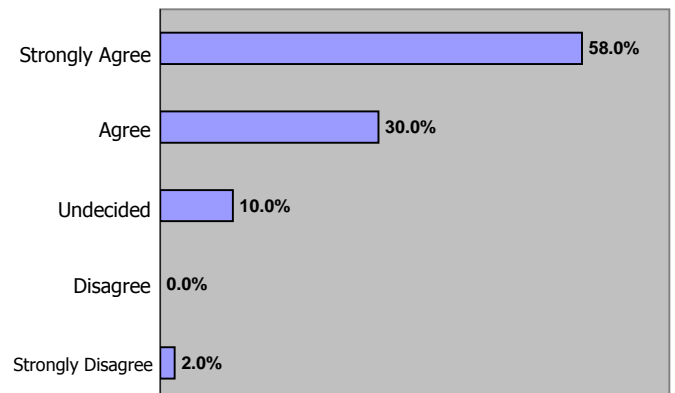
Answer Options	Response Frequency	Response Count
Strongly Agree	58.0%	29
Agree	30.0%	15
Undecided	10.0%	5
Disagree	0.0%	0
Strongly Disagree	2.0%	1
Comments:		6
<i>answered question</i>		50

Comments:

I haven't had to deal with this yet.

When a problem has arisen, the IDP Workers were prompt to get the appropriate Resource Person in asap.

Works Together with Community Services



2009 Family Satisfaction Survey - IDP

SATISFACTION

Both my children are now patients of two doctors that the programme has told me about.

Still waiting.

I am thankful that IDP was available to us as it seems like we fell off the face of the earth regarding our doctors.

Feel parent/family should be centre of hub. Strongly dislike ratio of service for paperwork/reporting - reduce paper, increase time w/client.

4. I am satisfied that the resources (i.e. newsletter, workshops, toys, equipment, videos, articles, books, etc.) provided by this programme meet the needs of my child and family.

Answer Options	Response Frequency	Response Count
Strongly Agree	54.0%	27
Agree	42.0%	21
Undecided	2.0%	1
Disagree	0.0%	0
Strongly Disagree	2.0%	1
Comments:		3
<i>answered question</i>		50

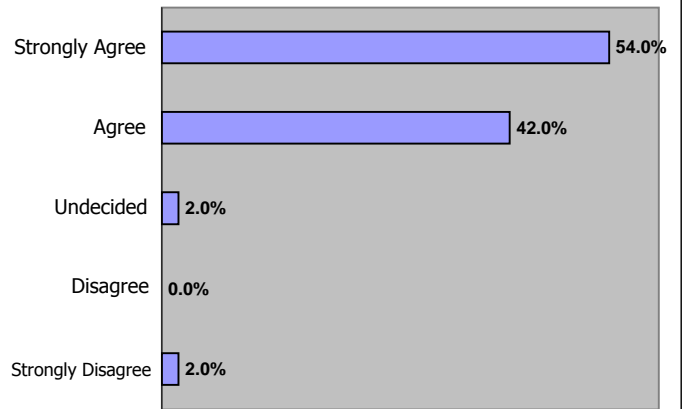
Comments:

Lots of good advertising with newsletters, emails and personal invitations.

It was a wonderful opportunity to be able to borrow the toys that my baby really connected with during our session, so that we could work on various skills in between

Maybe economize by shrinking newsletter! Would appreciate circulation of a list of library books centre has available to parents.

Satisfied with Resources Provided



5. I am satisfied that the services provided by this programme have contributed to my child's overall development.

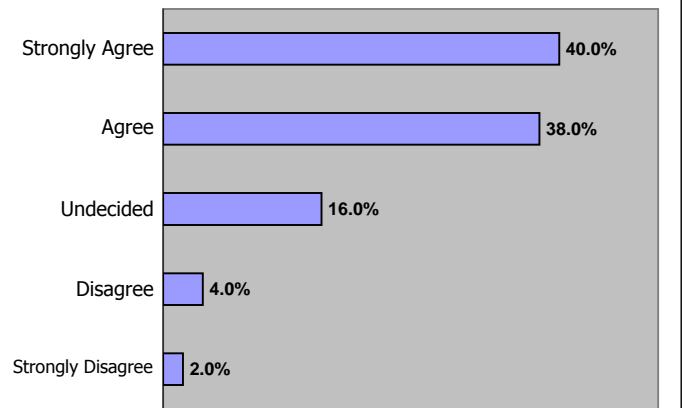
Answer Options	Response Frequency	Response Count
Strongly Agree	40.0%	20
Agree	38.0%	19
Undecided	16.0%	8
Disagree	4.0%	2
Strongly Disagree	2.0%	1
Comments:		2
<i>answered question</i>		50

Comments:

We were able to fill in the developmental gaps that were occurring with my daughter, and I credit that to the services provided by this programme.

Nothing has been done.

Contributed to Child's Overall Development



6. I am satisfied with the relationship I have with programme staff.

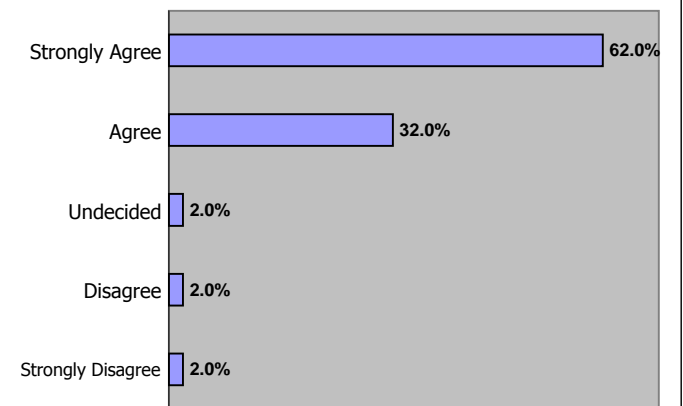
Answer Options	Response Frequency	Response Count
Strongly Agree	62.0%	31
Agree	32.0%	16
Undecided	2.0%	1
Disagree	2.0%	1
Strongly Disagree	2.0%	1
Comments:		9
<i>answered question</i>		50

Comments:

Each Worker has been knowledgeable, confident and expressed a sincere interest in our children's milestones.

Everyone goes above and beyond for me and my family!

Satisfied Relations with Staff



2009 Family Satisfaction Survey - IDP

SATISFACTION

Our consultant, is fantastic.

What staff?

I couldn't have asked for better.

[Consultant] is fabulous:).

Every individual that I interacted with through this programme were friendly, personable, and so incredibly helpful.

Wonderful people. Very thankful to them all.

All of the staff I have dealt with have all been EXCELLENT!

7. I am satisfied that the social events provided by the Langley Child Development Centre meet my needs (i.e. Family Picnic, Toy Fair, Community Living Day, etc.).

Answer Options	Response Frequency	Response Count
Strongly Agree	30.0%	15
Agree	28.0%	14
Undecided	40.0%	20
Disagree	0.0%	0
Strongly Disagree	2.0%	1
Comments:		13
<i>answered question</i>		50

Comments:

I haven't been able to attend any...

haven,t beenin to any events yet

We haven't attended any yet.

We have not attended any of these social events.

I was never actually able to participate in the social events, though I was invited to.

Have yet to take part in these events....

I have never been to any of these events, so I can't really have an opinion about them.

Actually, wasn't able to attend any so have no opinion.

Family picnic was a lot of fun. Don't know what we would have done without Thursday and Friday drop-in playgroup. Met lots of awesome staff and friends.

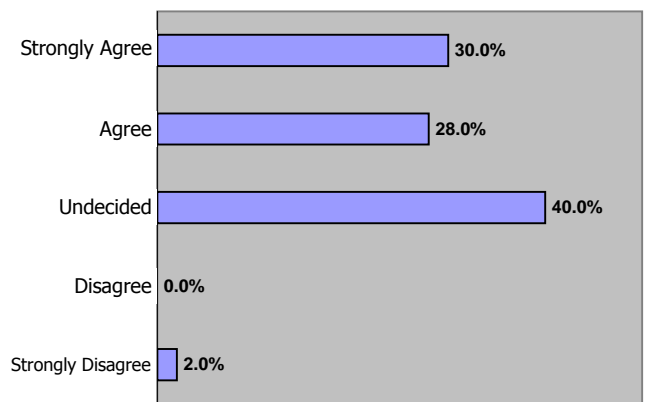
Haven't gone to any of the social events yet.

Did not attend.

Did not attend.

I appreciate specialty socials to meet other parents and children. e.g. Down Syndrome Social!

Satisfied with Social Events



8. I am satisfied that the written material provided by this programme is easy to understand.

Answer Options	Response Frequency	Response Count
Strongly Agree	50.0%	25
Agree	42.0%	21
Undecided	6.0%	3
Disagree	0.0%	0
Strongly Disagree	2.0%	1
Comments:		3
<i>answered question</i>		50

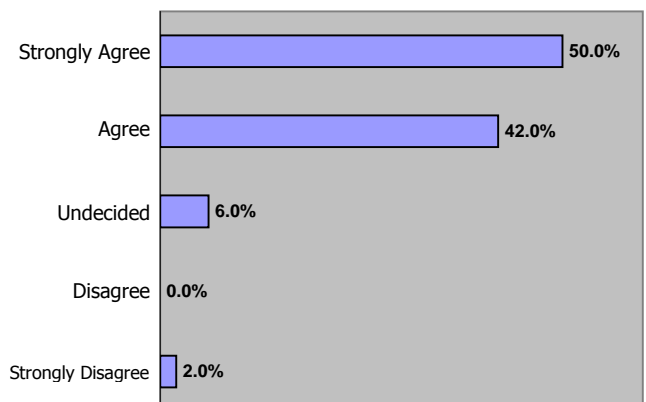
Comments:

Great reports and follow-up!

Every piece of written material that I received was very easy to understand, which I really appreciated. When trying to help our children through various things, it is nice to be able to read and understand everything without having to sit there with a dictionary on hand.

question vague, too general. What written material?

Written Material Easy to Understand



2009 Family Satisfaction Survey - IDP

SATISFACTION

9. I am satisfied that my family's beliefs and values are respected by this programme.

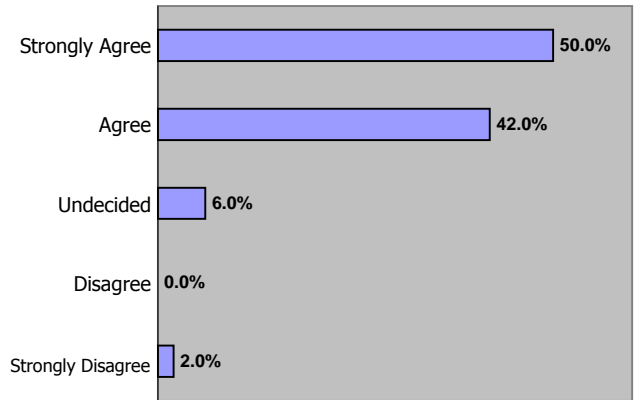
Answer Options	Response Frequency	Response Count
Strongly Agree	50.0%	25
Agree	42.0%	21
Undecided	6.0%	3
Disagree	0.0%	0
Strongly Disagree	2.0%	1
Comments:		2
<i>answered question</i>		50

Comments:

Not very applicable as our family isn't very religious, but our values have always been respected from day one.

Prefer whole family inclusion approach - was asked by staff to hire child care in my home for client's siblings during physio/consultation! I wish siblings to be welcomed and included.

Our Beliefs and Values Respected



2009 Family Satisfaction Survey - IDP

ACCESSIBILITY

1. I received services in a timely fashion after being referred to and/or registering for the programme.

Answer Options	Response Frequency	Response Count
Strongly Agree	34.0%	17
Agree	46.0%	23
Undecided	4.0%	2
Disagree	10.0%	5
Strongly Disagree	6.0%	3
Comments:		5
<i>answered question</i>		50

Comments:

I was contacted immediately and a visit ensued shortly thereafter.

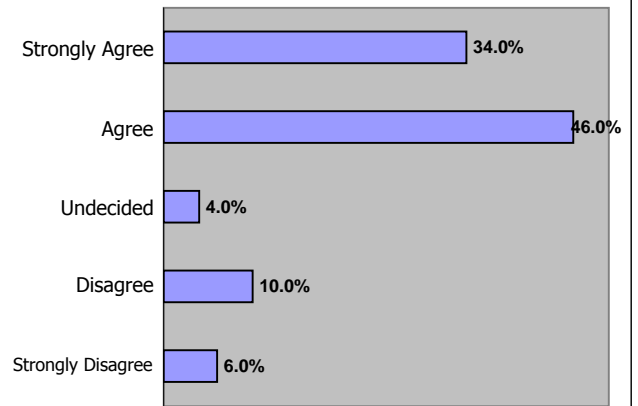
Still waiting for a Speech Therapist....but I think so is half of British Columbia;) That is why having the Hannon classes is a great way to help me help my daughter (as best I can) in the mean time!

still waitlisted for some services.

I haven't been contacted.

have been on speech therapy "waitlist" 1 1/2 years.

Received Services in a Timely Fashion



2. Programmes and services are easily accessible (i.e. time, location, wheelchair accessibility, close to bus route, parking, etc.).

Answer Options	Response Frequency	Response Count
Strongly Agree	34.0%	17
Agree	40.0%	20
Undecided	18.0%	9
Disagree	6.0%	3
Strongly Disagree	2.0%	1
Suggestions to Improve Physical Accessibility:		6
<i>answered question</i>		50

Comments:

Most groups are in the morning. I would prefer an early/mid-afternoon sessions due to baby's naptimes.

Haven't had to access anything as of yet. All our visits have been at our home.

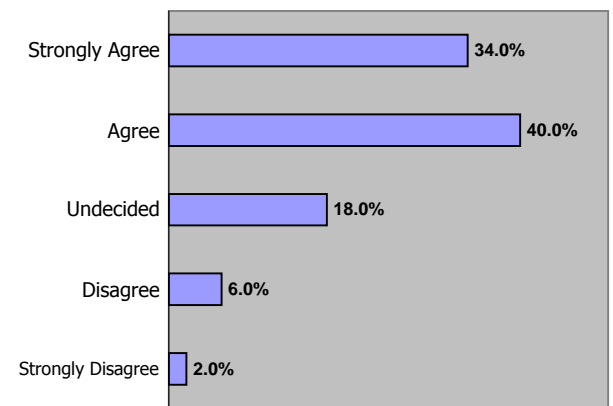
The staff member came to my house to work with me and my child, so I never had to travel anywhere.

No response.

N/A

New Aldergrove location has no parking! School uses up parking lot.

Programmes & Services Accessible



3. Workshops provided by Langley Child Development Centre are offered at a reasonable fee.

Answer Options	Response Frequency	Response Count
Strongly Agree	18.0%	9
Agree	30.0%	15
Undecided	10.0%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Did not attend	42.0%	21
Suggestions to Improve Workshop Accessibility:		5
<i>answered question</i>		50

Suggestions to Improve Workshop Accessibility:

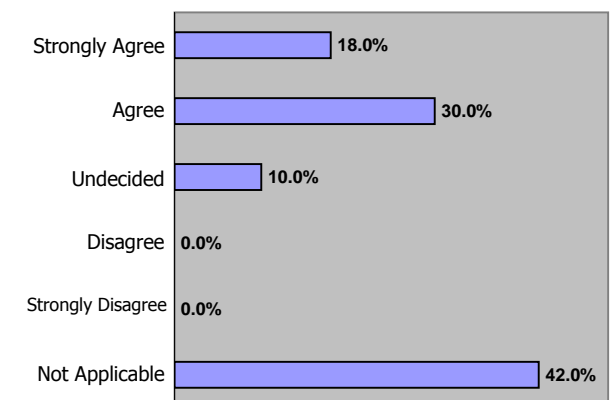
I can't believe how INEXPENSIVE they are.

I have not attended any of the workshops.

I never had to pay a fee for the services provided to me and my family.

I couldn't believe how cheap all the programmes were.

Fees for Workshops Reasonable



2009 Family Satisfaction Survey - IDP

ACCESSIBILITY

I appreciate when childcare is offered/workshop end by 8 or 8:30 pm.

4. In my experience, Langley has been a welcoming community to children who have special needs.

Answer Options	Response Frequency	Response Count
Strongly Agree	34.0%	17
Agree	46.0%	23
Undecided	18.0%	9
Disagree	0.0%	0
Strongly Disagree	2.0%	1
What barriers, if any, have you encountered?		3
<i>answered question</i>		50

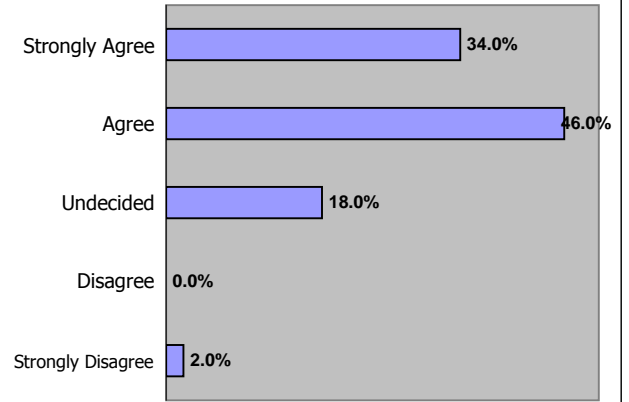
Comments:

As a parent with a Special Needs child, I have found that the resources for a child between the ages of 7-12, suffer the most. There are few resources, camps or programmes offered.

My child is not visibly disabled, so my exposure to problems would be limited. I am pleased to say that I have not encountered any barriers as of yet.

None yet....knock on wood.

Langley is a Welcoming Community



2009 Family Satisfaction Survey - IDP

DEMOGRAPHICS

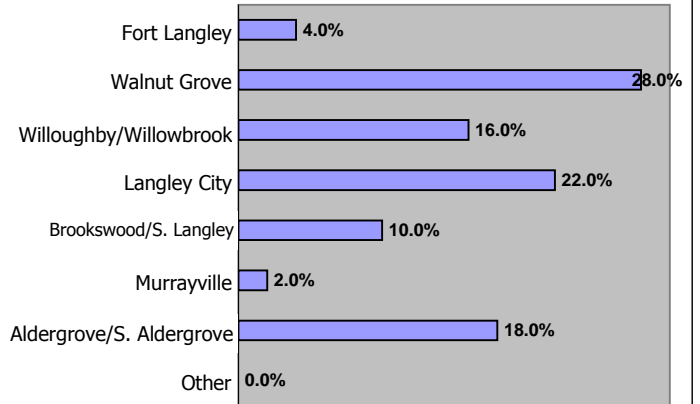
Which area do you live closest to?

Answer Options	Response Frequency	Response Count
Fort Langley	4.0%	2
Walnut Grove	28.0%	14
Willoughby/Willowbrook	16.0%	8
Langley City	22.0%	11
Brookwood/South Langley	10.0%	5
Murrayville	2.0%	1
Aldergrove/South Aldergrove	18.0%	9
Other	0.0%	0
Other (please specify):		1
<i>answered question</i>		50

Comments:

Just moved from Fort Langley

Area We Live Closest To



2009 Family Satisfaction Survey - IDP

GENERAL COMMENTS

1. What I like best about the programme:

	Response Count
	34
<i>answered question</i>	34

Comments:

EVERYTHING. I don't think the programme goes above and beyond any parents expectations! I could not be happier!

I have had very positive experiences with [Consultant] (program coordinator) and physiotherapist. They are very helpful and I feel they are very committed to my child's development. I have had great experiences with others as well, but I mostly interact with the above mentioned.

Home visits

Staff not only engaged my child enrolled in IDP but her sibling and actually helped a great deal in helping us work with her too. They are all so friendly, non judgemental, approachable and knowledgeable.

I feel that our IDP Consultant understands our family and our daughter. She is always eager to share ideas and suggestions. It is also nice that she is on top of her development and offers ideas on how to get her to her next step.

It helps collaborate a parents concerns or referrals.

The home visits with the consultant - there have been times when it has been difficult to leave the home, due to other children etc.

Play Group!

the opportunity to have your child looked after

The program focus' on the child within the family unit and tries to include the needs of the family at the same time as servicing the child in need

location, networking with other parents, staff direction,□toys and stimulation, and circle time

Very helpful, friendly staff. Thank you!

Very helpful staff.

That I have an experienced person to help me ensure my son is meeting all of his milestones and to give me ideas of ways to encourage him ot advance through our play

The knowledge & resources provided by our consultant.

One on one consultation and evaluation of development.

Reassurance when I need it (helps alleviate unnecessary worries that were increased due to our son's illness/injury), as well as the help in taking control of his recovery by giving him the best opportunities that he can have.

The personalized support from [Consultant].

the staff are always helpful, knowledgeable and friendly.

Personal attention to the child; one-on-one contact; friendly and personable attitude; a willingness and eagerness to help with my child's development.

The follow up that gives me accountability and lets me know that what I have been targeting is accomplished

I am grateful that staff come to my home to see my son. Definetly more convenient for both my husband and I.

Flexible in the needs of my daughter's learning curve, and my scheduling.

Learning knew ways to engage and encourage my children.

The staff!!

fun

Caring staff

knowledgable staff, fun, easy to talk with

I really like all the staff and have definately met some wonderful families that we continue to have a relationship with outside of the program.

I like the one-on-one visits - my son is extremely immune compromised and cannot attend any outside activities.

the chance for interaction with other parents and children with disabilities

Wonderful people who offer a wonderful help!!

Staff are very welcoming.

Friendly people - esp. playgroup coordinator.

2009 Family Satisfaction Survey - IDP

GENERAL COMMENTS

2. What I would change about the programme:

	Response Count	
	24	
<i>answered question</i>	24	

Comments:

NOTHING

I think that they are under staffed and over worked and I thank God that they are as committed as they are.

not sure

It would be nice if the IDP followed children older than three years of age.

Nothing...great work!

Maybe have staff are a bit more experienced with preemie babies

Nothing!

none

Shorter wait list times!

So far so good.

Extend ID to 3yrs for those who do not turn 3 before the Fall start of school year. i.e. My son is born in Dec & so putting him into pre-school before he turns 3 seems early, yet we don't want to have a gap in his ongoing development assessments & monitoring. Special consideration extension of infant development services to 3yrs in

Shorten the waitlist :-) Six + months is NOT acceptable when children develop so fast.

nothing at this time

shorter waitlists

Everything service I experienced was excellent, and wouldn't change a thing.

nothing

I would luv to see more info on sleep issues.

nothing

Less written info

nothing

I wish we could stay with it longer.

I wish we could stay in it longer - once my son turns three we no longer receive home visits. As he is extremely immune compromised, we will no longer be able to benefit from the programme.

Actually people caring that my daughter was 11 weeks premature!

Consultants - what do they do? Maybe more clear or explicit on their role/job - seem to be note-takers for therapists...? Clients need true 1 on 1 work NOT "recorders" reporting their actions/"progress". Would prefer more focus on "moving the child forward" than reporting/recording what they can and cannot do - nice for "fat files" on them but doesn't help the child!

3. I would like to have a workshop offered on the following topic(s):

Answer Options	Response Count	
	9	
<i>answered question</i>	9	

Comments:

Siblings of children with disabilities. Children with disabilities and the school years.

not sure

Rare chromosome abnormalities

seizure, arching

sign language course over a weekend or weekday (one day only) rather than several nights.

2009 Family Satisfaction Survey - IDP

GENERAL COMMENTS

Dealing with sleep issues. If there are any professionals that would offer some insight into the matter it would be great...especially for new parents. When my daughter was born, I did not have access to the internet and all I had in terms of feedback on the matter was "yes, it's quite normal for kids with special needs to have sleep issues". But all that seemed to happen was I would receive more advice on how to get her into a sleep pattern. The problem was/is nothing would seem to help, and we had tried everything. I could not seem to explain to people just how strong her refusal to sleep at a normal time was, and how little sleep she needed to recharge her batteries. It wasn't until I started doing my own research into the matter that I found other parents dealing with the same issues.

It just would have been nice to have more access to this type of info at an earlier date. For a long time I thought I was really going crazy, and felt at a loss as to why or how this was happening.

I'm still in the process of learning more regarding Down syndrome and fragmented sleep patterns, but at least I've found some answers now.

I think any info or studies you can offer parents who are too busy dealing with overwhelming situations to begin with, and maybe do not have the time or the resources to type of info would be greatly appreciated. If I had known then what I know now, I feel the stress and frustration of the situation would have been greatly reduced.

All the topics have been great....just doesn't always line up with our schedule but hopefully they just keep repeating

CP

Progression of language acquisition - steps - how parent can move child along(esp. w/o services of sp. pathologist!)

I found the on-line survey easy to use.		
Answer Options	Response Frequency	Response Count
Strongly Agree	71.8%	28
Agree	25.6%	10
Undecided	2.6%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		13
<i>answered question</i>		39
Comments:		

Infant Development Program is a vital resource for new and experienced parents. It offers support, fundamentals and access to many amenities otherwise unknown.

Should be a spot for not applicable

Some questions weren't applicable to our circumstances, so "undecided" was the only appropriate option

Manually input. Client left her name and phone number - see original for details.

