

Aboriginal Infant Development Programme 2009 Family Satisfaction Survey

2009	
Surveys Sent:	21
Responses Received:	9
Return Rate:	43%

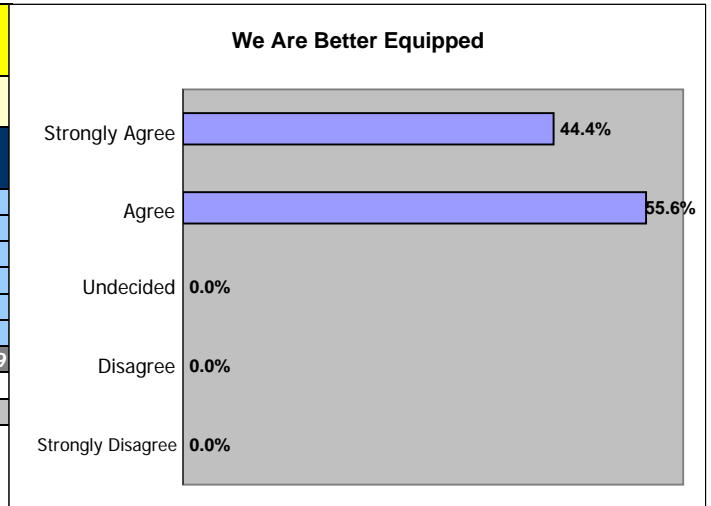
2007	
Surveys Sent:	11
Responses Received:	1
Return Rate:	9%

RESPONSE METHODS 2009			
Electronic:			
Sent:	15	Recd:	6
Return Rate:	40%		
Posted Mail:			
Sent:	6	Recd:	3
Return Rate:	50%		

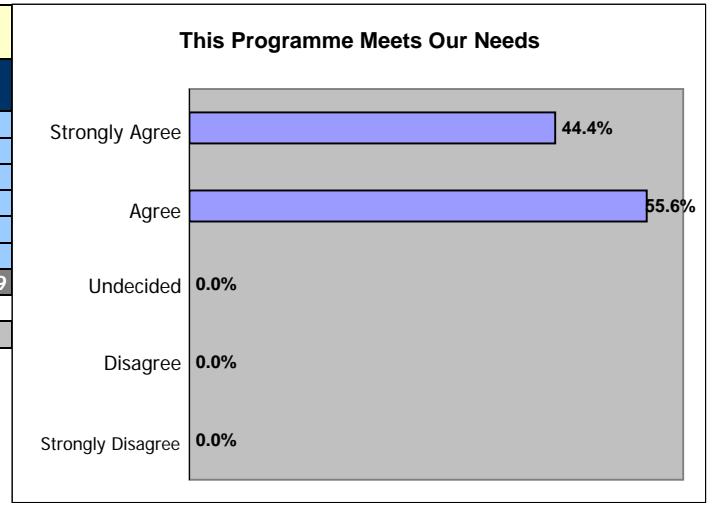
PERFORMANCE INDICATORS:
<p>Satisfaction with the services that they received 98.8% of families agreed or strongly agreed that they were satisfied with the services received.</p>
<p>Families who pay fees for service report that services are provided at a reasonable fee 100.0% of families agreed or strongly agreed that they received value for the fees charged (workshops only).</p>
<p>Families report that Langley is a welcoming community for children and youth with special needs 100.0% of families agreed or strongly agreed that Langley has been a welcoming community for children with special needs.</p>

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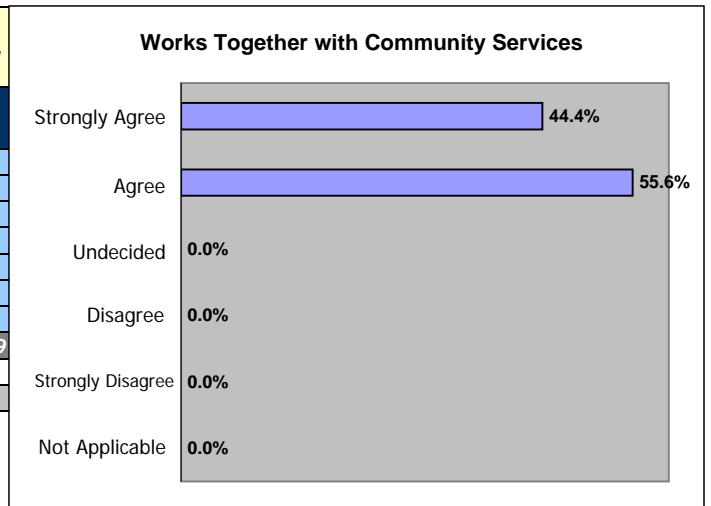
SATISFACTION		
1. I am better equipped to address the needs of my child as a result of this programme.		
Answer Options	Response Frequency	Response Count
Strongly Agree	44.4%	4
Agree	55.6%	5
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		1
<i>answered question</i>		9
Comments:		
[Consultant] always takes the time to listen, watch and offer helpful direction.		



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	44.4%	4
Agree	55.6%	5
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		9
Comments:		



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	44.4%	4
Agree	55.6%	5
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Not Applicable	0.0%	0
Comments:		0
<i>answered question</i>		9
Comments:		



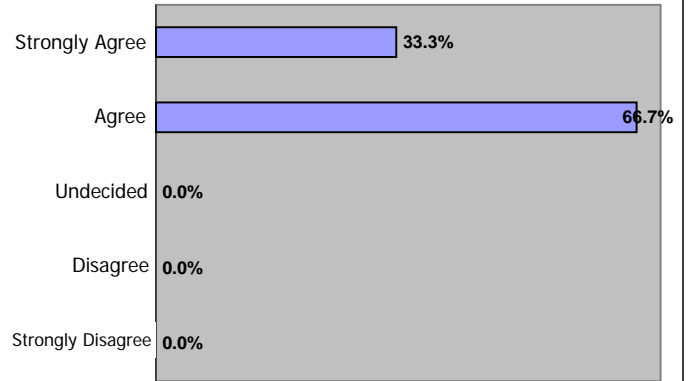
2009 Family Satisfaction Survey - AIDP

SATISFACTION

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	33.3%	3
Agree	66.7%	6
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		9
Comments:		

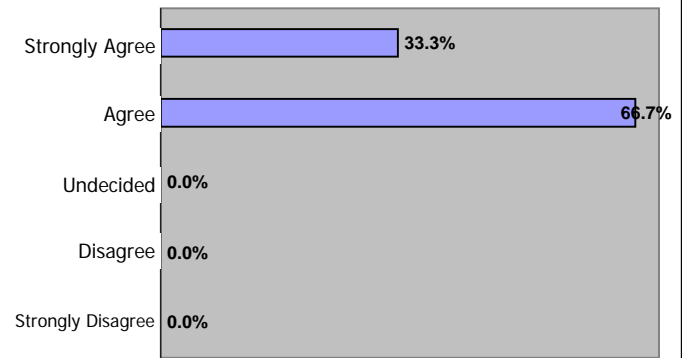
Satisfied with Resources Provided



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	33.3%	3
Agree	66.7%	6
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		9
Comments:		

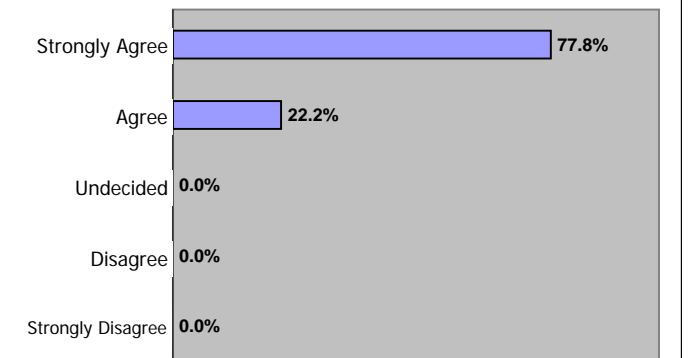
Contributed to Child's Overall Development



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

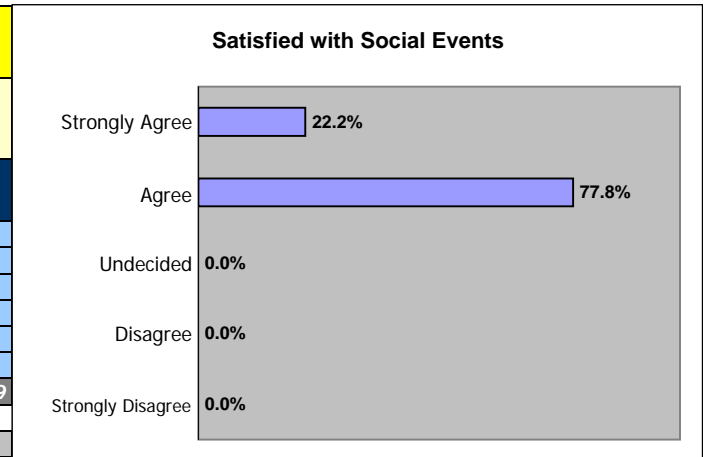
Answer Options	Response Frequency	Response Count
Strongly Agree	77.8%	7
Agree	22.2%	2
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		9
Comments:		

Satisfied Relations with Staff

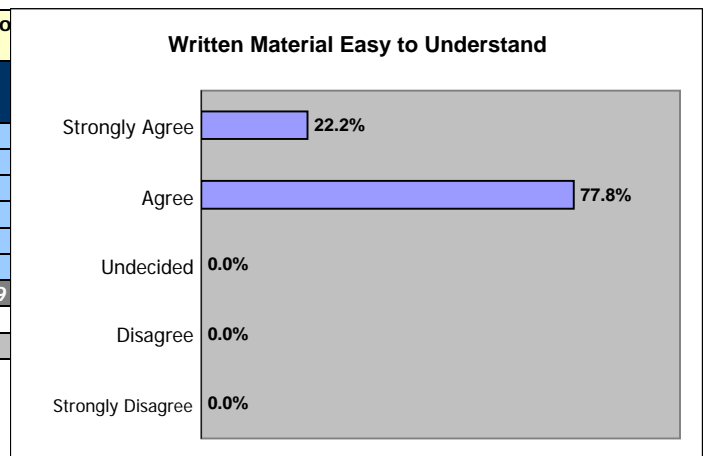


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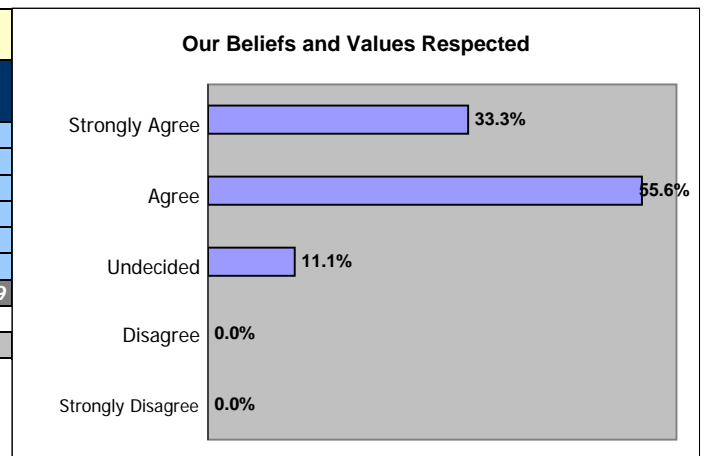
SATISFACTION		
7. I am satisfied that the social events provided by the Langley Child Development Centre meet my needs (i.e. Aboriginal Family Night, Family Picnic, Toy Fair, Community Living Day, etc.).		
Answer Options	Response Frequency	Response Count
Strongly Agree	22.2%	2
Agree	77.8%	7
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		9
Comments:		



8. I am satisfied that the written material provided by this programme is easy to understand.		
Answer Options	Response Frequency	Response Count
Strongly Agree	22.2%	2
Agree	77.8%	7
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		9
Comments:		



9. I am satisfied that my family's beliefs and values are respected by this programme.		
Answer Options	Response Frequency	Response Count
Strongly Agree	33.3%	3
Agree	55.6%	5
Undecided	11.1%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		9
Comments:		



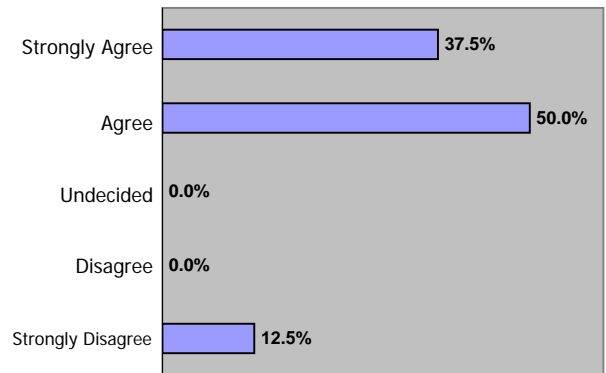
2009 Family Satisfaction Survey - AIDP

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	37.5%	3
Agree	50.0%	4
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	12.5%	1
Comments:		0
<i>answered question</i>		8
Comments:		

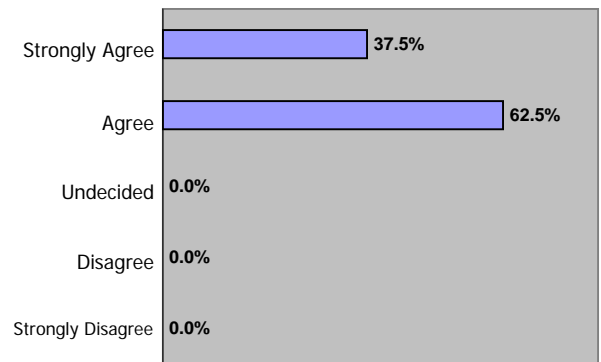
Received Services in a Timely Fashion



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	37.5%	3
Agree	62.5%	5
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Suggestions to Improve Physical Accessibility:		0
<i>answered question</i>		8
Comments:		

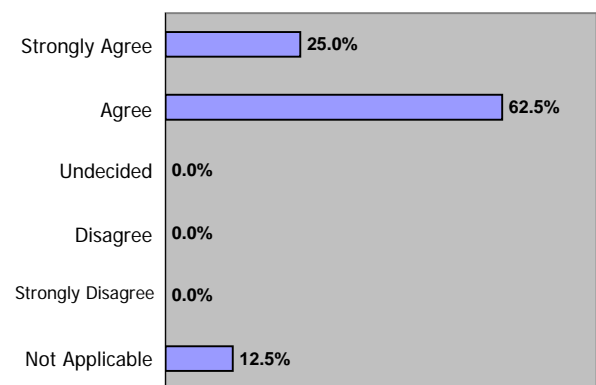
Programmes & Services Accessible



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

Answer Options	Response Frequency	Response Count
Strongly Agree	25.0%	2
Agree	62.5%	5
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Did not attend	12.5%	1
Suggestions to Improve Workshop Accessibility:		1
<i>answered question</i>		8
Suggestions to Improve Workshop Accessibility:		

Fees for Workshops Reasonable



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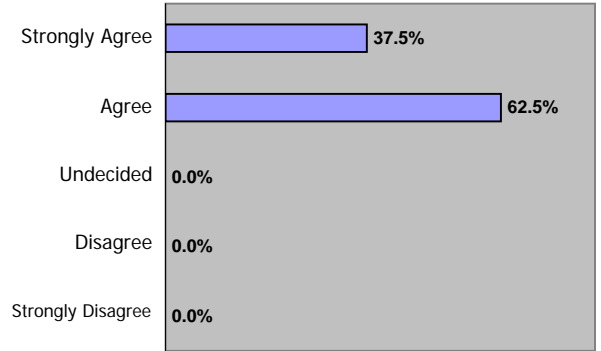
ACCESSIBILITY

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

Answer Options	Response Frequency	Response Count
Strongly Agree	37.5%	3
Agree	62.5%	5
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
What barriers, if any, have you encountered?		0
<i>answered question</i>		8

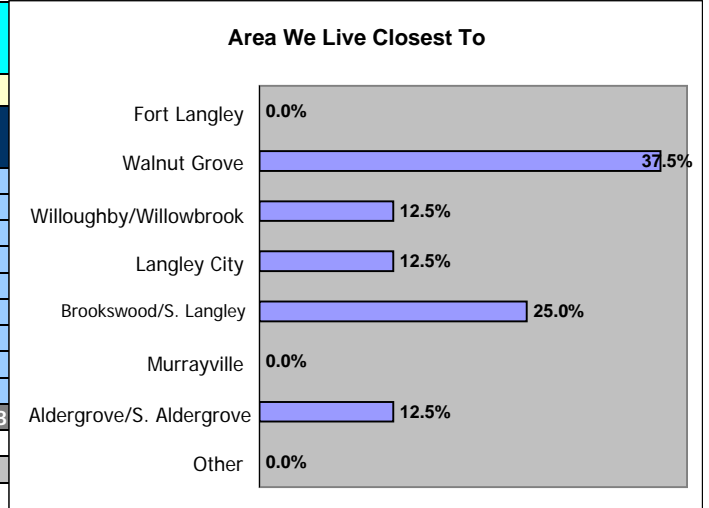
Comments:

Langley is a Welcoming Community



2009 Family Satisfaction Survey - AIDP

DEMOGRAPHICS		
Which area do you live closest to?		
Answer Options	Response Frequency	Response Count
Fort Langley	0.0%	0
Walnut Grove	37.5%	3
Willoughby/Willowbrook	12.5%	1
Langley City	12.5%	1
Brookswood/South Langley	25.0%	2
Murrayville	0.0%	0
Aldergrove/South Aldergrove	12.5%	1
Other	0.0%	0
Other (please specify):		0
<i>answered question</i>		8
Comments:		



2009 Family Satisfaction Survey - AIDP

GENERAL COMMENTS

1. What I like best about the programme:

Answer Options	Response Count
	7
<i>answered question</i>	7

Comments:

We have a sibling group in our care and have used the services for 3 out of the 4. We have always had the best service from the IDP workers. We could not do the job we do without their help.

The people have exceptional attitudes.

Easy access to cultural exposure for my children.

Everything.

The respect of all of the people that work with our family is comforting and helpful.

flexibility

[Consultant]

2. What I would change about the programme:

Answer Options	Response Count
	6
<i>answered question</i>	6

Comments:

nothing

Nothing :-)

Nothing.

Waitlists should be shorter to accommodate the children's needs.

At this time, we are satisfied with the existing program.

an outdoor playgroup in spring and summer

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

Answer Options	Response Count
	2
<i>answered question</i>	2

Comments:

Info on the spiritual beliefs of aboriginal groups, do they vary between bands/nations, is there a 'traditional welcoming of a newborn' or the equivalent of a 'christening', 'baptism'?

foster parents experiencing loss and transition for children in care

I found the on-line survey easy to use.

Answer Options	Response Frequency	Response Count
Strongly Agree	33.3%	2
Agree	66.7%	4
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		6

Comments:

On-Line Survey Easy to Use

