

Child & Youth Programme

2009 Family Satisfaction Survey

2009	
Surveys Sent:	32
Responses Received:	8
Return Rate:	25%

2007	
Surveys Sent:	39
Responses Received:	12
Return Rate:	31%

RESPONSE METHODS 2009			
Electronic:			
Sent:	8	Recd:	3
Return Rate:	38%		
Posted Mail:			
Sent:	24	Recd:	5
Return Rate:	21%		

PERFORMANCE INDICATORS:

Satisfaction with the services that they received

89.8% 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

47.3% of families agreed or strongly agreed that they received value for the fees charged.

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

87.5% of families agreed or strongly agreed that Langley has been a welcoming community for children with special needs.

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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	25.0%	2
Agree	50.0%	4
Undecided	25.0%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		4
<i>answered question</i>		8

Comments:

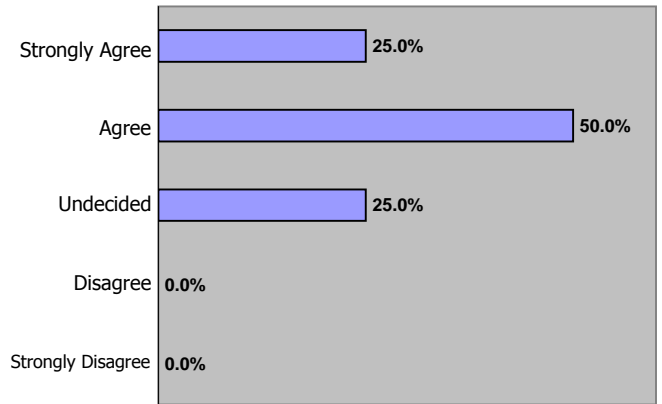
To know my child is safe and gaining skills is important to me and provides me with needed respite, so that I am able to continue the day to day needs of my child

Getting a break from the ongoing demands of raising a high needs child through programs like Take-4, while at the same time feeling confident that your child is having fun in a stimulating atmosphere is invaluable to a parent. It gives a parent much needed down time to recharge allowing you to refocus and stay positive.

N/A

It gives me respite.

We Are Better Equipped



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

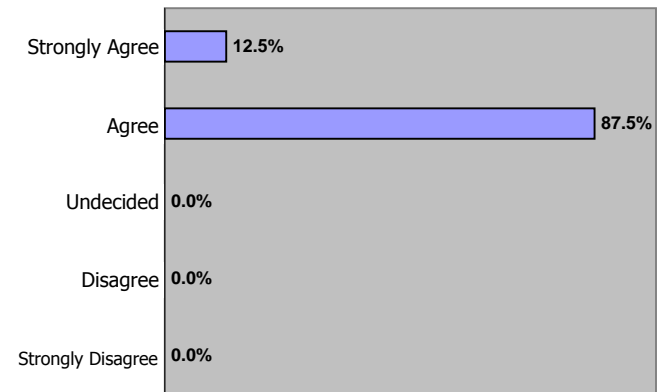
Answer Options	Response Frequency	Response Count
Strongly Agree	12.5%	1
Agree	87.5%	7
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		2
<i>answered question</i>		8

Comments:

Both my child and family are happy to go and participate in the services. It is especially important to see my child excited to go.

We would always welcome more 'social' programs...

This Programme Meets Our Needs

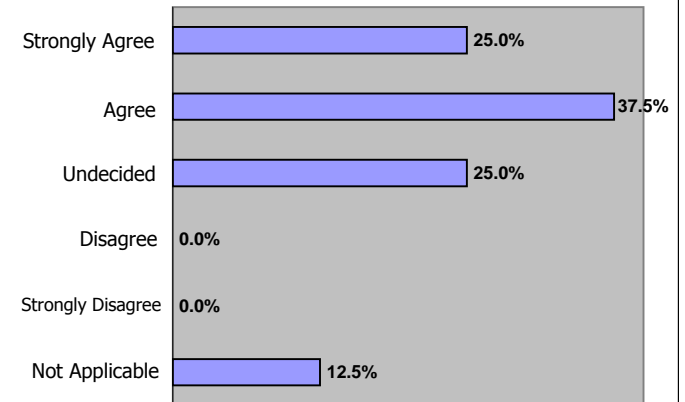


3. I am satisfied that this programme works together with other community services (i.e. Supported Child Development, Therapists, Doctors, Mental Health, Public Health, etc.) to meet the needs of my child.

Answer Options	Response Frequency	Response Count
Strongly Agree	25.0%	2
Agree	37.5%	3
Undecided	25.0%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Not Applicable	12.5%	1
Comments:		0
<i>answered question</i>		8

Comments:

Works Together with Community Services



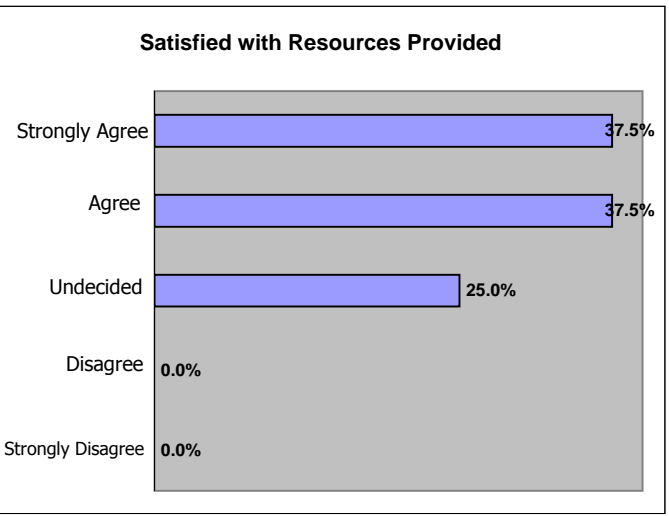
2009 Family Satisfaction Survey - Child and Youth

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	37.5%	3
Agree	37.5%	3
Undecided	25.0%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		1
<i>answered question</i>		8

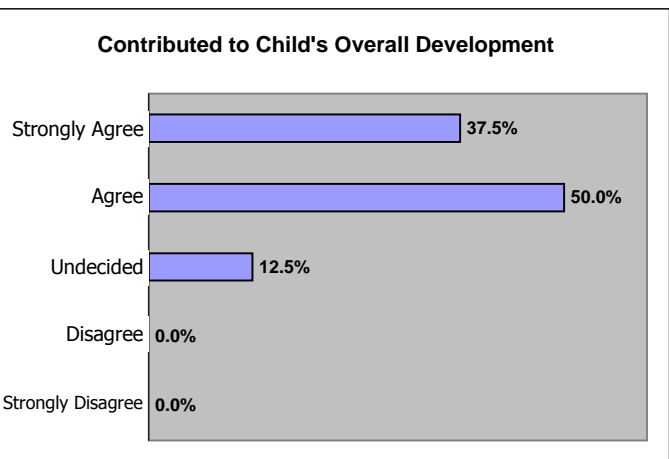
Comments:
I feel that the environment is good and welcoming but needs some more age appropriate furniture and decor for the young teen age group. My child looks very big and awkward on the pre-school furniture.



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

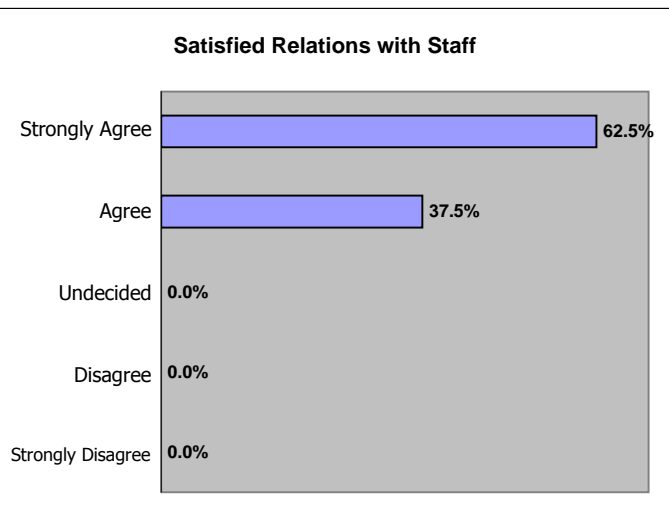
Comments:
Yes i feel my child has benefited with social and peer development.



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

Answer Options	Response Frequency	Response Count
Strongly Agree	62.5%	5
Agree	37.5%	3
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		2
<i>answered question</i>		8

Comments:
Very professional and open communication makes me feel very secure and confident.
[Consultant] and the staff always make us as parents feel supported and welcome



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SATISFACTION

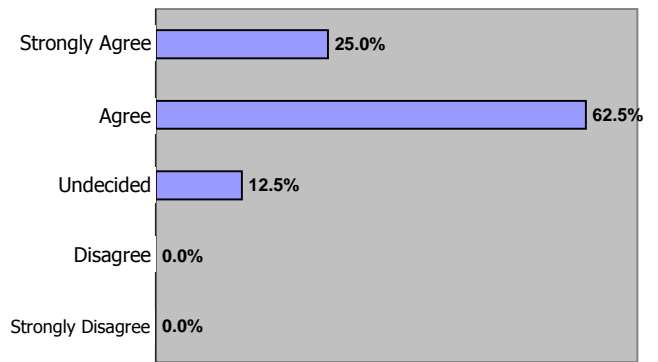
7. I am satisfied that the social events provided by the Langley Child Development Centre meet my needs (i.e. Family Picnic, Toy Fair, Community Living Day, etc.).

Answer Options	Response Frequency	Response Count
Strongly Agree	25.0%	2
Agree	62.5%	5
Undecided	12.5%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		1
<i>answered question</i>		8

Comments:

Don't hear about many things.

Satisfied with Social Events

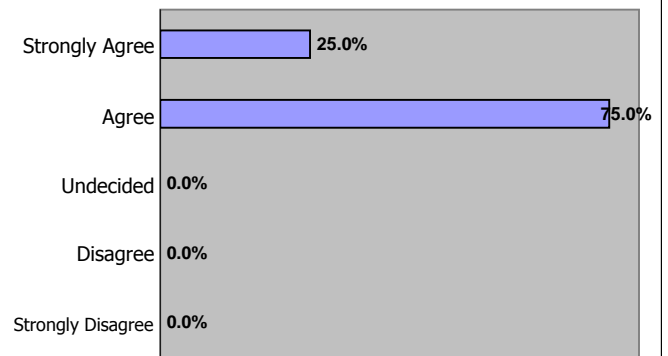


8. I am satisfied that the written material provided by this programme is easy to understand.

Answer Options	Response Frequency	Response Count
Strongly Agree	25.0%	2
Agree	75.0%	6
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		8

Comments:

Written Material Easy to Understand

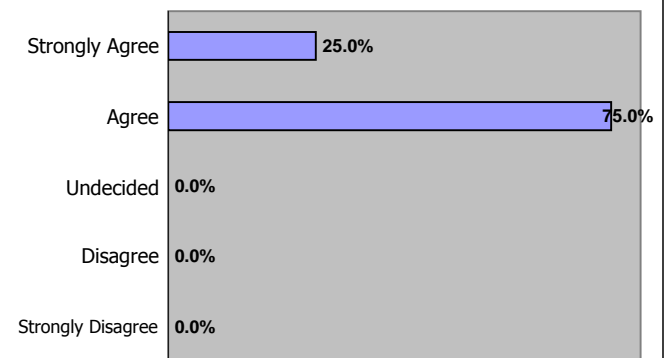


9. I am satisfied that my family's beliefs and values are respected by this programme.

Answer Options	Response Frequency	Response Count
Strongly Agree	25.0%	2
Agree	75.0%	6
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		8

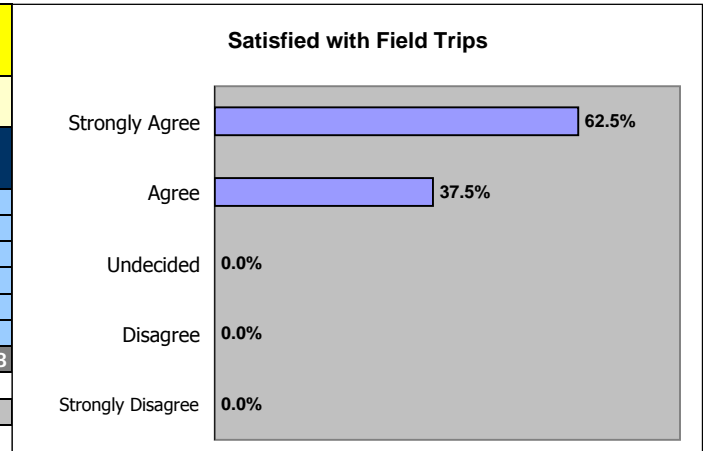
Comments:

Our Beliefs and Values Respected

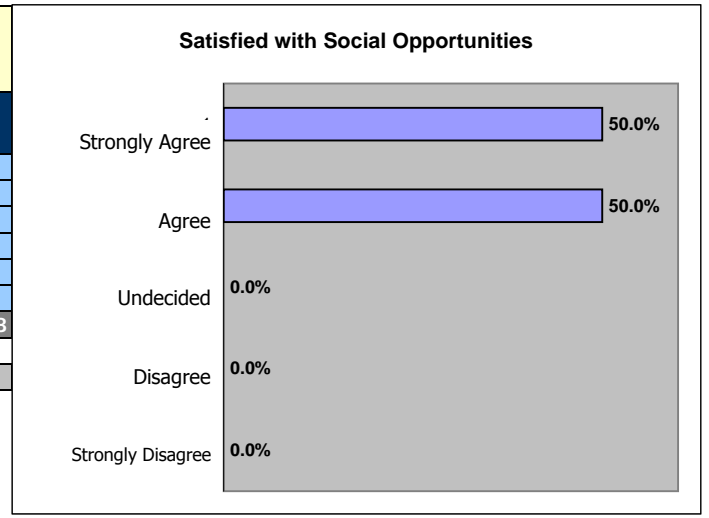


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SATISFACTION		
10. I am satisfied with the field trips (i.e. swimming, bowling, movies, Go Bananas) provided by this programme for my family.		
Answer Options	Response Frequency	Response Count
Strongly Agree	62.5%	5
Agree	37.5%	3
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		1
<i>answered question</i>		8
Comments:		
Very well balanced with variety and age appropriate to the particular group.		



11. I am satisfied with the social opportunities (i.e. Pins and Pals, Take 4, Gourmet Club, Life Skills, Spring & Summer Day Camps) provided by this programme for my family.		
Answer Options	Response Frequency	Response Count
Strongly Agree	50.0%	4
Agree	50.0%	4
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		4
<i>answered question</i>		8
Comments:		
Thank you LCDC for listening to the needs of families. It has been a life saver to have the programs to chose from when recruiting individual respite workers has been very difficult and next to impossible.		
Still lack of hearing about programs or being able to get firmed up dates (eg: take 4 - which saturday's for which group) confirmed with enough notice etc. Hard to get calls returned sometimes.		
Do not take all activities mentioned above.		
Although it depends on the abilities and needs of the other participants as well.		



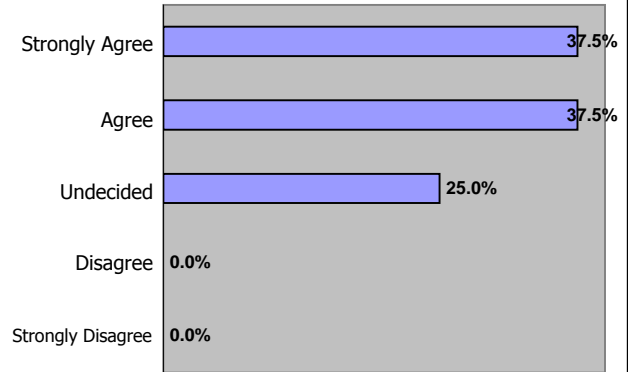
2009 Family Satisfaction Survey - Child and Youth

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	37.5%	3
Undecided	25.0%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:	1	
<i>answered question</i>		8
Comments:		

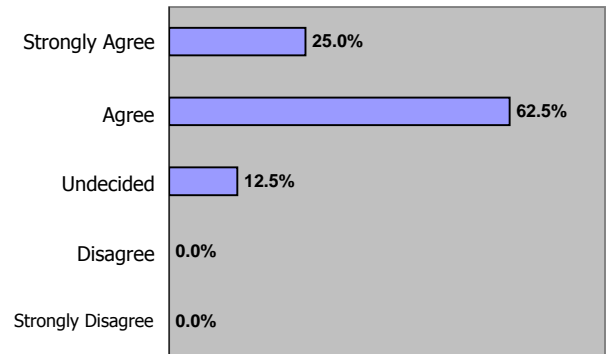
Received Services in a Timely Fashion



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	25.0%	2
Agree	62.5%	5
Undecided	12.5%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Suggestions to Improve Physical Accessibility:	0	
<i>answered question</i>		8
Comments:		

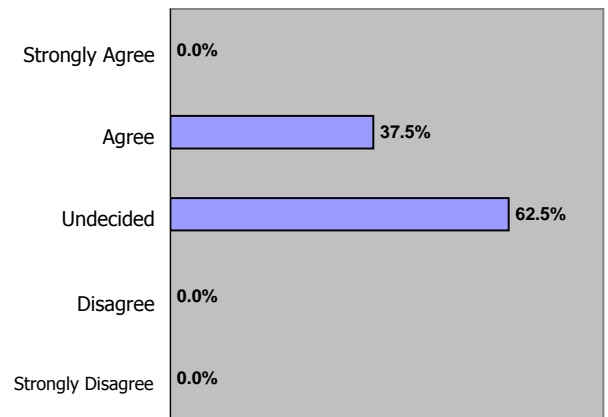
Programmes & Services Accessible



3. Programmes and services provided by Langley Child Development Centre are offered at a reasonable fee (i.e. programme fees, registration, etc.).

Answer Options	Response Frequency	Response Count
Strongly Agree	0.0%	0
Agree	37.5%	3
Undecided	62.5%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Suggestions to Improve Financial Accessibility:	2	
<i>answered question</i>		8
Comments:		

Programme & Service Fees Reasonable



some are and others seem a little costly. I thought pin and pals was a little costly.

For a family that only makes use of one or two of the services such as take-4 and picnics the fees have gone up quite a bit since we started, especially when you include the registration fee which is the same whether you use one or all services. If you are only partaking one service maybe the fee should be reduced. I could see the fees being a problem for parents on a low or fixed income, possibly preventing them from participating.

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ACCESSIBILITY

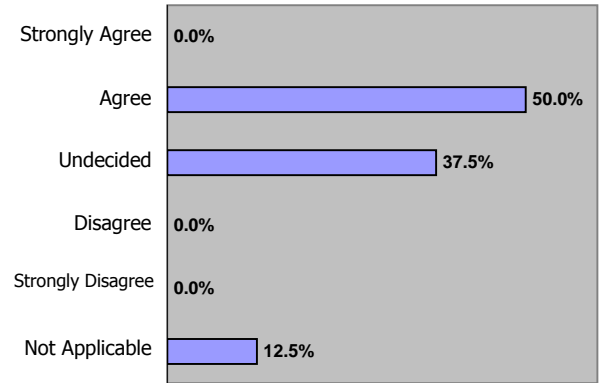
4. Workshops provided by Langley Child Development Centre are offered at a reasonable fee.

Answer Options	Response Frequency	Response Count
Strongly Agree	0.0%	0
Agree	50.0%	4
Undecided	37.5%	3
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:

I don't seem to hear about these.

Fees for Workshops Reasonable



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

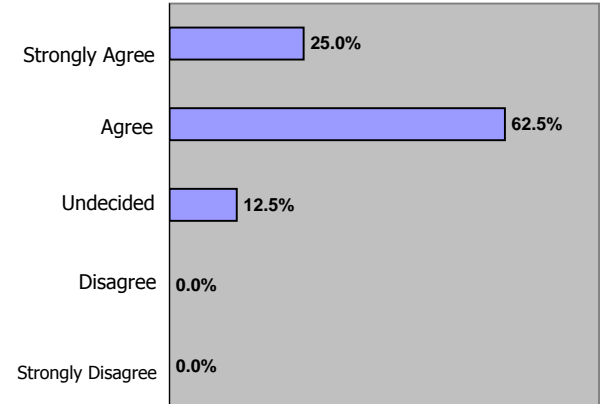
Answer Options	Response Frequency	Response Count
Strongly Agree	25.0%	2
Agree	62.5%	5
Undecided	12.5%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
What barriers, if any, have you encountered?		1
<i>answered question</i>		8

Comments:

LCDC has been welcoming, other community services not.

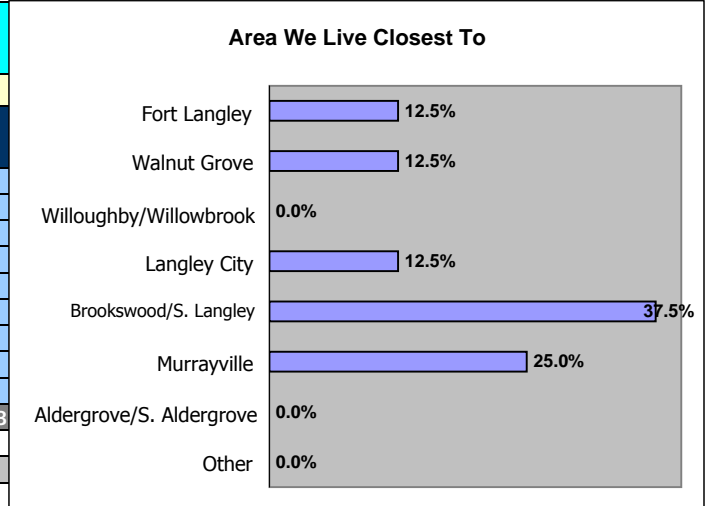
Community programming - not much offered for special needs.

Langley is a Welcoming Community



2009 Family Satisfaction Survey - Child and Youth

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



2009 Family Satisfaction Survey - Child and Youth

GENERAL COMMENTS

1. What I like best about the programme:

Answer Options	Response Count	
	8	
<i>answered question</i>	8	

Comments:

Good staff , safe, fun, energetic staff

The staff. Generally the reasonable costs.

Programme is helpful and satisfying to our child's needs.

-see comments for question one

The child care workers.

The respite time it provides me. Friendly and understanding staff.

Social times for children. Leaders let the kids lead their own discussions. Lots of variety for youth in the programme.

Knowledgable, helpful, concerned staff.

2. What I would change about the programme:

Answer Options	Response Count	
	5	
<i>answered question</i>	5	

Comments:

Communication about when they are happening , when registration will start etc.

Nothing.

Nothing

Nothing

Change the word 'Camp' in programs because the ministry won't consider any funding for any program with 'Camp' as part of the name.

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

Answer Options	Response Count	
	4	
<i>answered question</i>	4	

Comments:

Sexuality

Anything to do about adult transition and programs for adults.

RDI

Multiple learning styles - how to interpret and add in to our children's daily lives. Sex Ed. for special needs child and their family.

2009 Family Satisfaction Survey - Child and Youth

GENERAL COMMENTS

I found the on-line survey easy to use.

Answer Options	Response Frequency	Response Count
Strongly Agree	0.0%	0
Agree	100.0%	3
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		7
<i>answered question</i>		3

Comments:

I prefer to do the surveys on line. Thank you!!!

Over all, despite the comments on the fees, we are very happy with the service and help that you provide for our children. Thank you!!!!

On-Line Survey Easy to Use

