

Langley Child Development Centre

2009 Family Satisfaction Survey

Society Compiled Results

2009	
Surveys Sent:	336
Responses Received:	127
Return Rate:	38%

2007	
Surveys Sent:	282
Responses Received:	73
Return Rate:	26%

RESPONSE METHODS 2009			
Electronic:			
Sent:	245	Recd:	105
Return Rate:	43%		
Posted Mail:			
Sent:	91	Recd:	22
Return Rate:	24%		

PERFORMANCE INDICATORS:
<p>Satisfaction with the services that they received 87.9% 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 80.9% of families agreed or strongly agreed that they received value for the fees charged.</p>
<p>Families report that Langley is a welcoming community for children and youth with special needs 84.1% of families agreed or strongly agreed that Langley has been a welcoming community for children with special needs.</p>

2009 Family Satisfaction Survey - Society Compiled

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	40.9%	52
Agree	45.7%	58
Undecided	10.2%	13
Disagree	2.4%	3
Strongly Disagree	0.8%	1
<i>answered question</i>		127

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.

[Consultant] always takes the time to listen, watch and offer helpful direction.

Without the support my family receives from Langley Child Development I strongly believe we would not be able to function.

helps with funds for child care

The understanding in terms of tools to use, knowledge on parenting in different situations and dealing with challenges is great and the resources available have been outstanding

I have much more confidence in my child and my parenting skills with the advice and help I've received from the child development centre. My son's slight development delays were caught early and he was given the help he needed so he could feel comfortable in preschool with his peers.

Our family really appreciates all the support and help that our daughter has received.

I have been very fortunate with the support I have had with the woman who works with my son. She has been beside me when we had to address issues with his school when he entered kindergarten. Without her the transition would not have gone as smoothly.

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	42.5%	54
Agree	46.5%	59
Undecided	7.9%	10
Disagree	1.6%	2
Strongly Disagree	1.6%	2
<i>answered question</i>		127

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.

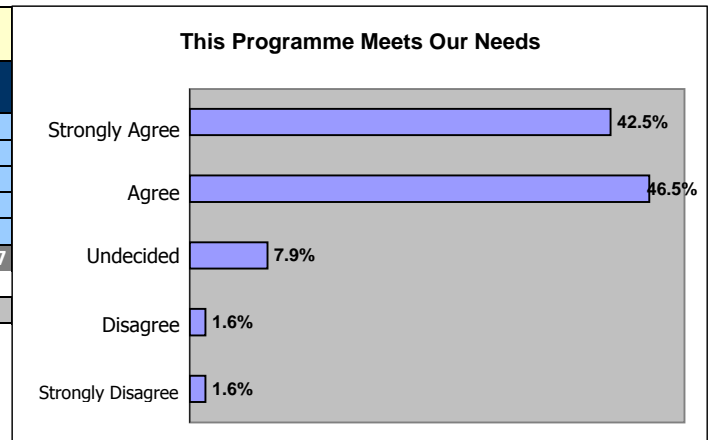
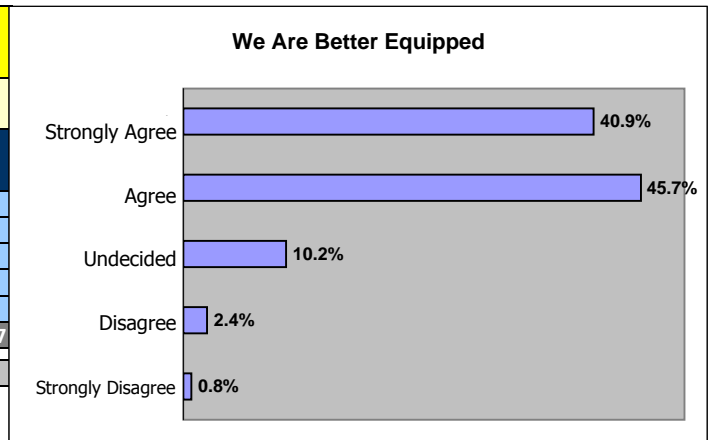
I am only NOT satisfied d/t huge waitlists and lack of funding, that my son will not receive supports and resources available through the child development center.

I'm disappointed that my child is on a waitlist for a support worker and will not have one until the fall. I appreciated the efforts that [Consultant] makes.

Services are under funded and wait lists are long. I am still unsure on how to get some of the services

Really wish there was funding and support available to make child care more successful.

We have been a part of this program for several years and value the help our kids and family have received and will continue to receive.



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SATISFACTION

Except the 2nd year preschool class should have more emphasis on preparing the child for kindergarten. ie. Printing of numbers up to 20 and be able to do the alphabet in capital and small letters properly.

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...

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	42.7%	56
Agree	42.0%	55
Undecided	9.2%	12
Disagree	0.0%	0
Strongly Disagree	1.5%	2
Not Applicable**	4.6%	6
<i>answered question</i>		131

**4 answered this question, but did not complete the rest of the survey.

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.

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.

The services I receive from SCD don't require working together without service

I was very appreciative that the staff were willing to meet with the other members of my son's therapy team.

The connections and the relationships between your team and the consultants in our community is admirable!

We did have help with a speech therapist, although there was a wait for this.

Really wish there was funding and support available to make child care more successful.

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	37.8%	48
Agree	50.4%	64
Undecided	10.2%	13
Disagree	0.8%	1
Strongly Disagree	0.8%	1
<i>answered question</i>		127

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.

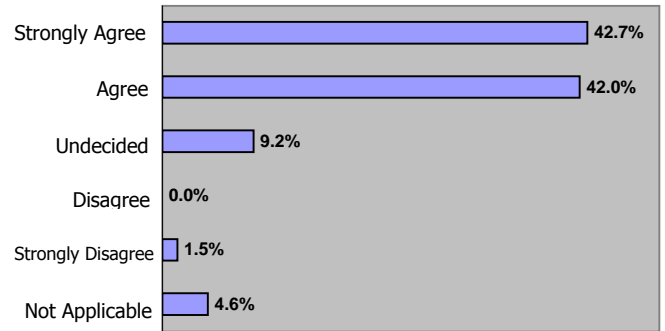
I was unaware of some of these things until I recently looked at the website

Could benefit from more resources

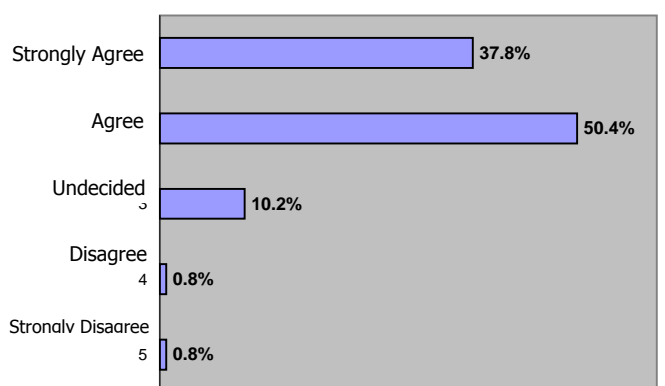
i have not recieved this service

Haven't needed all that much but when I have it's been readily available or information about access to them provided.

Works Together with Community Services



Satisfied with Resources Provided



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SATISFACTION

I feel these programs and access to information (books, articles) has made me feel that Langley as a community came together for me and my child. Whether it be through our child's councilor keeping me in touch with my child's progress, or areas I need to keep working on or the news letter informing me of up coming events.

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	43.3%	55
Agree	43.3%	55
Undecided	9.4%	12
Disagree	3.1%	4
Strongly Disagree	0.8%	1
<i>answered question</i>		127

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.

Support Aides have been of tremendous assistance with improving results and interactions at preschool.

Next year my child will benefit even more from the program; she is a bit young still right now. But she is developing beautifully!

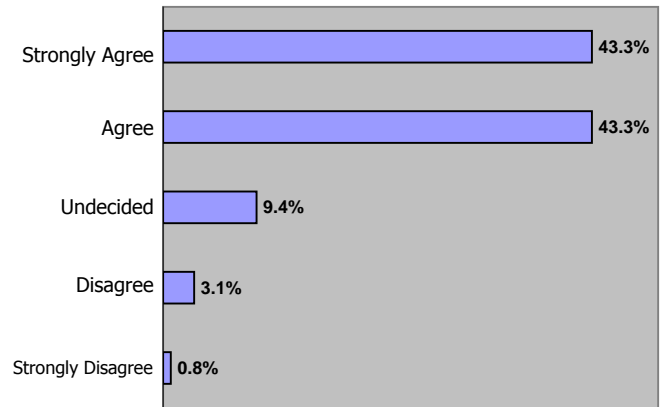
My son wouldn't be the child he is today without this programme.

Without a doubt my son is where he is today due in big part to IDP and now the SCD team! Thank you.

Yes with the support from my sons TA he has come along way we are very happy with that

Yes i feel my child has benifited with social and peer development.

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	61.9%	78
Agree	35.7%	45
Undecided	0.8%	1
Disagree	0.8%	1
Strongly Disagree	0.8%	1
<i>answered question</i>		126

Comments:

Each Worker has been knowledgable, confident and expressed a sincere interest in our childrens milestones.

Everyone goes above and beyond for me and my family!

Our consultant, [Consultant], is fantastic.

What staff?

I couldn't have asked for better.

[Consultant] is fabulous:).

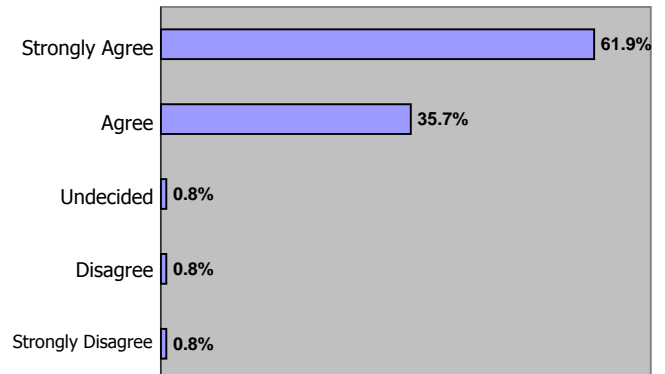
Every individual that I interacted with through this programme were friendly, personable, and so incredibly helpful.

Wonderful people. Very thankful to them all.

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

[Consultant] is great!

Satisfied Relations with Staff



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SATISFACTION

Staff are all pleasant and clearly care about the children they work with.

The people that I have met are really wonderful people.

Lovely, Lovely, Lovely women allround. I have been so impressed - Not sure if you've many men on the team, but I've not met one :)

[Consultant] has been great for our family

Everyone seems to be on the same page

[Consultant] and [Therapist] have been excellent with explaining everything to me and giving me the support that [Child] requires.

[Consultant] is fabulous!

The staff are all very friendly, helpful, knowledgable, approachable and respectful. They do alot of planning to make learning fun and keep the environment fun too. They are fair, firm and consistent with all the children.

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

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	33.9%	37
Agree	45.9%	50
Undecided	17.4%	19
Disagree	0.9%	1
Strongly Disagree	1.8%	2
<i>answered question</i>		109

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!

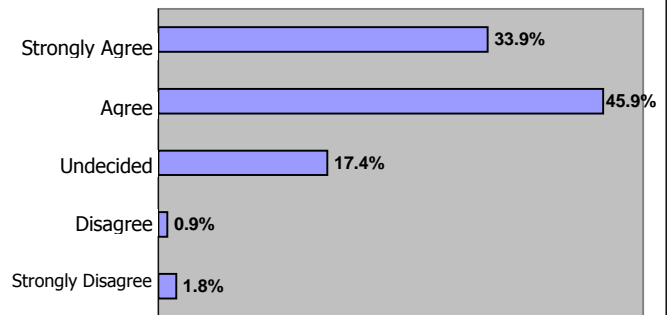
Again, I was unaware of some of these things

have not attended any social events

Not sure - have never attended.

i again, am unaware of this service or events

Satisfied with Social Events



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SATISFACTION

I haven't participated but I'm sure they're great.

Not been in the SCD program long with my son (IPD was excellent in the area) so am sure SCD is too.

not aware of any

As a working parent, I really appreciate these community events. It is much easier for me to meet other parents in these social settings, who are also dealing with some challenges with child development.

I didn't participate in the events

I have not yet attended any events.

Have only been to one

Don't hear about many things.

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

Answer Options	Response Frequency	Response Count
Strongly Agree	43.3%	55
Agree	52.8%	67
Undecided	2.4%	3
Disagree	0.8%	1
Strongly Disagree	0.8%	1
<i>answered question</i>		127

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?

i like how the plans always state strengths first, as I feel this is important to families

contracts are written in legalese and not easily understood

[Consultant] has done an amazing job with that

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

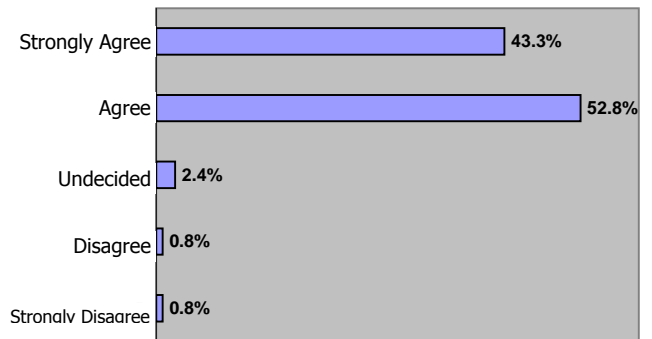
Answer Options	Response Frequency	Response Count
Strongly Agree	44.4%	55
Agree	46.0%	57
Undecided	8.1%	10
Disagree	0.8%	1
Strongly Disagree	0.8%	1
<i>answered question</i>		124

Comments:

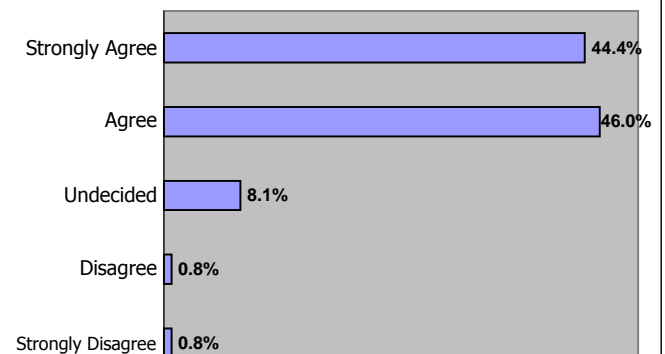
Not very applicable as our family isn't very religious, but our values have always been respected from day one.

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.

Written Material Easy to Understand



Our Beliefs and Values Respected



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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	37.3%	47
Agree	44.4%	56
Undecided	7.9%	10
Disagree	7.1%	9
Strongly Disagree	3.2%	4
<i>answered question</i>		126

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.

While having [Consultant] visit my son at daycare every couple of weeks has been good, I believe that we are a long way down the wait list for any day-to-day aide for him

We had to wait one school semester before we were able to receive a helper for her.

There was a short wait list

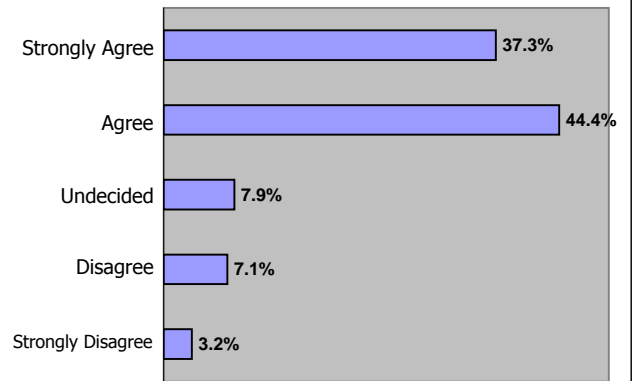
the srvice came very quick!

still waiting for a support worker

There are so many families in need and the waiting lists are far too long to address the needs of the children.

I found out at the end of August that my child would need/qualified for support and he had it the first day of school. Thanks

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	35.7%	45
Agree	50.0%	63
Undecided	11.1%	14
Disagree	2.4%	3
Strongly Disagree	0.8%	1
<i>answered question</i>		126

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.

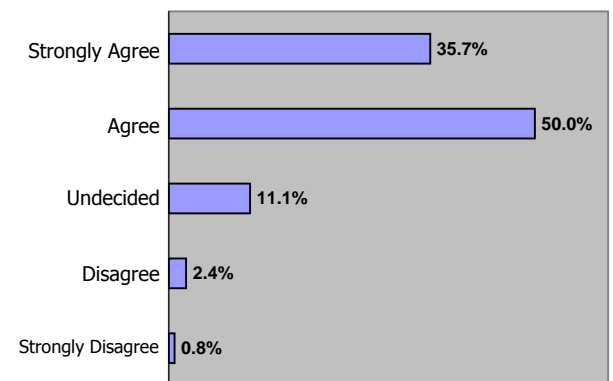
N/A

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

Not applicable to me.

Although working fulltime it does make it difficult sometimes. Mostly due to my employer at the time did not like any personal matters addressed during work hours.

Programmes & Services Accessible



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ACCESSIBILITY

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	22.7%	5
Agree	54.5%	12
Undecided	22.7%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		22

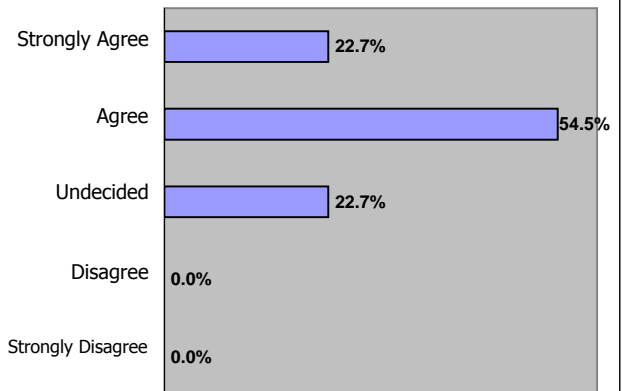
*****Preschool & Child and Youth Only**

Comments:

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.

Programme & Service Fees Reasonable



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

Answer Options	Response Frequency	Response Count
Strongly Agree	23.0%	29
Agree	38.1%	48
Undecided	9.5%	12
Disagree	1.6%	2
Strongly Disagree	0.0%	0
Did not attend	27.8%	35
<i>answered question</i>		126

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.

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

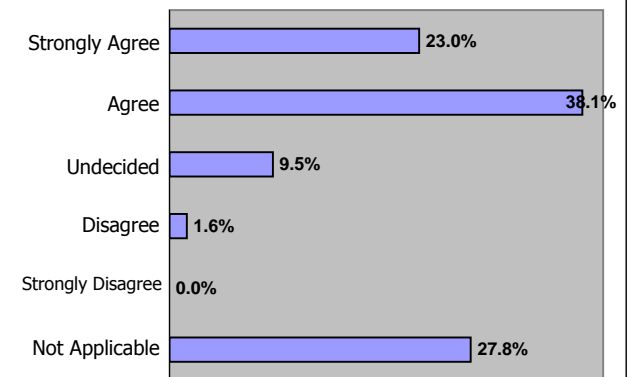
haven't attended

i have never been informed of workshops

On site childminding would be nice, but less and less of an issue as my children are getting older.

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.

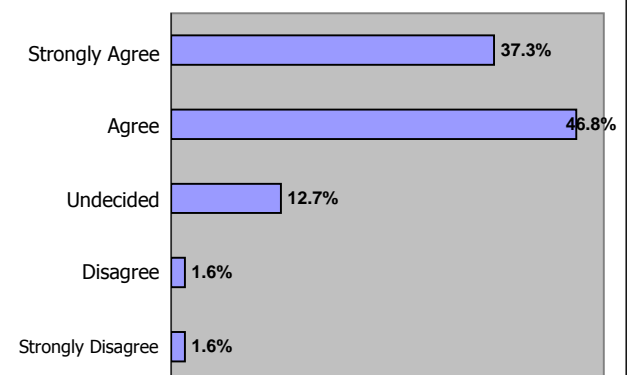
Answer Options	Response Frequency	Response Count
Strongly Agree	37.3%	47
Agree	46.8%	59
Undecided	12.7%	16
Disagree	1.6%	2
Strongly Disagree	1.6%	2
<i>answered question</i>		126

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.

Langley is a Welcoming Community



2009 Family Satisfaction Survey - Society Compiled

ACCESSIBILITY

More from the public than from people within the system. It would be good if more special needs rec programs were available (especially swimming).

None yet....knock on wood.

The public in general are not really understanding. Problems also with teachers, schools, etc.

We prefer to keep our child's diagnosis confidential. I find that those in the community who are involved in our kids lives who we had to disclose the diagnosis to tend to disagree with our family's decision. People should respect a family's wishes.

I feel the daycares have a LONG WAY TO GO, and am VERY FRUSTRATED with the daycares in Langley.. but am satisfied with my service from LCDC!

WAITLISTS!!!!

One home daycare turned me down because my child has a disability.

Sorry, I can't come up with anything negative here. I can only say I've been pleasantly surprised with all the support my family has received in making sure my son felt comfortable with other children and being away from his mom.

I think the recreational stuff has not been at all accessible for my child. I asked at my community rec centre why they do not have anything my daughter could participate in with support and they said they don't have enough staff as it is and surely could not accommodate my daughter. They sort of rolled their eyes at me when I asked. It feels as though when I look at the recreational activities in the community and at the rec centres and in the rec guide, as though children with disabilities are invisible. In North Vancouver where I work, there is an organisation that provides a helper to accompany children with special needs so they can participate in programs offered by the rec commission. Last summer I was not able to sign my daughter up for some of those little 9 - noon summer camps and it made me sad as I felt that she was really so close in being able to participate, she really just needed a little more support. I felt as though there was nothing for her to do rec wise. No mention or disclaimer within the rec centre guide that said "we are accessible for children who need extra support". Never mind classes specially for special needs kids such as those offered in Surrey.

LCDC has been welcoming, other community services not.

Community programming - not much offered for special needs.

2009 Family Satisfaction Survey - Society Compiled

DEMOGRAPHICS

Which area do you live closest to?

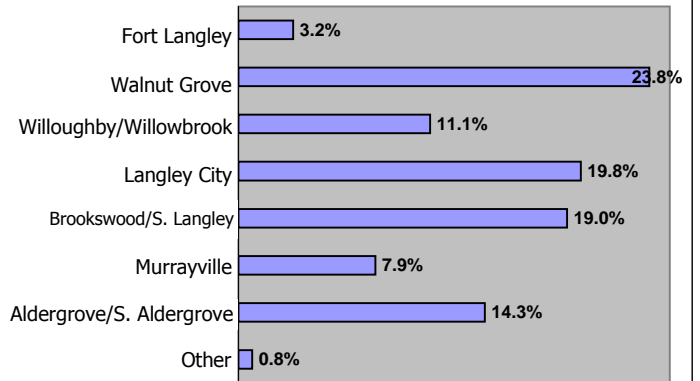
Answer Options	Response Frequency	Response Count
Fort Langley	3.2%	4
Walnut Grove	23.8%	30
Willoughby/Willowbrook	11.1%	14
Langley City	19.8%	25
Brookwood/South Langley	19.0%	24
Murrayville	7.9%	10
Aldergrove/South Aldergrove	14.3%	18
Other	0.8%	1
<i>answered question</i>		126

Comments:

Just moved from Fort Langley

Surrey with Preschool in Walnut Grove

Area We Live Closest To



2009 Family Satisfaction Survey - Society Compiled

GENERAL COMMENTS

1. What I like best about the programme:

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 to 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. Definitely 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 definitely 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.

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.

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GENERAL COMMENTS

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

flexibility

[Consultant]

[Consultant] has been very helpful and a positive influence in [Child's] care.

Staff always have a positive attitude which buoys the parent's confidence while also projecting positive feedback to the community in general.

Being treated respectfully

Addresses my daycare needs (in home, supported child care for my teenage son)

The respectfulness and commitment of staff

My child can attend daycare and get one-on-one support there

the people

The consultation is great and of course the helper in the class room. I cannot at all complain.

THE STAFF!!!!

Ongoing dialogue with staff re: support for my son. My e-mails get answered in a timely fashion. The information shared is practical and useful.

the 1-1 support that's offered to my child

In-preschool support

The friendliness of the staff and how they were open for me to call with questions anytime.

The staff and their caring nature

How quickly my family was serviced and still are. This programme saved my life truly. I don't know how I would have survived without it. My son is thriving because of you.

help my child in the preschool

The staff, the knowledge they possess, the relaxed yet professional approach offered. The love they show for the kids and the willingness to support in anyway possible and the guidance I receive as a parent.

friendly, caring, helpful staff

the caring people

support system

The extra help and ideas

I liked all of the tools I've been given in helping my son, such as sign language which took away the frustration he had trying to communicate, play groups so he could learn to socialize with others.

financial support for in home afterschool care

The support of each area is so specific which really helps target her needs.

The support that is given to the daycare my child attends. They struggle with managing my child's behavior and now seem to understand better that he will not change but they need to learn the skills to help him manage his own behavior

[Consultant] and [Consultant]

Staff quality

Our programme consultant is so genuine and personable. She always has so much info available.

With supported child care we have been better able to deal with the challenges and have been given an accurate knowledge of what the challenges are. This has better prepared our kids for entering kindergarten. Many times we can have our support system in place. Assessments are in place or we are on waiting lists.

The immediate support from the supervisor and her body of knowledge

family nights

I like all of the appointments are accommodated in your own home and are done at your convenience and the people are caring and respectful.

The support that I and my son's support worker receive from our consultant

That they come to you which is very convenient.

Support given by [Consultant].

2009 Family Satisfaction Survey - Society Compiled

GENERAL COMMENTS

[Consultant] was a wonderful consultant and always worked in the best interest of our children and family needs.

The dynamics of the preschool classroom with children a variety of different ages and backgrounds.

the staff's enthusiasm and support

The teacher/student ratio is great!

I like the diversity of the program so that all children feel welcome, involved and have the opportunity to be part of the preschool setting.

How the teachers teach the children to play and respect each other so well.

Ratio of students to teachers - my child receives excellent one-on-one care.

Welcoming friendly staff, great stuff for the kids to play with and other great kids, variety, compassion, enthusiasm.

The staff and their caring nurturing natures

Mix of children, younger and older but also able and less able

The staff and their consistency in mood, patience and care of the children. The fun environment they create for the children to be in and learn.

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.

Knowledgeable, helpful, concerned staff.

2. What I would change about the programme:

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 cases such as his would be great.

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

2009 Family Satisfaction Survey - Society Compiled

GENERAL COMMENTS

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!

I wish we could stay with it longer.

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!

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

Please send emails regarding programme information. This would cut the cost of postage.

More funding to assist every child of need in all areas needed.

I would like to see the SCD worker at our home sometimes!

not sure. it would be nice to have one place that parents can go to find out about ALL of the possible supports out there that they can tap into.

MMMM, more funding so all children can have helpers from the get go.

Less paperwork =)

doing the IFSP earlier.. it took 8 months to develop a plan for my child.. i feel goals should be set sooner between 1-3 months at the latest

more communication between SCD and BIs/behavioural consultant

Nothing

Nothing for me so far but you can certainly pass this message to the government: More money for the kids!! Too many on the waitlist. Actually, that would be one complaint - a 2 year waitlist for speech therapy? - Nuts!

Maybe a bit more support documentation to read on how I can do more as a parent - learning manuals supporting the things we talk about with the SDC consultants - it's hard to remember everything - however the session notes are great.

I understand this is difficult to hire due to budget restraints, lack of skilled work, etc - but it would be great if there were enough support workers available for all children who need them.

Wait time for 1 to 1 support for children

nothing

nothing

More time for each child

Nothing.

I am hoping that more consultation between home, the centre and Kindergarten will continue.

Nothing that comes to mind

Nothing.

Not sure.

Nothing at this point.

I think the direct worker should meet the family in person

That the waiting lists would be reduced to accommodate the needs of the children. A two year wait list for services is completely unacceptable.

?

Nothing.

Nothing.

Nothing.

A morning option for the Variety preschool. With a Child in Kindergarten I am unable to drop off at Noel Booth for a morning class.

2009 Family Satisfaction Survey - Society Compiled

GENERAL COMMENTS

Not a thing the teachers are awesome and this is such a great program for my child.

With so many kids born prenatally exposed to alcohol I would like to see all staff trained in the area of FAS or FASD

Nothing.

I like it but I'm sure [Consultant], [Support Worker] & [Support Worker] would have great

Nothing

At this point we haven't had a fieldtrip yet, so I would like to see that added. I have seen more trips in the previous year with my other children.

In the 2nd year of preschool prepare the child better for kindergarten academically.

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):

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.

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!)

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 would love to see some kind of information for parents who think that their child may have Autism explaining to them in detail the steps to get their child assessed (whether privately or otherwise) and what to do after a diagnosis. This may be something that happens for most parents before they even are introduced to the CDC though.

social skills development

Advocating for your child. Self esteem for your special needs child.

Setting boundaries with special needs kids - discipline strategies.

O.T. Sensory integration again.

Help address problem behaviours. Behaviour consultant.

Not sure.

I feel the daycare workers need more information on handling behaviourally challenging children

how to handle autism funding

Social development, learning disabilities and how to work with them as a parent, language challenges and how to help before a child reaches school age

2009 Family Satisfaction Survey - Society Compiled

GENERAL COMMENTS

autism

Nothing at this point.

ADHD

I would like to see a repeat of the workshop with the young man (age 17) who lives with autism.

FASD and prenatal exposure to crystal meth

I have no idea at this time.

More parenting issues for single families.

Programs availr for kids with disabilities. As a parent, I was unaware of the options available to me. I worked with a consultant from LCDC for 2 years before being aware of the At Home Program which my child qualified for and receives services through.

FASD with Karen Janzen as the facilitator

How to obtain better listening skills in children.

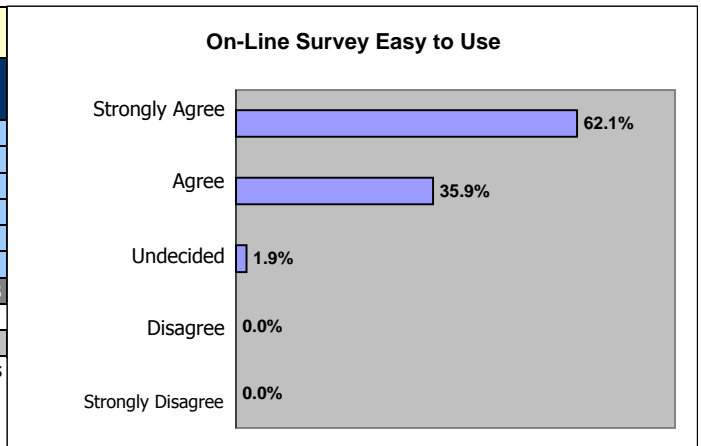
Sexuality

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.

I found the on-line survey easy to use.		
Answer Options	Response Frequency	Response Count
Strongly Agree	62.1%	64
Agree	35.9%	37
Undecided	1.9%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		103
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.

I had to re-type some coments on one page

This is a great method. I'm forever forgetting to mail things , even if I do manage to fill

found that some questions required a "not applicable" choice

Very nice. Loved the fact that this was interactive right on the spot.

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