

# Supported Child Development Programme

## 2009 Family Satisfaction Survey

2009	
Surveys Sent:	98
Responses Received:	35
Return Rate:	36%

2007	
Surveys Sent:	82
Responses Received:	18
Return Rate:	22%

RESPONSE METHODS 2009			
<b>Electronic:</b>			
<b>Sent:</b>	83	<b>Recd:</b>	34
<b>Return Rate:</b>	41%		
<b>Posted Mail:</b>			
<b>Sent:</b>	15	<b>Recd:</b>	1
<b>Return Rate:</b>	7%		

### PERFORMANCE INDICATORS:

#### Satisfaction with the services that they received

83.8% 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

85.7% 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

77.1% of families agreed or strongly agreed that Langley has been a welcoming community for children with special needs.

## 2009 Family Satisfaction Survey - SCD

### 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	51.4%	18
Agree	34.3%	12
Undecided	14.3%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		6
<i>answered question</i>		<b>35</b>

**Comments:**

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

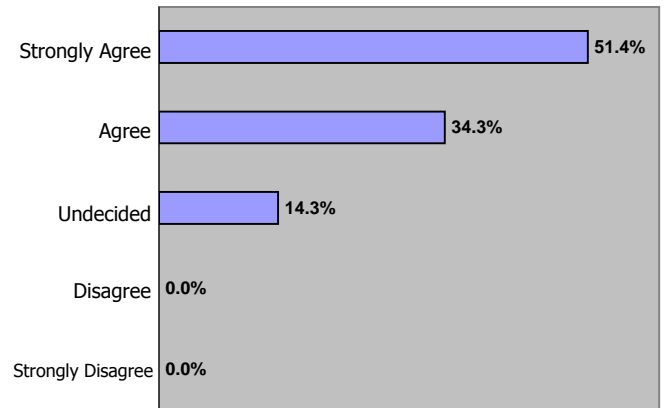
The understanding in terms of tools to use, knowledge on parenting in different situations and dealing with challenges is great and the resources available have been outstanding

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 sons 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.

**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	37.1%	13
Agree	48.6%	17
Undecided	11.4%	4
Disagree	2.9%	1
Strongly Disagree	0.0%	0
Comments:		3
<i>answered question</i>		<b>35</b>

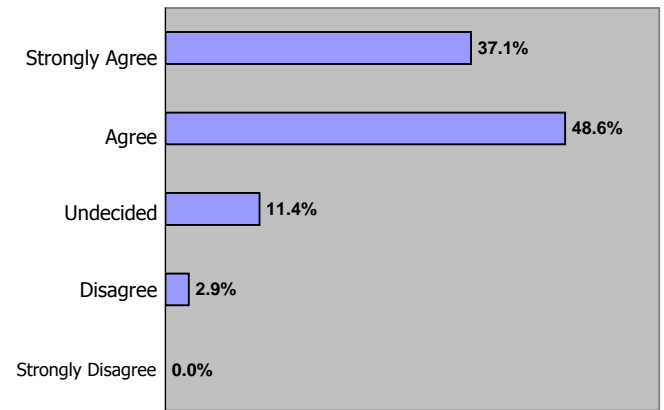
**Comments:**

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 Michelle makes.

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

**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	30.8%	12
Agree	48.7%	19
Undecided	7.7%	3
Disagree	0.0%	0
Strongly Disagree	2.6%	1
Not Applicable	10.3%	4
Comments:		0
<i>answered question</i>		<b>39</b>

**Comments:**

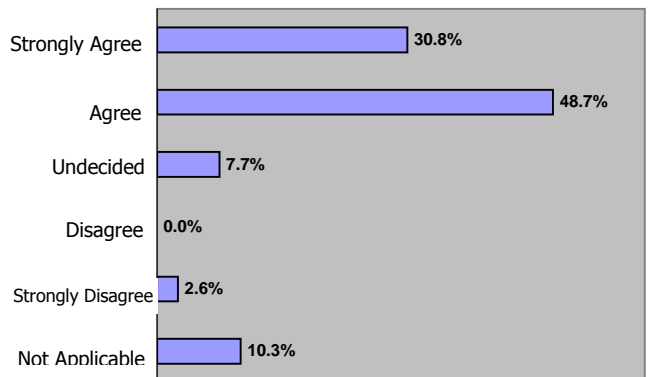
The services I receive from SCD don't require working together without other service

I was very appreciative that the staff were willing to meet with the other members of my

The connections and the relationships between your team and the consultants in our

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

**Works Together with Community Services**



## 2009 Family Satisfaction Survey - SCD

### 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	22.9%	8
Agree	57.1%	20
Undecided	17.1%	6
Disagree	2.9%	1
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		<b>35</b>

**Comments:**

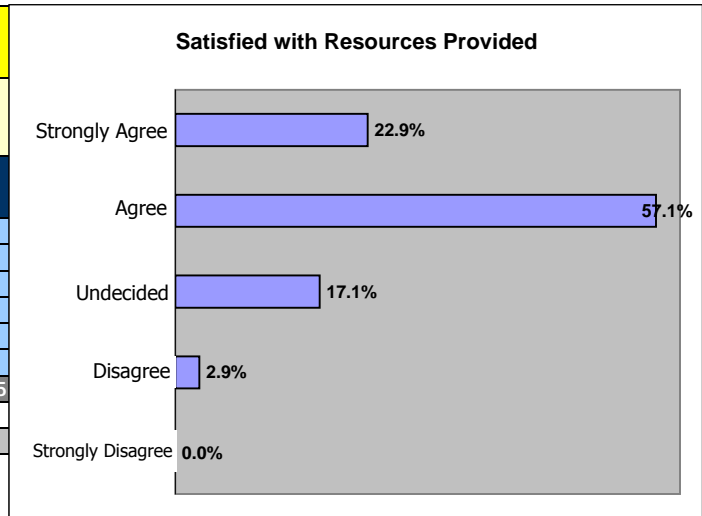
I was unaware of some of these things until I recently looked at the website

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.

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.



**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	54.3%	19
Agree	34.3%	12
Undecided	8.6%	3
Disagree	2.9%	1
Strongly Disagree	0.0%	0
Comments:		4
<i>answered question</i>		<b>35</b>

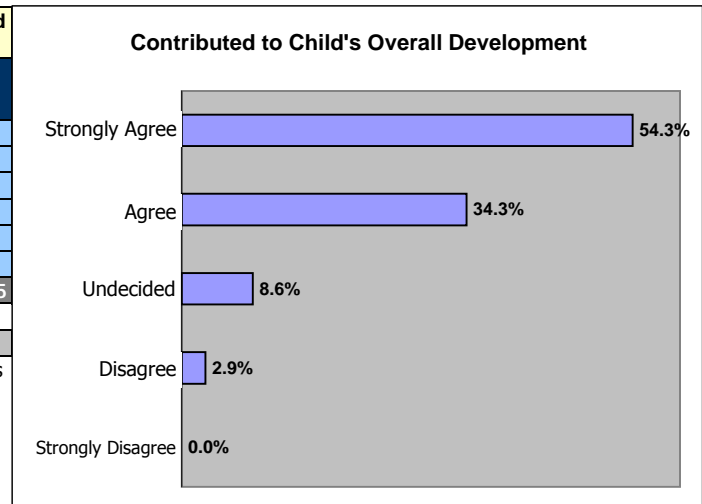
**Comments:**

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

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.



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

Answer Options	Response Frequency	Response Count
Strongly Agree	62.9%	22
Agree	37.1%	13
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		5
<i>answered question</i>		<b>35</b>

**Comments:**

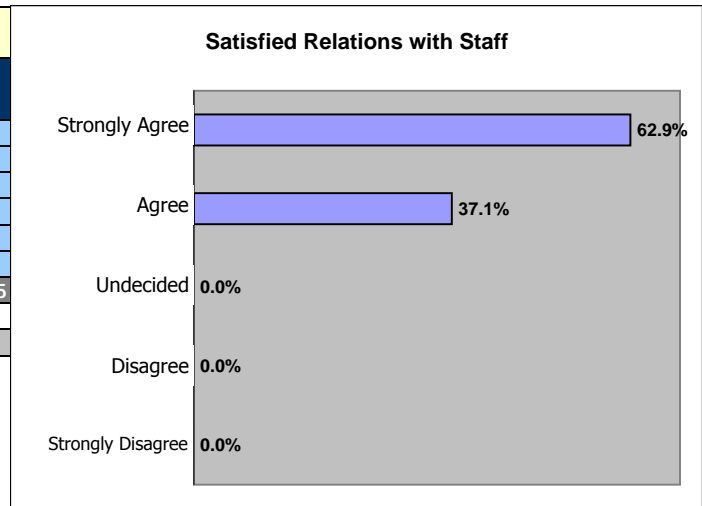
[Consultant] is great!

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



## 2009 Family Satisfaction Survey - SCD

### 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	25.7%	9
Agree	37.1%	13
Undecided	31.4%	11
Disagree	2.9%	1
Strongly Disagree	2.9%	1
Comments:		10
<i>answered question</i>		<b>35</b>

**Comments:**

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

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.

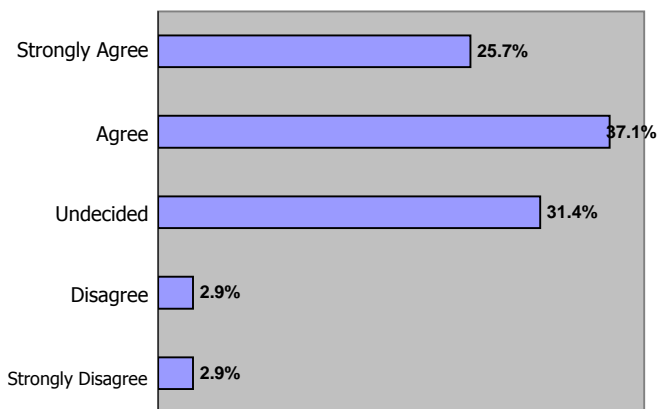
not aware of any

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.

**Satisfied with Social Events**



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

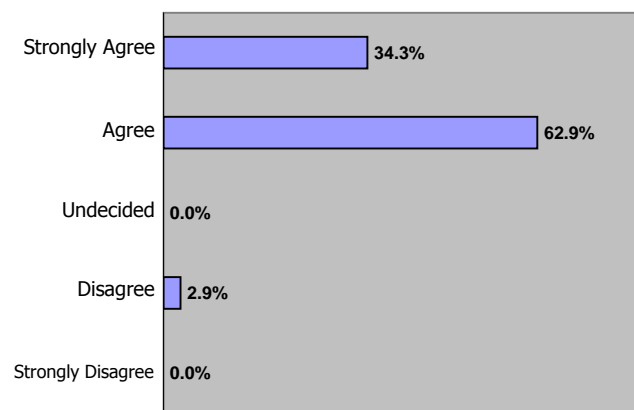
Answer Options	Response Frequency	Response Count
Strongly Agree	34.3%	12
Agree	62.9%	22
Undecided	0.0%	0
Disagree	2.9%	1
Strongly Disagree	0.0%	0
Comments:		2
<i>answered question</i>		<b>35</b>

**Comments:**

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

**Written Material Easy to Understand**



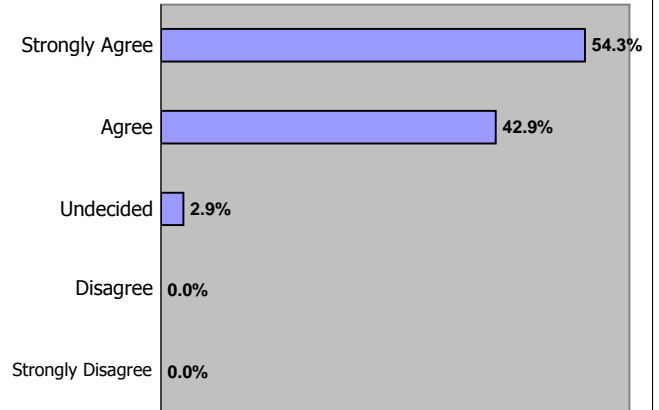
## 2009 Family Satisfaction Survey - SCD

### 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	54.3%	19
Agree	42.9%	15
Undecided	2.9%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		<b>35</b>
<b>Comments:</b>		

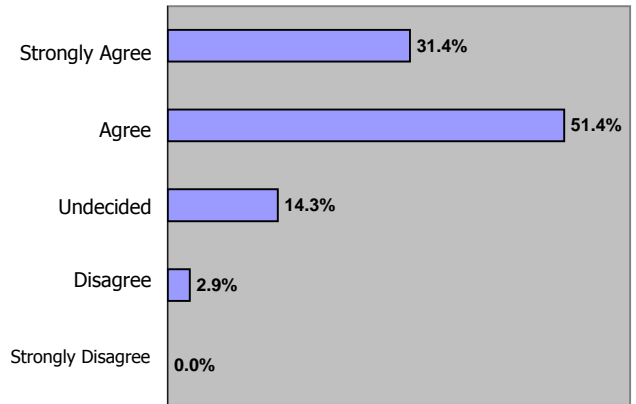
#### Our Beliefs and Values Respected



**10. I am satisfied that I have more awareness of the supports available in my community as a result of this programme.**

Answer Options	Response Frequency	Response Count
Strongly Agree	31.4%	11
Agree	51.4%	18
Undecided	14.3%	5
Disagree	2.9%	1
Strongly Disagree	0.0%	0
Comments:		1
<i>answered question</i>		<b>35</b>
<b>Comments:</b>		

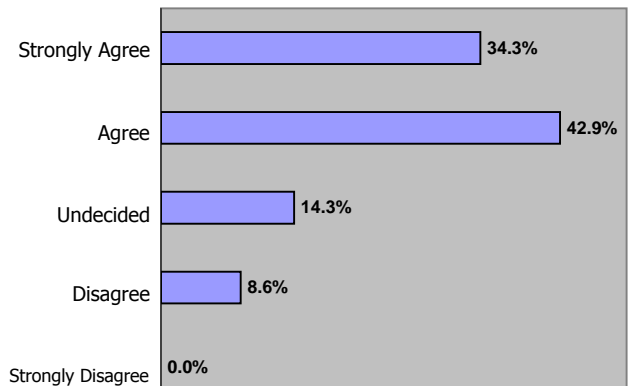
#### More Aware of Supports in the Community



**11. I am satisfied that I have access to the same range of childcare services as all families.**

Answer Options	Response Frequency	Response Count
Strongly Agree	34.3%	12
Agree	42.9%	15
Undecided	14.3%	5
Disagree	8.6%	3
Strongly Disagree	0.0%	0
Comments:		6
<i>answered question</i>		<b>35</b>
<b>Comments:</b>		

#### I Have Equal Access to Childcare Services



as always there isn't enough money. the money received to support my son at daycare does not actually cover the costs. If the costs are not met then most if not all daycare centres will not take my child(ren)

that have gone above and beyond providing 1-1 support for my child, even though i feel he is still needing more support within his daycare

Unfortunately waitlists make a question like this hard to answer. The system doesn't have enough staff/funding which creates waitlists. I feel that the support that we do get is very good.

Child care / preschool is only available in as much as support workers are available. Last year my child who is a range 3 was sharing 1 support worker with 2 other children. I wasn't satisfied until I transferred her to an afternoon spot where she could have one-to-one support. The afternoon spot was not my first choice, but I gave up the morning spot to have the one-to-one support.

I am assuming we do but don't know many other families to compare.

I couldn't imagine the stress I would have had to endure had we not received support at the neighborhood daycare.

## 2009 Family Satisfaction Survey - SCD

### SATISFACTION

**12. I am satisfied that this service helps support my child's daycare/preschool costs (this service is not intended to fully cover the cost of daycare/preschool).**

Answer Options	Response Frequency	Response Count
Strongly Agree	40.0%	14
Agree	28.6%	10
Undecided	14.3%	5
Disagree	11.4%	4
Strongly Disagree	5.7%	2
Comments:	9	
<i>answered question</i>		<b>35</b>

**Comments:**

I am unaware of any support for the cost of daycare!

? Do not understand this question? Are we eligible for funding for preschool, or is it the cost of the aide?

Not Applicable

Having a helper for my daughter in preschool is wonderful.

I pay for daycare but you provide the support worker, so for that I am deeply grateful.

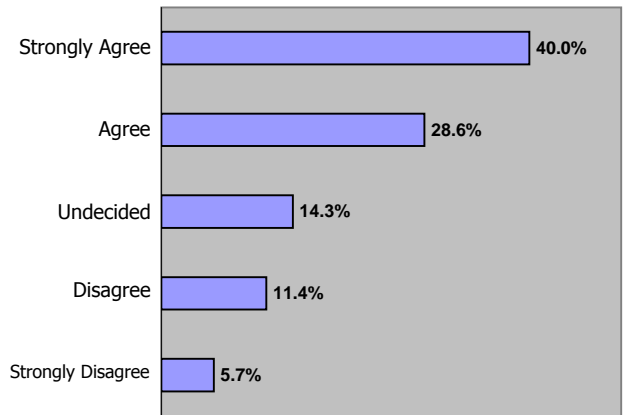
Absolutely!

I don't know anything about this, I'm assuming it's not the same thing as the gov't subsidized childcare?

Our preschool costs are the same

I didn't realize that this service covers portions of the cost of daycare/preschool. Or is that coverage just to help pay for the caregiver at the daycare/preschool?

**Helps Support Daycare/Preschool Costs**



## 2009 Family Satisfaction Survey - SCD

### 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	34.3%	12
Agree	40.0%	14
Undecided	17.1%	6
Disagree	8.6%	3
Strongly Disagree	0.0%	0
Comments:		5
<i>answered question</i>		<b>35</b>

**Comments:**

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

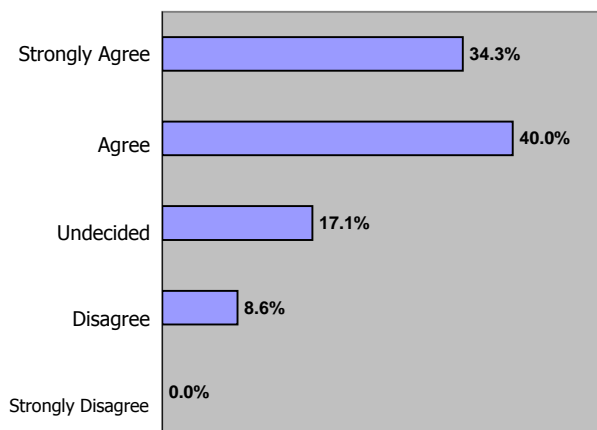
We had to wait one school semester before we were able to receive a helper for her.

There was a short wait list

the srvice came very quick!

still waiting for a support worker

**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.).**

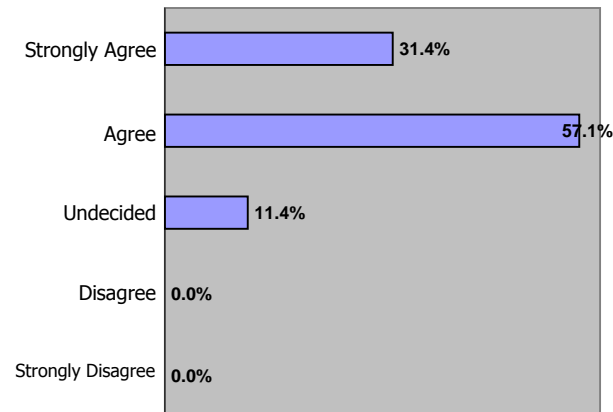
Answer Options	Response Frequency	Response Count
Strongly Agree	31.4%	11
Agree	57.1%	20
Undecided	11.4%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Suggestions to Improve Physical Accessibility:		2
<i>answered question</i>		<b>35</b>

**Comments:**

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**



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

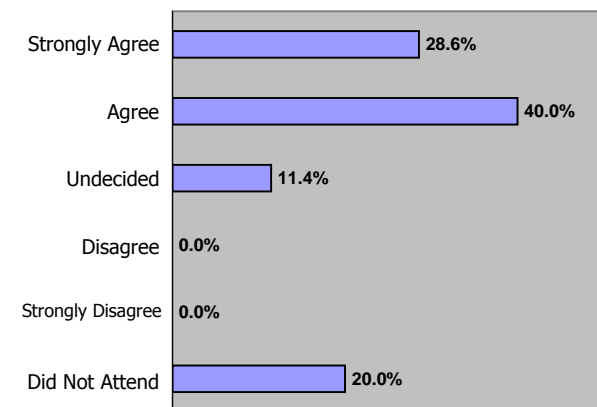
Answer Options	Response Frequency	Response Count
Strongly Agree	28.6%	10
Agree	40.0%	14
Undecided	11.4%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Did not attend	20.0%	7
Suggestions to Improve Workshop Accessibility:		2
<i>answered question</i>		<b>35</b>

**Suggestions to Improve Workshop Accessibility:**

haven't attended

i have never been informed of workshops

**Fees for Workshops Reasonable**



## 2009 Family Satisfaction Survey - SCD

### 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	37.1%	13
Agree	40.0%	14
Undecided	14.3%	5
Disagree	5.7%	2
Strongly Disagree	2.9%	1
What barriers, if any, have you encountered?		8
<i>answered question</i>		<b>35</b>

**Comments:**

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

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 FRUSTURATED with the daycares in Langley.. but am satisfied with my service from LCDC!

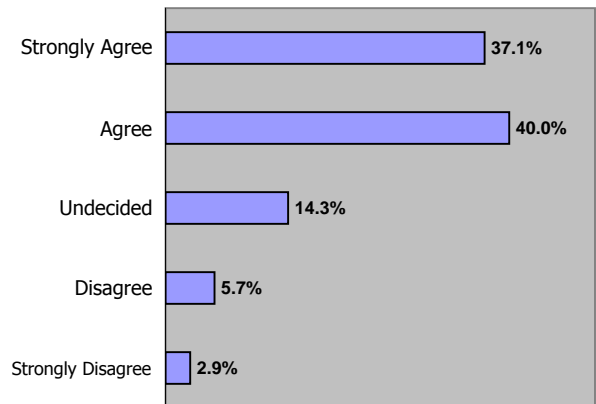
WAITLISTS!!!!

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.

**Langley is a Welcoming Community**



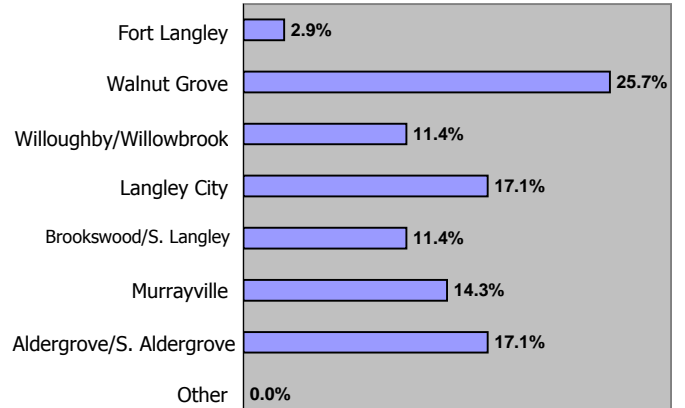
## 2009 Family Satisfaction Survey - SCD

### DEMOGRAPHICS

Which area do you live closest to?

Answer Options	Response Frequency	Response Count
Fort Langley	2.9%	1
Walnut Grove	25.7%	9
Willoughby/Willowbrook	11.4%	4
Langley City	17.1%	6
Brookwood/South Langley	11.4%	4
Murrayville	14.3%	5
Aldergrove/South Aldergrove	17.1%	6
Other	0.0%	0
Other (please specify):		0
<i>answered question</i>		<b>35</b>
<b>Comments:</b>		

**Area We Live Closest To**



## 2009 Family Satisfaction Survey - SCD

### GENERAL COMMENTS

#### 1. What I like best about the programme:

Answer Options	Response Count
	25
<i>answered question</i>	25

#### Comments:

[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 thats 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 idea's

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

#### 2. What I would change about the programme:

Answer Options	Response Count
	19
<i>answered question</i>	19

#### Comments:

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.

## 2009 Family Satisfaction Survey - SCD

### GENERAL COMMENTS

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

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

Answer Options	Response Count	
	14	
<i>answered question</i>	14	

#### Comments:

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

autism

Sensory, social

Nothing at this point.

ADHD

## 2009 Family Satisfaction Survey - SCD

### GENERAL COMMENTS

I found the on-line survey easy to use.

Answer Options	Response Frequency	Response Count
Strongly Agree	50.0%	17
Agree	47.1%	16
Undecided	2.9%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		5
<i>answered question</i>		<b>34</b>

#### Comments:

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 them out without one of the kids shredding it!

found that some questions required a "not applicable" choice

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

**On-Line Survey Easy to Use**

