

Early Care and Learning Centre (ECLC) Client Survey

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| How long has your family been with ECLC? | How often does your child/ren attend the program? |
| 1-6 months - 1 | Daily – Part time - 15 |
| 6-12 months - 6 | Daily Full time - 5 |
| More than 1 year – 15 | Varied schedule - 3 |
| Did you have to wait to receive service? | Are you & your family treated in a welcoming, respectful manner? |
| YES - 14 | YES - 23 |
| NO - 9 | NO |
| Put child on waitlist when was pregnant so didn't have to wait for space when it was needed; few months after desired start. How did you hear about the program? Friends (8), online (6), CCRR (3), work for KKS | Always (4), staff are wonderful (4), staff are always dedicated to the kids & want to share the highlights with parents, respectful welcoming & caring |
| Did you know that ECLC has a play-based program? | Did you know that ECLC practices emergent curriculum? |
| YES - 22 | YES - 16 |
| NO | NO - 7 |
| One of the reasons we chose the centre | Would like more information about the practices through the newsletter |
| Do you feel that ECLC is adequately accessible and meets the needs your family may have? | As a result of the program, I feel that my child/ren is acquiring and using knowledge and skills |
| YES - 23 | YES - 23 |
| NO | NO |
| Always willing to accommodate our requests (2); when my child was struggling they reorganized their schedule so they knew what to expect which made a big difference | I have learned new songs and my child frequently does things that are new; changing resources; learning about different cultures, animals, castles, dragons; sharing, respect |
| I feel that my child/ren experiences positive social relationships | I have the opportunity to provide input regarding my child's care needs |
| AGREE - 23 | AGREE - 23 |
| DISAGREE | DISAGREE |
| Child talks about staff & peers & waves at friends when out; when child makes negative behavior choices staff do an amazing job of modelling & facilitating conflict resolution in an age appropriate way; learnt to trust other adults & models positive social relationships with kids. | Staff are always happy & willing to chat (2), very accommodating; through team meetings, open to outside intervention & welcome of feedback; sharing, respect, using quiet voices and helping others; not sure if verbal messages are passed on at busy drop off – maybe notes are more useful? We email for important issues but sometimes small issues get lost between multi age and 3-5 |
| Have you read the Kootenay Kids Parent Handbook? Care to learn Registration forms and Guidelines? | What is your expectation for Kindergarten readiness? (Social Emotional, ABC's, |
| YES - 21 | YES - 11 |
| NO - 2 | NO - 12 |
| | Social emotional (6), independence, confidence, group participation, listen to adults, ABC's, counting to 100, life skills, verbal expression of feelings, awareness of safe behavior in group, more structure on 3-5 with sit & listen prep for school |
| Do you understand the daily activities at the childcare centre? | Do you feel the activities at the centre provide space for exploration and discovery? |

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| YES - 22 | YES - 23 |
| NO - 1 | NO |
| Like it when the activities are on the chalkboard outside in the morning | Love the outdoor space, books, playdough, painting etc. |

Additional Comments:

- We 100% trust our child's care to all employees at Care to learn. We share the same values at home. We feel as though Care to Learn creates a safe environment and really cares about and respects all kids. It is a great place for our family
- Thank you for all that you do. We are so grateful for the staff & wonderful program at Kootenay Kids
- We are very satisfied. Our child enjoys daycare & we feel they are safe, loved and in good hands. Thank you to all the staff
- Staff are amazing. They've welcomed our routine & make point of welcoming my child and helping them settle in. The staff can always tell me something they did in a day. We love Care to Learn – thanks for making our day care transition easier
- Thank you
- Fantastic care providers who have gone out of their way for us – you are doing an awesome job. The indoor and outdoor spaces with natural materials are impressive
- We could not imagine a better place to have our child cared for with such professionalism, love, knowledge and enthusiasm
- We have such gratitude for all the staff, their hard work, endless patience, innovative creativity to meet each problem and child with love & understanding. Our child has transformed with loving guidance, calm approach – their interest and creativity have grown. Thank you for all you do and bring to this incredible child care setting. We love you
- We are very satisfied with the care our children receive at the centre. The caregivers are kind and loving and our children both come home with amazing stories about their time at the centre. Thank you to the wonderful staff for all you do
- We really appreciate the hours of operation, openness & availability of the director to talk about issues, family activities and the update at the end of the day
- The staff are all exceptional, child tells stories and uses names of staff and kids. The staff keep my child connected to a friend that they like with and their confidence grew. "Nikki is the best teacher in the whole world"
- My kids have benefitted from this program in so many ways – we'll miss you all
- The staff are amazing – my child loves attending his daycare
- The transition from IT to 3-5 side was not smooth on the parent side – "welcome, this is how things go over here, this is where to put your child's things etc." Mostly my child comes home happy & engages – you guys do a great job
- Love the centre, staff and program. I have recommended it to others
- Couldn't be happier with the centre and the staff. Our kids have always received the love and support they need to feel confident and comfortable at daycare. The staff treat everyone like they're family and are open to any discussions I want to have about my kid's care
- Can't think of a better place for my children to have been learning and cared for – thank you