



West Kootenay Child Care Resource & Referral Family Survey 2021

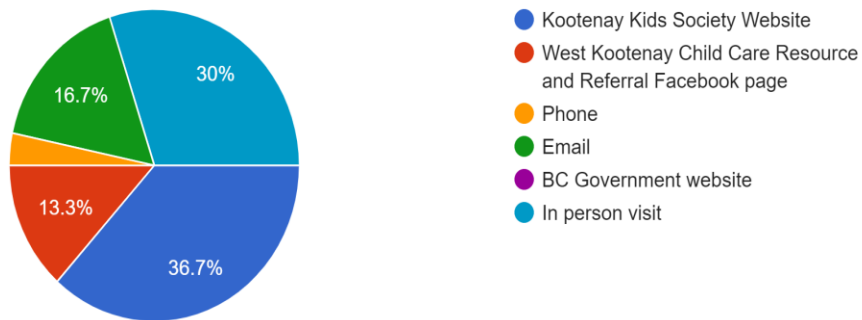
30 respondents

Where do you look for children's program or child development information in our community?

- 9 Responded: Facebook
- 6 Responded: Family place
- 3 Responded: Internet search
- 7 responded: Online
- 2 Responded: Website
- 5 Responded: Nelson Library
- 3 Responded: Walls and Bulletin boards
- 2 Responded: Strong Start facilitator
- 1 Response: Lauren Andres helps me

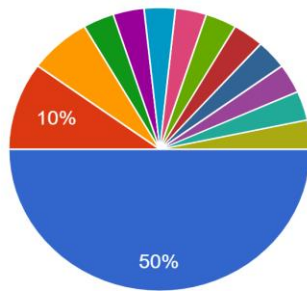
Where to you access information about West Kootenay Child Care Resource and Referral program?

30 responses



Have we helped you with the Affordable Child Care Benefit Program?

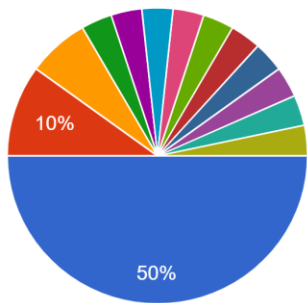
30 responses



- No
 - Yes, if yes please click other then ente...
 - Didn't need it
 - Yes in person help
 - daycare and toy library
 - Excellent!
 - My daycare set that up
 - Having \$200 a month for child care, w...
- ▲ 1/2 ▼

Have we helped you with the Affordable Child Care Benefit Program?

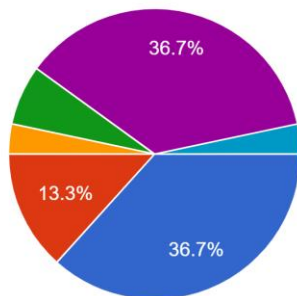
30 responses



- so good
 - Gave me paperwork initially and said they could help. I ended up visiting the website when I needed to fill it out.
 - It was general advice but helpful
 - it changed through time
 - It was helpful.
- ▲ 2/2 ▼

Have you used our child care referral service?

30 responses



- Yes, child care needs are met
- No, I am still looking for care
- On a waitlist
- Yes, but I am in need of more child care
- No, I do not need child care
- I found child care outside of your services

The CCRR provides a toy & resource lending library includes toys, activity boxes, felt boards, literacy boxes, CDs, and resource books.

Question	Strongly Agree	Agree	Not applicable
Do staff help you to feel welcome when you come to the library?	22 Responded	6 Responded	2 Responded
The Resource Library supports my child's play experiences	20 Responded	8 Responded	1 responded
I feel comfortable to ask about community resources	21 Responded	9 Responded	

Do you feel that the resources in our library represent diversity? i.e culture, gender, abilities, language. Do you have suggestions of resources to better represent gaps you see?

- Yes
- I think so, I've never noticed any gaps
- yes, but could always use more french items
- Aboriginal tribes of the world? Sami... ect :P
- more foreign languages book would be great, Spanish for example
- Yes! I totally agree.
- I would like to see more "physical" resources for physical activities/plays.
- The selection of French books is very slim
- I have never been inside
- Yes, great collection. Would be great to have preschool age stories that involve children with parents of the same gender vs. common story lines with a mother and father presented as the norm.
- Culture and festival
- Yes, I think the program is wonderful.
- I've only used them a few times but I think having BIPOC and 2SLGBTQIA+ resources created by those folks is awesome (if you don't already).
- More arebic book and toys
- I think it's great!

Do you have suggestions of how we can better do our services?

- You have best service. I feel welcomed there and my needs are fulfilled.
- Website is tricky to navigate
- Not at this time
- Nope - very impressed
- From my limited experience you do a great job-keep up the good work!
- be more proactive when offering assistance rather than directing parents to websites-- offer to call them to assist with what they are looking for; I found it very off putting to be redirected to website information that I had already exhausted when searching for child care

- Not applicable
- The childcare referral did not work for me. None of the ones I contacted in Nelson had availability nor would put me on their wait list. I visited the Nelson childcare seekers fb page to find out my only real option was Brent Kennedy. The referral service should provide you with current information.
- Great job by everyone and very friendly and helpful staff!
- The toy library has been the best resource I've ever come across. Especially during covid its been our life boat.
- Somewhat new to me, and so far I think it's great
- No....or just eradicate covid!! 😊 – Julia
- more games and outdoor toys
- Be open for a few hours on a weekend day.
- Ask Avi at the central library for Spanish book
- We desperately need more childcare options in Nelson, but I realize this is largely out of your control.

What is your child's favorite item to borrow, please ask your child this? Do they have suggestions of resources they would like to see in the library?

- Play kitchen items
- Books, Plastic animal, older childrens 8_12 dress up clothes-- outdoor flying plane
- books and more books
- The tools kit!
- Haven't yet. Will see if open. Assumed it wasn't
- Books, puzzles, and playmobile sets.
- Not sure, we haven't borrowed enough to know yet.
- Ball that you sit on and bounce
- My child loves to play with toys which makes sound. You have few of those.
- Outdoor toys
- Kitchen is favorite, suggestions are dress up clothes
- Playmobil and books.
- Maybe sports equipment, badminton...
- My child can't answer at this point but I know she likes toys that have moving parts (like fruits with a velcro that she can cut) or make noise (like music instruments)
- Cars/car ramps/toy kitchen
- Playmobil sets are hugely popular! As well as provocation boxes.
- Toys, Wooden toys that involve stacking or building
- My son's favorite toy thomas train bin. My daughter's favorite is marbleworks.We would like to see a real working microscope.
- Kitchen and vet box