



# **Strong Start Nelson and Crawford Bay**

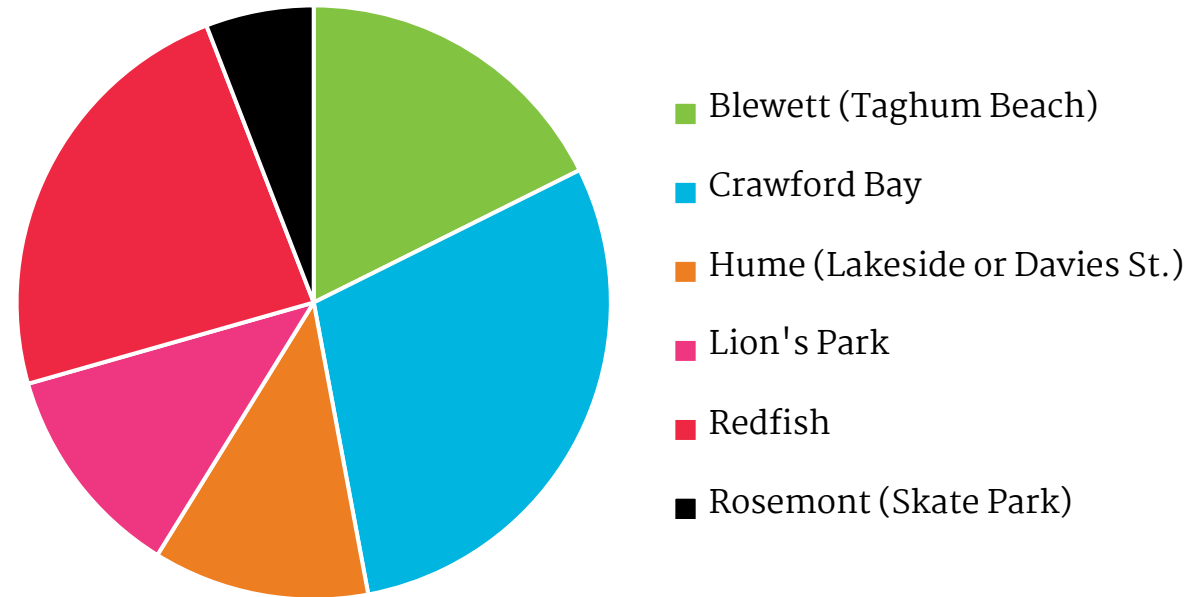
Client Feedback Survey Results

June 2021

# Summary

- This report contains the results of the Strong Start Client Feedback Survey.
- It includes the experiences from clients in the Nelson and Crawford Bay areas.
- In total, there were 15 respondents.
- All respondents were asked to rate the extent of their agreement with a variety of statements about Strong Start's programming and facilitation.
- All respondents had the opportunity to comment on the changes to Strong Start as a result of COVID-19, as well as craft materials, supplementary links, and online offerings.

# Where do our clients access Strong Start?



\*Based on 15 responses. Two respondents accessed Strong Start at two different locations.

# Results Overview

- Feedback was positive, with 100% of clients strongly agreeing with the statement “I feel welcome when I come to Strong Start.”
- The results indicate high client satisfaction with activities, environment, and engagement at Strong Start, with 100% of clients either strongly agreeing or moderately agreeing with positive statements about those areas.
- Responses were mixed on the variety of educational components and remote services provided by Strong Start.
- For all responses, see Appendix A.

# Select Qualitative Feedback: COVID-19

Respondents said that Strong Start was a welcome activity to look forward to. Several commented on the smaller group sizes and expressed a desire for larger groups. Some respondents felt that the children should have access to the building and washrooms during COVID-19. For full responses, see Appendix B.

It was a good experience to get my child out and around other kids, when the weather got nicer. Our life did not really change with Covid so Strong Start was a way to get us out of the house.

It's unfortunate the groups are so small. It really limits the connections and friendships. I understand its due to covid- it was more fun with a bigger variety of children.

We wish it were longer, and that they could go inside the building.

We have only been able to participate online due to health concerns. The take home craft bags have been helpful and great. Would love to see more of this if covid continues.

# Select Qualitative Feedback: Craft Bags

Most clients thought that there were sufficient materials in the craft bags and that they were offered enough times throughout the year. A couple of clients noted that they either intended to pick up a bag but haven't, or they did not know craft bags were available. For full responses, see Appendix C.

Offered enough times throughout the year.

I haven't been there and wasn't aware of it.

Provided enough “open ended” materials in the bag.

# Select Qualitative Feedback: Links

Throughout the year, Strong Start shared a variety of links to craft ideas, science experiments, and parenting courses on Facebook. All respondents were pleased with the links and one commented that they would like to see even more. For full responses, see Appendix D.

I've saved some links to look at again. It was always nice to have different ideas for activities to do.

Would like to see more shared if possible.

Helpful and enough.

Love the crafts and am excited when they are around. Sometimes too old for my 19-month-old, but I save the materials.

# Select Qualitative Feedback: Online

Crawford Bay respondents were asked if they had any suggestions for improving the online Strong Start program. Some clients simply said that they did not have suggestions, whereas others expressed a preference for in-person contact. For full responses, see Appendix E.

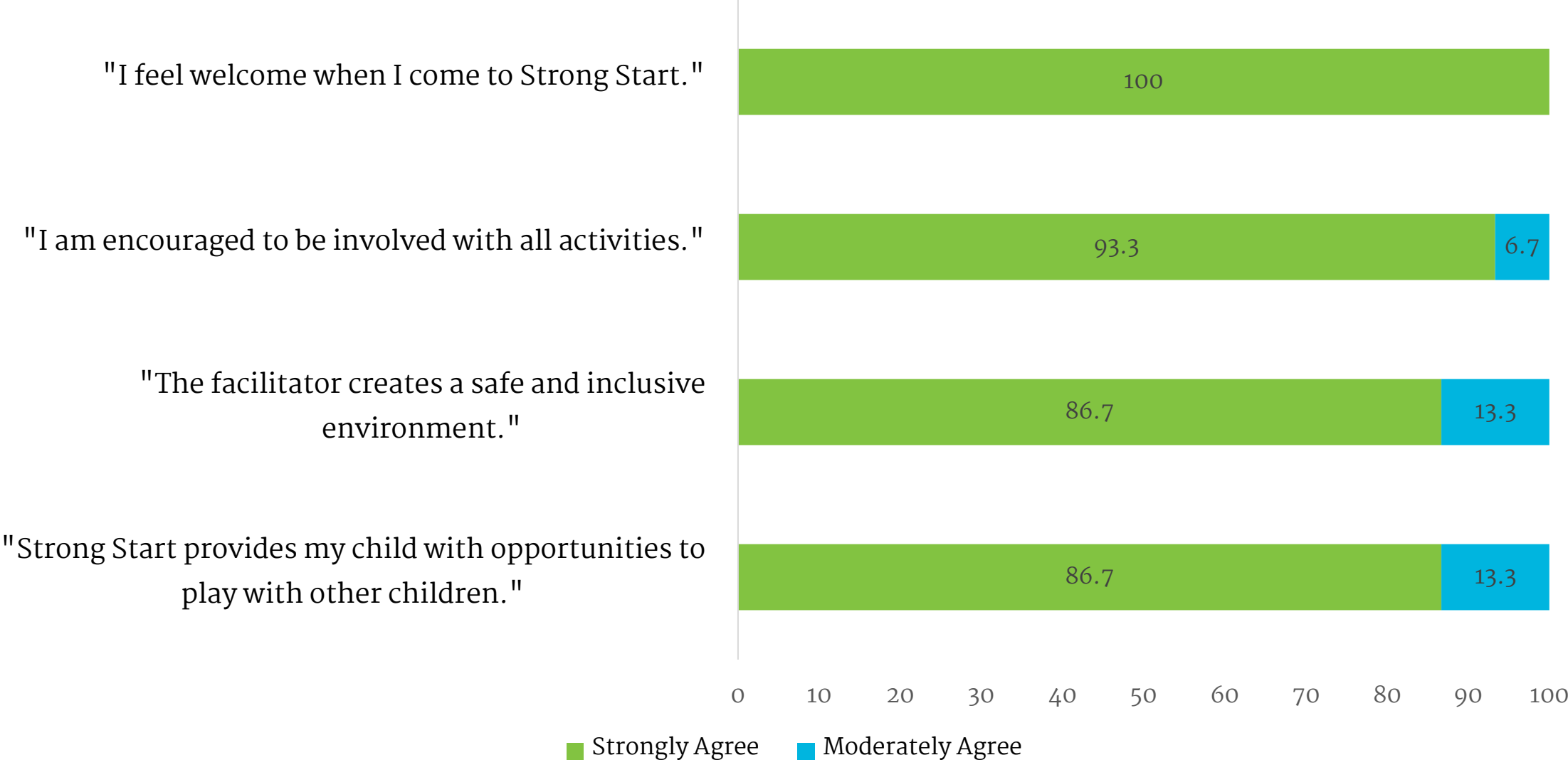
She is doing a great job, though I am not personally interested in online content.

No, we find the online entertaining when we access it.

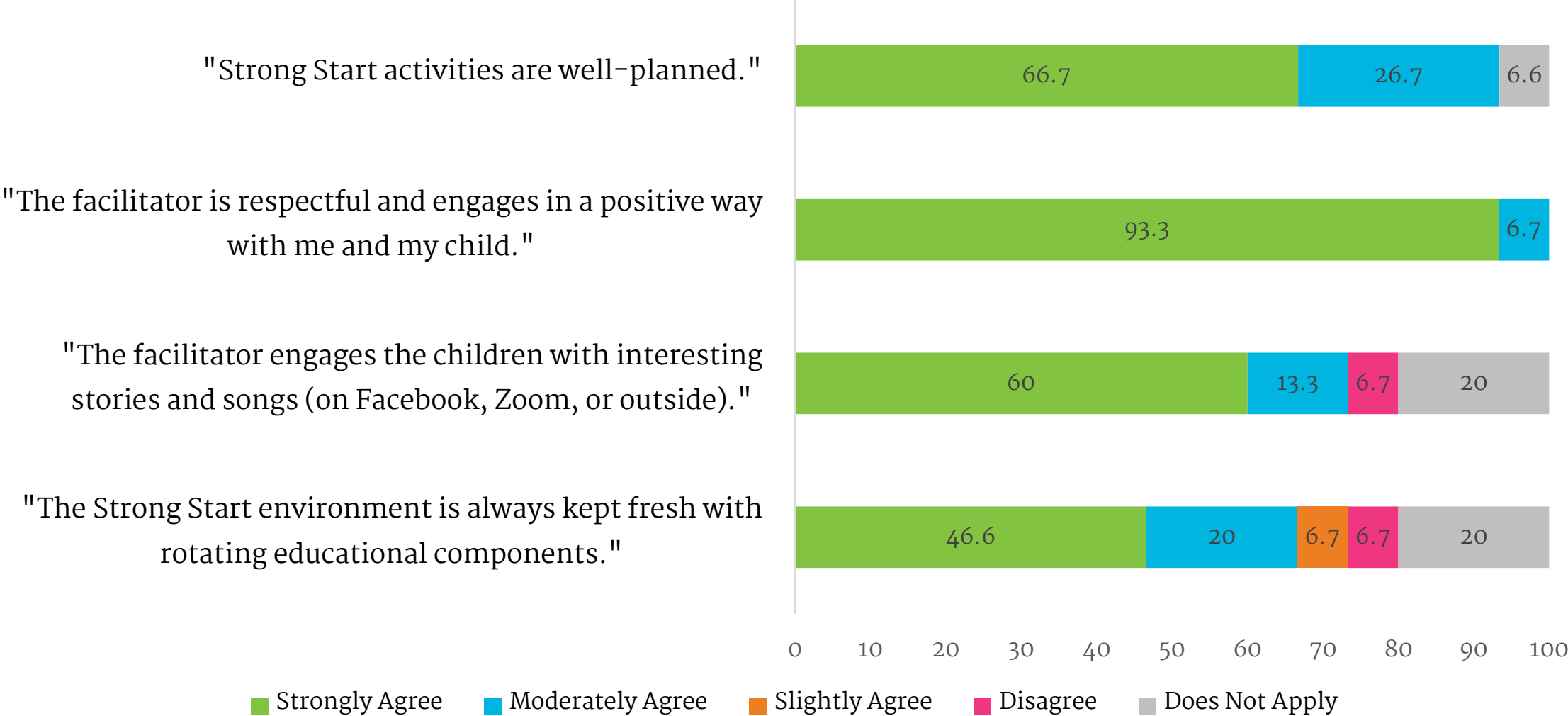
Helpful and enough.



# Appendix A: Full Survey Results (%)



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"Strong Start has great healthy & tasty snacks (please keep in mind that COVID-19 has limited the options)."



"The facilitator models positive problem solving techniques that foster healthy relationships."



"There are plenty of opportunities for my child to get physical exercise while at Strong Start."



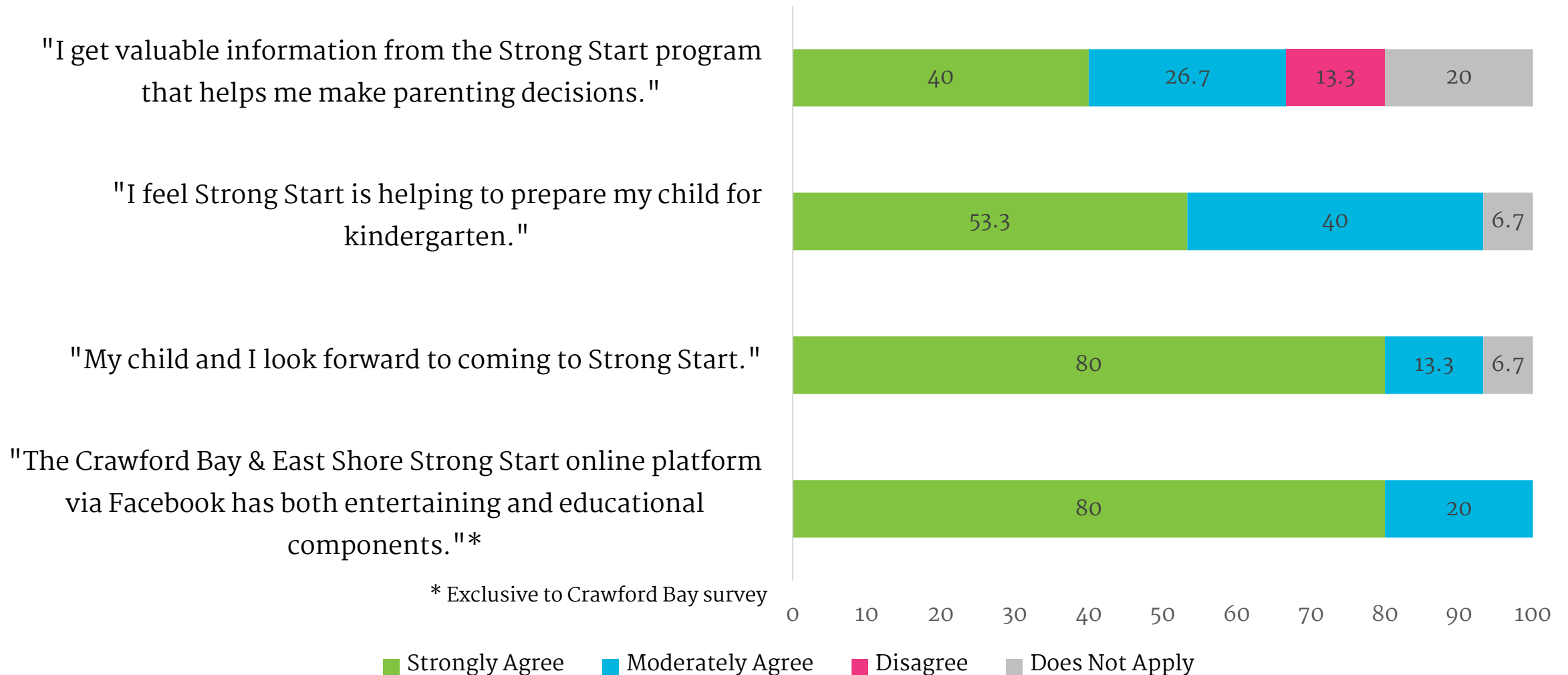
"The facilitator keeps a safe, sanitary and organized environment."



0 10 20 30 40 50 60 70 80 90 100

■ Strongly Agree ■ Moderately Agree ■ Does Not Apply

# Appendix A: Full Survey Results (%)



# Appendix B: All COVID-19 Comments

- “If the weather isn’t ideal, then it's cancelled or we can't go. It would be nice to have an indoor space.”
- “It was a good experience to get my child out and around other kids, when the weather got nicer. Our life did not really change with COVID so Strong Start was a way to get us out of the house.”
- “Very few kids and moms. No toys.”
- “I started going a few months ago so have no pre-COVID experience. Sounds like I am experiencing less songs and stories and group activity b/c the environment is outdoors and has many more kids around and distractions.”
- “No coffee.”
- “It's nice that we get to be outside and gives us something to look forward to but we miss the toys and socialization with other kids and parents.”
- “My child was too little to attend programs before COVID.”

# Appendix B: All COVID-19 Comments

- “We have only been able to participate online due to health concerns. The take home craft bags have been helpful and great. Would love to see more of this if COVID continues.”
- “My youngest 2-year-old son hasn’t been able to attend yet.”
- “It was the 1st year for me, so I can't really tell.”
- “Drastically reduced hours have left us with very few options for socialization and K readiness. Not being able to use bathrooms at school site is a huge problem. I do not support the SD8 response in scaling back Strong Start the way they have in response to COVID when school aged kids are in school full time. My child has suffered as a result of only being able to attend a program for 1.5 [hours] per week.”
- “We wish it were longer, and that they could go inside the building.”

# Appendix B: All COVID-19 Comments

- “Was a cold difficult winter more so for us adults. Kids were adaptable except for no access to washroom, which was quite silly.”
- “We'd love bigger groups.”
- “It's unfortunate the groups are so small. It really limits the connections and friendships. I understand its due to covid—it was more fun with a bigger variety of children.”

# Appendix B: All COVID-19 Comments

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# Appendix C: All Craft Bag Comments

- “Offered enough times throughout the year.” (x4)
- “Provided enough ‘open ended’ materials in the bag.” (x7)
- “I have yet to grab one, I keep forgetting!”
- “I haven't been there and wasn't aware of it.”

# Appendix D: All Link Comments

- “I've saved some links to look at again. It was always nice to have different ideas for activities to do.”
- “Helpful and enough.” (x2)
- “Love the crafts and am excited when they are around. Sometimes too old for my 19-month-old, but I save the materials.”
- “Love them.”
- Would like to see more shared if possible.
- Jen has been very helpful with the forest walks, craft bags, and snacks at the end of a walk. My 2 and 4-year-old have enjoyed. Looking forward to getting back to Strong Start so my 2-year-old can experience socializing and playtime.”

# Appendix E: All Online Comments

- “She is doing a great job, though I am not personally interested in online content.”
- “No, online is lame. We LOVE in person Strong sSart. We work to keep our kids away from screens.”
- “No, we find the online entertaining when we access it.”
- “No.” (x2)