



2022 FAMILY SATISFACTION

Community Report & COVID-19 Impact Report

COMMUNITY REPORT

Overview

This survey was completed by families of children aged 0-12 who attended a childcare or EarlyON program in the City or County of Peterborough in summer 2022. Family satisfaction was measured as a key quality indicator.

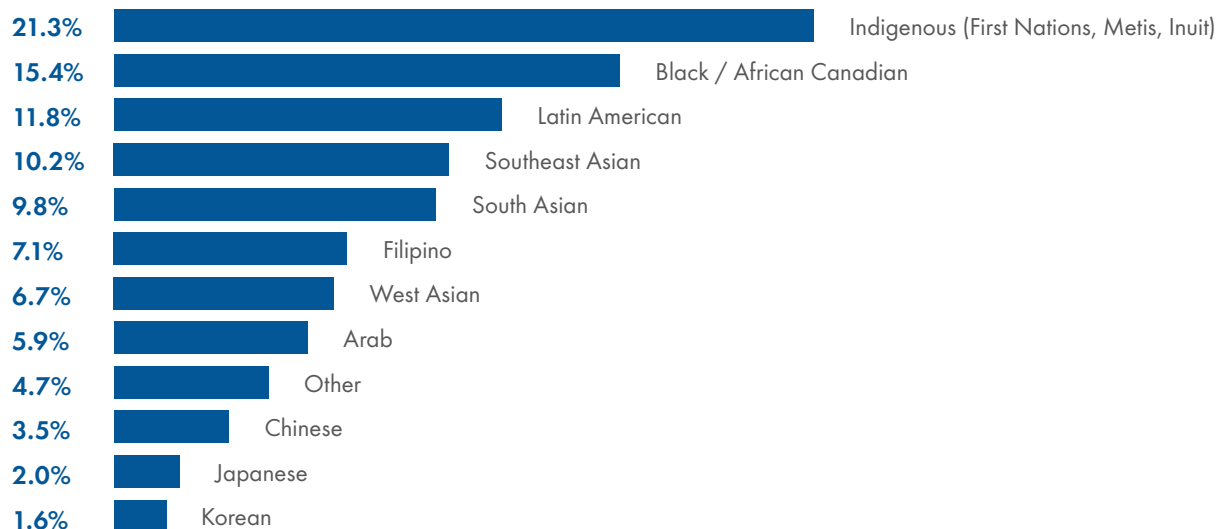
- **65** early years Community Partners participated
- **1,205** family responses collected

Purpose

- To measure family satisfaction across the system
- To help identify priority areas for the system
- To allow us to create a systems approach to improving quality
- To help build a collaborative and cohesive community working together towards common goals

Demographics

Twenty-eight per cent of families accessing childcare and EarlyON programs identify with a racialized group, and 21 languages other than English are spoken with children at home.



Demographics *(continued)*

- 9% Identify as having a family member with a disability (visible or invisible)
- 12% Identify as having a family member in the LGBTQ2S+ community
- 13% Of families who access programs identify as lone-parent families

Strengths

Inclusivity

- 94% Of families feel valued, respected, and accepted by the educator(s) in their programs
- 92% Of families feel that their child(ren) can be their true selves in their programs

Healthy Relationships

- 94% Of families see positive and responsive interactions between educator(s) and children
- 92% Of families feel comfortable approaching educator(s) with questions and concerns

Program Operations and Activities

- 92% Of families feel the programs they attend are engaging and fun for their child(ren)
- 90% Of families feel their program(s) offer opportunities for inquiry, exploration, and choice
- 94% Of families feel the days operations meet their family's needs
- 88% Of families feel the hours of operations meet their family's needs

Opportunities

Based on family input, three areas were identified as having the most room for improvement making them ideal priority areas.

- 71% Of families feel programs provide opportunities to develop meaningful relationships with other families
- 74% Of families feel programs provide information and links to child and family services available in their community
- 77% Of families use ideas and experiences that they learned through program(s) at home

“ I always feel comfortable asking questions at pick up and drop off. Every team member is so warm and welcoming. And I know my child feels comfortable because he often talks positively about his various educators at home and what they did together at preschool.”

“ As a first-time mom, it's a great feeling to see my son so excited to go to school and see his teachers and friends. I always know he will be in good hands and safe at this agency. All the staff get to know you and treat you like family.”

“ Educators always go above and beyond to find information for our specific questions.”

COVID-19 IMPACT REPORT

The 2022 Family Satisfaction Survey included questions to explore the impact that the COVID-19 pandemic had on families accessing the early learning system in Peterborough.

- **65** early years Community Partners participated
- **1,205** family responses (20.8% response rate)

Responding to the Pandemic

Across the early learning system, programs have done a great job of responding to the COVID-19 pandemic.



of families feel that they know and understand the COVID-19 health and safety policies at their early learning organization



of families feel that their childcare or EarlyON organization found ways to support their child(ren)'s health and well-being during the pandemic



of families feel educators provided their child(ren) and family with new ways to explore and engage with the program and staff during the pandemic

“ We were so thrilled when the program began offering online activities. When outdoor programs opened back up we waited a while, but eventually started attending again. The staff took the pandemic seriously and we felt comfortable with their dedication to the protocols in place.”

COVID-19 IMPACTS TO FAMILIES

Belonging and engagement were domains from the 'How Does Learning Happen?' pedagogy that were most impacted by the COVID-19 pandemic.

Belonging and COVID-19

The pandemic limited opportunities for social interactions for both children and families in Peterborough. Families have been unable to interact with educators and connect with other families who attend programs because of required COVID-19 restrictions.

Childcare and EarlyON programs were described by families as some of their child(ren)'s only opportunities for interactions with other children and adults.

“ Again, COVID presented some significant challenges, but every effort was made to loop parents in. Posters of kids engaged in activities were taped to the pick-up door window so we could see at least a little bit over these past 2 years of not being allowed in the building. The staff was certainly putting forward meaningful effort and it was appreciated.”

Engagement and COVID-19

COVID-19 restrictions also limited families' engagement with programs during the pandemic. Families felt more engaged with programs that focused on communication through apps (SeeSaw or HiMama) and social media when in-person communication was limited.

“ My son had just turned one when the pandemic started. We are towing the line between limiting exposure and allowing for social activities that are necessary for his development. We were very thankful when the [organization] started online activities earlier in the pandemic and we are also very thankful that the [organization] is an organization we can trust to want to make things safe for everyone once we started attending their outdoor programs.”

“ Pre-COVID, the agency hosted a number of family BBQs or open houses. I really enjoyed these as an opportunity to get to know my child's pals and their parents, and hang out with the educators. Obviously COVID-19 impacted these. I hope they can start up again soon, and even have more of them.”

“ Our daughter was born during COVID and didn't have a lot of social interaction before daycare. The educators have done an incredible job of nurturing this and recognizing a lot of the children have different socialization skills because of the pandemic.” the pandemic and we are also very thankful that the [organization] is an organization we can trust to want to make things safe for everyone once we started attending their outdoor programs.”

Financial Challenges

The pandemic also brought financial challenges for families for many reasons including:

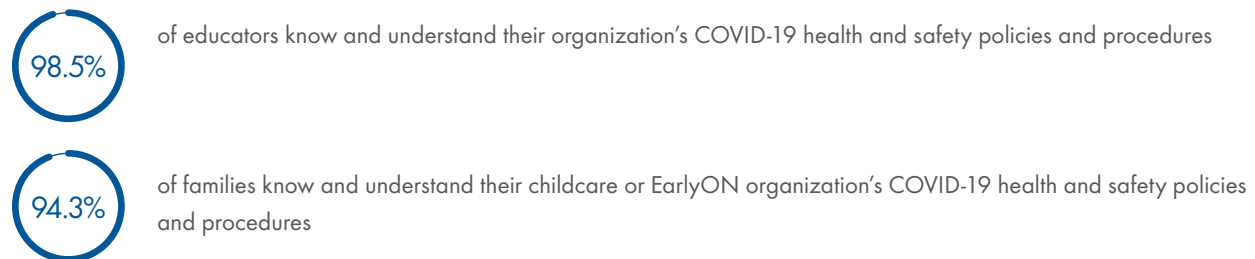
- Loss of employment due to the pandemic
- Missing work due to COVID-19 illness in their family
- Missing work when their child(ren) were sent home from child care

"It has impacted us financially and with our employers. Every time our child is sent home I miss work because we have no family or friend support and can not afford to pay [the organization] and a private babysitter."

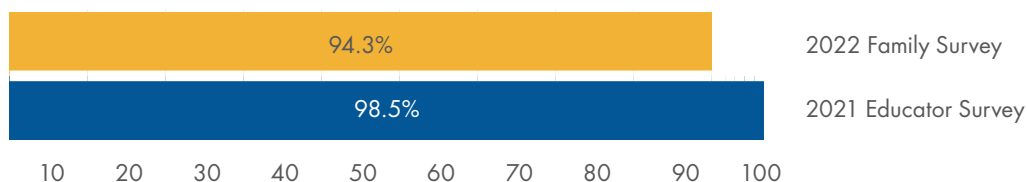
Educator Satisfaction and Family Satisfaction Comparison

Two similar questions were asked to both educators and families on each satisfaction survey in 2021 and 2022.

Communication of COVID-19 health and safety policies and procedures has been a key strength across the early learning system.

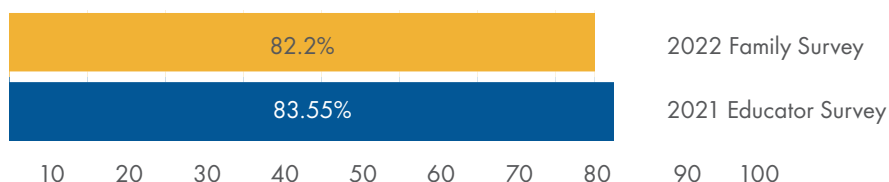


I know and understand my childcare organization's COVID-19 health and safety policies and procedures:



Childcare and EarlyON programs continued to be important resources for both children and parents during the pandemic. Families were grateful to have access to community programs and educators, especially when they needed a little extra support. Over 80% of families and educators felt their organization (childcare or EarlyON) had found new ways to support their health and well-being during the pandemic.

During COVID-19 my childcare organization has found ways to support my children's health and well-being to the best of their ability:



CALL TO ACTION

What lessons learned during the COVID-19 pandemic can be applied to our early learning system to ensure continued access to inclusive, safe, and supportive early learning programs both during and after the pandemic?

“ *My son brings so many new skills and experiences home with him and we absolutely use these ideas at home with us, and vice versa. Our Provider is very good at communicating with both the parents and the children, so everyone is on the same page and the children are able to feel a sense of balance both at home and at daycare.”*

Learn more.

For more information, contact your local childcare or EarlyON program.



City of Peterborough | Social Services

178 Charlotte Street, Peterborough, Ontario K9J 2T8

+1 705 748 8830 | +1 855 738 3755 | peterborough.ca