

2017 Parent Satisfaction Survey Results



Caring and sharing for over 40 years!



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Executive Summary

An online parent survey was available to parents during the weeks of April 11-22, 2017. An e-mail was sent out encouraging parents to complete the survey, as well as two follow-up reminders. A total of 357 surveys were distributed and 101(29%) were returned. Our return rate has increased by 9% from last year.

The survey was divided into six areas. Parents were asked to provide their level of satisfaction within each of these areas:

- Organization and Administration
- Early Learning and Care Programming
- Centre Teachers
- Nutrition
- Physical Space
- Parent Involvement

The completion of the parent survey allows administration to measure key factors in care at all centres. The analysis, and follow up to these measures, ensures that Trent Child Care continues to offer high quality programs throughout our eight (8) sites. Parent Surveys have been distributed to families for over eight (8) years which allows us to respond to families' feedback and to make informed changes where needed within our child care centres.

The survey responses confirm a very high level of parent satisfaction. 99% of our parents strongly agree that they are satisfied with the overall program and that Trent Child Care promotes high quality early learning and care. This high satisfaction rate is a direct reflection on the quality of staff that work at our centres. They are dedicated professionals that help to build a learning foundation that will support a child throughout their whole lives.

The 2015-16 results indicated that the area that warranted further review and consideration was in the area of communication. It is expected that the use of email lists will be helpful in this area. Over the past two years our management staff has invested time to ensure our e-mail list is accurate and up-to-date for all parents within our organization.

The following areas of **communication** were considered:

1. Overview of program plans and details of menu postings
2. Administrative staff and program supervisors need to be more timely in their communication with parents
3. Parents want more information on how to get involved and
4. Information on the growth and development of their child

Improvements over the last three (3) years on our Parent Survey:

| Question | 2014/15 | 2015/16 | 2016/17 |
|--|------------|------------|------------|
| Menus are posted for parents to read. | 84% | 91% | 95% |
| Program plans are readily available for viewing. | 77% | 87% | 88% |
| Administration staff is responsive to communications in a timely fashion. (Executive Director & Executive Assistant) | 86% | 99% | 99% |
| Program Supervisor is responsive to communication in a timely fashion. | 89% | 99% | 100% |
| Opportunities are available for parent involvement: invitation to Annual General Meeting; opportunity to join Board of Directors; assisting in fundraising; etc. | 80% | 97% | 91% |
| How satisfied with the overall program are you? | 98% | 97% | 99% |

Survey results indicated an improvement with communication between parents, administrative staff and supervisors. There were three (3) areas of communication that needed to be considered over the past two years and it is clear the organization has been successful in addressing these areas and will continue to do so this upcoming year.

In summary, our parents are satisfied with the level of care their child receives. There are many comments made by parents about the dedication and caring nature of our educators. The survey results have provided excellent feedback from our parents and reinforced Trent Child Care's commitment to offering our families the highest quality care possible.

TCC Program Statement

Positive and Responsive Relationships with Children

Our educators recognize that children are competent, capable, and curious. We believe that positive and responsive relationships with one another, children and families are the foundation of Trent Child Care. When a child is connected to people around them a sense of belonging is created. Connections are fostered through educators responding positively to children's unique cues; being sensitive, respectful and caring. Trust is built through these quality interactions resulting in children feeling safe and secure. When children feel secure a foundation for lifelong learning is developed and nurtured. Engaging in meaningful ways becomes visible in their positive and responsive interactions among families, educators and peers.

Implementation

Educators are to:

- be at the child's level engaged in meaningful interactions whenever possible
- use a pleasant tone and calm voice at all times
- be empathetic and responsive to a child's unique needs
- be genuine when acknowledging a child's accomplishments

Positive and Responsive Relationships with Families

Trent Child Care believes that families know their children best. They are valuable contributors to their child's learning and deserve to be engaged in a meaningful way. Families are the first and most important influence on a child's learning, health and well-being. Our educators acknowledge that it is important to focus on all unique characteristics and strengths of each family. We recognize that positive relationships and interactions between educators and families are developed in a number of ways.

Implementation

Trent Child Care encourages

- that all programs have an open door policy
- daily face to face genuine communications between educators and families
- relationships being created as early as initial inquiries for child care and family tours
- building connections between home and the program by communicating in a meaningful way through face to face conversations, e-mail, documentations, newsletters and family information board
- inclusive learning environment and facilitate networking with resources when needed
- fundraising events that include our families such as dinners, art show, talent shows, golf tournaments

Positive Interactions and self-regulation

"Children experience their world as an environment of relationships, which affect virtually all aspects of their development" (National Scientific council)

As educators we foster positive relationships with children. Educators model meaningful relationships with daily interactions to create a positive environment that cultivates a safe learning space. When children recognize their sense of self this encourages them to be empathetic which allows them to understand another child's perspective, differences and similarities.

Social play is how children learn to interact in a positive and meaningful way. When children engage in social play they learn to negotiate, communicate and care for others which helps develop self-regulation. Self-regulation is a child's ability to identify why they are becoming upset and help them to return to being calm. Self-regulation is the foundation for social and emotional development which is the building blocks for all future relationships and learning

Implementation- How Educators promote self-regulation in our programs:

- Creating a calm and responsive environment with minimal interruptions and flexible routines.
- Educators establish a meaningful relationship with our children and respond in a calm manner.
- Assists children to recognize when they are becoming anxious and how to calm themselves down.
- Provide opportunities for child lead group experiences and sensory exploration.
- Providing a balance between active play and rest time.

Positive Learning Environments

When children are engaged in meaningful activities learning becomes optimal. When educators are fully engaged in children's interest they are able to further their learning and development. Our learning environments encourage children to be active participants in their learning. Children develop complex views as they explore to make sense of the world around them.

At Trent Child Care we value time spent observing, documenting and reflecting on our children's learning. Our programming focuses on the emergent curriculum framework outlined in the "How Does Learning Happen?" document.

Implementation- Educators will

- create daily experiences based on previous observations of children's interests
- provide environments and experiences for children to explore ideas, investigate their theories, and interact with others in play
- consistently assess and evaluate the environment, and modify it to meet the children's interests and needs
- organize the indoor and outdoor spaces that invite children to explore, think, create and make meaning from their experiences.

Considering the Individual needs of Children

Each child will experience a variety of environments and activities that are suited to their daily needs. Weather permitting there will be 2 hours of outdoor play daily, as well as time to rest and/or sleep, as well as quiet and active times. Our educators are mindful of children's needs and parental direction.

Implementation

- No child will sleep for more than 2 hours
- A child's well-being is supported when adults respect and find ways to support their unique needs for active play, rest, and quiet time. At Trent Child Care, we support this by having a flexible daily schedule that follows the natural flow of the day.

Community Partners

Trent Child Care is committed to involving and engaging local community partners to ensure our children and families have access to appropriate supports and resources. These community partners include:

- Five Counties Children's Centre
- Kinark

4.

- Peterborough Health Unit
- Children's Aid Society
- Public and Separate School Boards
- Sir Sandford Fleming College
- Investing In Quality
- Business Partners
- Child Care Network

Professional Development

At Trent Child Care we recognize the importance of continuous learning. We encourage our educators to use critical reflection.

Implementation

- Trent Child has a minimum requirement for professional development
- All employees have their First Aid Certificate
- Trent Child Care strives to hire all RECE or equivalent for permanent positions

Method of Monitoring-Relationships and Communication

- All employees of Trent Child Care will read the program statement each year and sign off that it has been read and understood
- Program Statement Implementation Check list will be completed by the supervisor twice per year to ensure the statement is being followed by all employees.
- Every six months the Supervisors will meet with staff to discuss the outcomes of the completed checklists.
- Annual Staff Evaluations
- Staff Environmental Surveys
- Supervisors daily observations
- Annual Parent Survey Results
- Professional Development Reflections

Positive Learning Environments (all the above and the following)

- Flexible schedules
- Third party assessments completed by Raising the Bar staff
- Programming Consultant Reports
- Bi-weekly reviews by the supervisor of programming web sheets, observation books, documentations, and experiences
- DECA environmental scan of the classroom twice per year.

Health and Safety

The Health and safety of the children in our programs is of the utmost importance. It is our goal to ensure that Trent Child Care provides a safe and healthy environment for your children to learn. Trent Child Care has clear policies for staff to follow to ensure that the health and safety is a high priority. The staff read and sign off on these policies each year. Daily health and safety assessments are completed to ensure the well-being of children and families within our programs.

Implementation of Health Practices

Washing of Toys and Equipment

- Frequently used pieces of furniture and play equipment will be disinfected with an approved disinfectant throughout the day.
- All center toys will be washed and disinfected in the commercial dishwasher located in the kitchen.

Toy Washing Schedule

- Infant toys = every day
- Toddler toys = once per week
- Preschool toys = monthly
- Dramatic clothes = monthly School Age Toys will be washed/sanitized prior to being in the program.

Cleaning of Centres

- Contract Cleaners are hired to clean the centres on a daily basis when the centre is closed.
- In addition to the contract cleaning, the staff will be responsible for cleaning each day. The cleaning schedule is posted in all program and kitchen rooms for staff to follow.

Immunizations

- It is recommended by the Peterborough Health Unit that all Immunizations be current.
- A copy of the child's immunization or records of parental objection must be kept as part of children files.

Administering Drugs-Medical Forms

- Medications prescription or non-prescription can be administered to the child but only when a medical form has been completed and signed by the parent/guardian.
- Written authorization, including the dosage of the drug, dates and the times it is to be given;
- Medication must be in the original container
- All medication is stored in a locked box either in the program room or refrigerator excluding epi-pens
- Epi-pens are stored in an area in the room that is accessible to staff but not children and is taken outside in a fanny or back pack.

Illness

- All staff are to observe proper health and sanitary practices at all times.
- Children who are ill cannot attend the program if their own well-being or the well-being of other children is in jeopardy.
- Families are required to keep ill children out of care for a minimum of a) 24 after hours of the last symptoms of vomiting or diarrhea or b) 12 hours after the symptoms of a fever. In certain circumstances the Medical Officer of Health may determine that ill children must remain away from care for periods longer than 12 hours.

Health Outbreak in the Centre

When the Health Unit declares the centre is in outbreak the staff are

- to remove all sensory activities from the room
- to wash toys within the room daily
- Hand washing and sanitary practices are to be increased
- All bedding and soft materials are to be laundered on the day that the outbreak is declared in addition to the weekly laundry schedule.

6.

Implementation of Safety Practices

First aid

- Trent Child Care will have first aid supplies readily available to all staff members.
- All staff members will have an up-to-date, recognized first aid and Infant/Child Cardiopulmonary resuscitation (CPR) certification and will be trained in basic first aid and emergency procedures.
- Trent Child Care will provide annual re-certification for all part-time and full-time employees.

Playground Safety

- Our outdoor play area is inspected daily to ensure the area and equipment are safe for our children
- Monthly are completed for our full day programs
- Annual inspections are completed for all playgrounds

Playground Supervision

The staff at Trent Child Care Centre will ensure that outdoor playgrounds are safely supervised at all times.

- Staff will position themselves throughout the yard to ensure climbing equipment and high play areas are supervised adequately.
- Staff/child engagement is expected at all times
- During outdoor play staff provide experiences that allow children to explore and investigate their natural world which contributes to their well- being

Inclement Weather

To ensure the health and wellness of our children outdoor playtime will be prohibited when the temperature is too cold or hot

- Winter-Outdoor play will be prohibited if the temperature reaches -20 degrees Celsius with or without wind chill
Staff will ensure that children are dressed for the weather including hats, boots, mitts, snow pants to ensure all skin is covered appropriately.
- Summer- Outdoor play will be prohibited if the temperature reaches 34 degrees Celsius with or without the humidex. On hot summer days' outdoor time may be limited during peak hours between 11:00 am and 3:00 pm. Drinking water will be accessible at all times. Parents are asked to apply sunscreen each morning and the educators will then apply each afternoon. If parents/guardians do not want sunscreen applied, please write a note stating this.

Fire Policy

- The centres have written procedure for fire drills posted in each playroom, kitchen and office. These procedures have been approved by the local fire department.
- Each staff member will be made familiar with her or his responsibilities in the event of a fire before commencing work for the first time.
- A fire drill is conducted once a month.

Injury Reports

An injury report must be completed on the same day of the injury and a parent/guardian is required to sign the report when picking up their child.

When an Injury Report is Needed

- Any injury sustained on a child from the neck up
- Any bump to the head no matter how minor
- If a child is bitten by another child

- Any bee or wasp sting
- Any suspected sprain or fracture
- Any injury that requires First Aid

Serious occurrences

All Serious Occurrences are reported to the Ministry of Education as defined by the Child Care and Early Years Act. Serious occurrence reporting is one of many tools providing Trent Child Care and the Ministry of Education with an effective means of monitoring the quality of care that our programs are providing.

When a Serious Occurrence has occurred

- the Executive Director is notified immediately
- the serious occurrences is submitted within 24 hours
- the board of directors are notified of the occurrence
- a notification form is posted for parents to view for 10 days with details regarding the incident.

Safe Drinking Water

Trent Child Care will ensure the provision of safe drinking water by complying with all flushing and testing regulations as set out by the Ministry of the Environment

Life threatening allergies/ Medical Conditions

Based on the child's special care plan Trent Child Care has implemented policies and procedures to ensure the safety and well- being of all children and families with in our programs.

- Individual plans are created with the collaboration of supervisor and parents
- Parent will train supervisor and any available staff that on the procedures to follow
- Supervisor will then train staff
- Staff will then sign off on the training and procedure yearly
- Allergies will be posted in each playroom, office, serving area and kitchen
- Supervisors will meet with dietary staff to share information about the child's allergy from the emergency plan
- Dietary staff make accommodations for children with specific food related allergies or sensitivities
- All programs are nut free

Nutrition

Trent Child Care (TCC) recognizes the importance of healthy eating for the overall development and wellbeing of the child. This also includes positive engagement with staff sitting with the children connecting through a family style meal time. Trent child Care provides nutritious and well-balanced meals and snacks to children in our care. At Trent Child Care we offer a nutrition menu based on the Canada Food Guide.

- Menus will be posted at all programs (current week and the following week)
- Dietary staff will follow all Trent Child Care food recommendations
- Dietary and management staff meet twice per year to review menus
- Dietary staff meet with Health Unit dietitian once per year to review menus
- Kitchen cleaning schedule will be followed
- All dietary staff, supervisors and kitchen supply have their Safe Food Handlers Certificate
- Safe Food Handler procedures will be followed at all times

Method of Monitoring

- All staff will read policies each year and sign off that they have read and understood them
- All new staff, students and volunteers will read the policies and sign policy form before commencing work.
- Program statement will be read each year by all staff and sign off
- All new employees, students and volunteers will read the program statement and sign off
- Supervisor's daily observations that all health and safety policies are being followed
- Peterborough Health Unit performs health inspections of kitchens and full centre
- Ministry licensing inspections each year



FULL DAY PROGRAMS:

Trent Child Care Campus

Program Supervisor – Tara Cahorn

1600 West Bank Drive

Trent University

Peterborough, ON K9J 7B8

Tel: 705-748-1096 ext 6

Fax: 705-748-1017

Licensed capacity: 65 Children

10 Infant spaces

15 Toddler One spaces

15/16 Toddler Two/Junior spaces

16 Preschool spaces

8 Preschool Spaces

Trent Child Care Bridgenorth

Program Supervisor-Delia Senra

832 Charles Street

Bridgenorth, Ontario

K0L 1H0

Tel: 705.292.5471 ext. 21

Fax: 705.292.7948

Licensed Capacity: 84 Children

8 Toddler spaces

24 Preschool spaces

10 JK/SK school age spaces

42 School-age 6-12 spaces

Summer Camp – 13 JK/SK

& 15 – 6-12yr spaces

Trent Child Care St. Luke's

Program Supervisor- Kelly Lewis

566 Armour Rd

Peterborough ON K9H 1Z

Tel: 705-750-0281

Fax: 705.775-2990

Licensed Capacity: 31 Children

15 Toddlers spaces

16 Preschool spaces

SCHOOL AGE PROGRAMS:

Immaculate Conception Program

Site Supervisor- Michelle Astwood

76 Robinson Rd.

Peterborough, ON K9H 1E8

Tel: 705-875-2865

Licensed Capacity: 50 Children

26 JK/SK School-age spaces

30 School age 6-12 spaces

Armour Heights Program

Site Supervisor- Joceline Johnston

245 McFarlane St

Peterborough ON K9H 1K1

Tel: 705-875-2856

Licensed Capacity: 41 Children

20 JK/SK School age spaces

21 School-aged 6-12 spaces

Monsignor O'Donoghue Program

Site Supervisor- June Klatt

2400 Marsdale Dr.

Peterborough, ON K9L 1Z2

Tel: 705-875-2910

Licensed Capacity: 50 Children

26 JK/SK School-age spaces

30 School age 6-12 spaces

Summer Camp – 26 JK/SK &

30 – 6-12yr Spaces

Chemong School Program

Site Supervisor- Alicia Adams

1029 Gore Street

Bridgenorth, Ontario

K0L 1H0

Tel: 705-292-5471 ext 21

Licensed Capacity:

52 JK/SK School age spaces

St. Paul's Program

Site Supervisor- Robin Finch

1101 Hilliard St

Peterborough ON K9H 5S3

Tel: 705-875-8128

20 JK/SK School age spaces

30 School-aged 6-12 spaces

Mission Statement

Trent Child Care believes that high quality child care is crucial to healthy child development. We provide warm and nurturing learning environments that encourage children to explore their creative, emotional, social, and physical selves. Trent Child Care is committed to providing care that reflects the diversity of the communities in which we live, and that encourages parental involvement in the organization.

Program Goals and Objectives

1. To continue to provide consistently high quality child care to the City and County of Peterborough
2. To continue to provide a positive learning environment for all children
3. To continue to expose children to learning situations that will stimulate:
 - Curiosity, initiative and independence
 - Self-esteem and decision-making capabilities
 - Physical activity designed to develop gross motor skill
 - Fine motor development
 - Develop and enhance awareness and sensitivity to the needs of all individuals of different races, cultures, and special needs, and to promote non sexist attitude.
4. To continue to offer integrated programming for children with special needs.

All Site Results:

| ORGANIZATION & ADMINISTRATION | % of Parents that Agree or Strongly Agree |
|--|--|
| Our organization promotes and demonstrates high quality early learning and care | 99% |
| Administration staff is responsive to communications in a timely fashion. (Executive Director & Executive Assistant) | 99% |
| Program Supervisor is responsive to communications in a timely fashion. | 100% |
| Receive sufficient information sharing through newsletters, written notices &/or posted notices. | 94% |
| Parents receive information they need about programs/policies at the site orientation tour. A detailed Parent Handbook, which outlines the Organization's policies, is provided upon enrollment. | 98% |
| EARLY LEARNING AND CARE PROGRAMS: | |
| Programs are developmentally appropriate, stimulating, enjoyable and fun. | 100% |
| Programs have a good balance of structured/unstructured activities throughout the day; opportunities for choices are provided. | 100% |
| Program plans are readily available for viewing. | 88% |
| My child is being well prepared to continue his/her social development and education. | 100% |
| CENTRE TEACHERS | |
| Quality interactions and communications between adults and children are observed. | 99% |
| Quality interactions and communications between adults and parents/guardians are experienced. | 97% |
| Quality interactions and communications between teachers are observed. | 99% |
| Appropriate and supportive behaviour management techniques are observed. | 100% |
| Support is given to children and families during morning drop-off & evening pick-up (made to feel welcome; help with separation). | 98% |

| | |
|---|----------------------------|
| Teachers and Administrators demonstrate genuine concern for the well-being of the children. | 100% |
| NUTRITION | |
| Menus are posted for parents to read. | 95% |
| The menu offers a good selection from all food groups. What is offered is nutritious and interesting | 98% |
| The menu is rotated on a regular basis and adjustments are made seasonally. | 97% |
| When a family provides menu items for a child with food allergies, the adults ensure the items are served appropriately | 43% but 56% did not answer |
| PHYSICAL SPACE | |
| Children are provided with a safe and well-maintained space. | 99% |
| Sufficient number of program supplies, toys, games and equipment are provided. | 100% |
| Activity areas are inviting, stimulating, warm and friendly. | 100% |
| The outdoor play space and equipment are well kept and encourage active play | 95% |
| The indoor and outdoor play spaces are monitored to ensure safety at all times. | 99% |
| PARENT INVOLVEMENT | |
| Opportunities are available for parent involvement: invitation to Annual General Meeting; opportunity to join Board of Directors; assisting in fundraising etc. | 91% |
| The hours of operation meet your needs -7:30a.m -6:00p.m. | 92% |
| How satisfied with the overall program are you? | 99% |

Campus – Survey Results

| ORGANIZATION & ADMINISTRATION | % of Parents that Agree or Strongly Agree |
|--|--|
| Our organization promotes and demonstrates high quality early learning and care | 100% |
| Administration staff is responsive to communications in a timely fashion. (Executive Director & Executive Assistant) | 100% |
| Program Supervisor is responsive to communications in a timely fashion. | 100% |
| Receive sufficient information sharing through newsletters, written notices &/or posted notices. | 96% |
| Parents receive information they need about programs/policies at the site orientation tour. A detailed Parent Handbook, which outlines the Organization's policies, is provided upon enrollment. | 100% |
| Comments: <ul style="list-style-type: none"> • We feel blessed to have Trent daycare. • Becoming stricter about "sick policies" for the children • My son's educators are Wonderful. They are so loving, kind and supportive of my son. We are truly grateful that they are in his life. | |
| EARLY LEARNING AND CARE PROGRAMS: | |
| Programs are developmentally appropriate, stimulating, enjoyable and fun. | 100% |
| Programs have a good balance of structured/unstructured activities throughout the day; opportunities for choices are provided. | 100% |
| Program plans are readily available for viewing. | 83% |
| My child is being well prepared to continue his/her social development and education. | 100% |
| Comments: <ul style="list-style-type: none"> • I can't really count on my child to tell me what they did during the day, often I have no idea what they are actually doing all day long. but I know she loves it. • My son definitely knows more than I could have taught him by now • Program plans are available for viewing I can't say I have ever seen them or viewed them. But I have not also asked to see them | |

Campus Site Results....

| CENTRE TEACHERS | |
|---|----------------------------|
| Quality interactions and communications between adults and children are observed. | 100% |
| Quality interactions and communications between adults and parents/guardians are experienced. | 96% |
| Quality interactions and communications between teachers are observed. | 100% |
| Appropriate and supportive behaviour management techniques are observed. | 100% |
| Support is given to children and families during morning drop-off & evening pick-up (made to feel welcome; help with separation). | 100% |
| Teachers and Administrators demonstrate genuine concern for the well-being of the children. | 100% |
| <p>Comments:</p> <ul style="list-style-type: none"> • The caregivers are superlative. Our child can be very sensitive sometimes, and without fail, the educators have at varying stages in our child's passage through the facility ensured that he is happy and comfortable. • It would be nice to have supply staff in the room introduce themselves to parents. • Every single staff person at the Campus site is kind, caring and supportive • The educators are wonderful with my son when we drop him off. And of us too as we struggle to say goodbye | |
| NUTRITION | |
| Menus are posted for parents to read. | 100% |
| The menu offers a good selection from all food groups. What is offered is nutritious and interesting | 100% |
| The menu is rotated on a regular basis and adjustments are made seasonally. | 100% |
| When a family provides menu items for a child with food allergies, the adults ensure the items are served appropriately | 77% but 23% did not answer |
| <p>Comments:</p> <ul style="list-style-type: none"> • I assume #22 happens but I'm not sure. We leave food but I don't know what is consumed and what isn't. • The food is amazingly varied for young children. My son has a milk allergy and it is compensated for very well • Never had an issue in 6 years. Menu seems healthier now than a couple of years ago - and with more variety • My son adores Taco pie..... No need to rotate it out! | |

| Campus Site Results.... | |
|---|-------------|
| PHYSICAL SPACE | |
| Children are provided with a safe and well-maintained space. | 100% |
| Sufficient number of program supplies, toys, games and equipment are provided. | 100% |
| Activity areas are inviting, stimulating, warm and friendly. | 100% |
| The outdoor play space and equipment are well kept and encourage active play | 96% |
| The indoor and outdoor play spaces are monitored to ensure safety at all times. | 100% |
| Comments: <ul style="list-style-type: none"> • The fences outside seem very low, particularly in the winter when the snow piles up. • More gross motor activities for toddlers and infants should be provided. | |
| PARENT INVOLVEMENT | |
| Opportunities are available for parent involvement: invitation to Annual General Meeting; opportunity to join Board of Directors; assisting in fundraising etc. | 86% |
| The hours of operation meet your needs -7:30a.m -6:00p.m. | 96% |
| How satisfied with the overall program are you? | 100% |
| Comments: <ul style="list-style-type: none"> • I could not ask for a better facility. I'm actually worried about how disappointing regular JK will be after this in contrast! • Your staff is phenomenal, caring, and extremely knowledgeable. We are lucky to have Trent daycare as part of our family :) • We love the campus, staff are wonderful. The indoor and outdoor play areas are large and are well stocked with toys and activities • Have noticed a change in care between rooms. Communication is very different between rooms and is lacking at times. • The teachers in the infant room are very welcoming. They went above and beyond to help with my son's transition to daycare. It is comforting for parents like me to know that our babies are in good hands. I also like that the Centre has a drop in/call anytime policy. As a first time parent, the transition is incredibly hard on me as well as my son and I usually call once mid-day to check in on him (Sorry, I'm THAT parent..)The staff in the infant room has been so wonderful with me on the phone. It certainly helps put my mind at ease knowing how his day is going. One suggestion would probably be for supply staff to be introduced to parents as well (perhaps during the tour orientation). • The love and care my child receives on a daily basis:) • Recommend Trent to all new parents. I always say its the "Cadillac" of day cares! | |

- I would not want my child in any other child care environment but Trent. The nurturing and care is appreciated daily!
- Can't say enough good things about the center. So thankful everyone could be part of my son's life and give him all the love and care and skills to grow over the last year and half
- This is our 3rd child at TCC campus. We are so lucky to have had this amazing community be part of raising up our happy, engaged and resilient kids.

Bridgenorth Site Results:

| ORGANIZATION & ADMINISTRATION | % of Parents that Agree or Strongly Agree |
|--|--|
| Our organization promotes and demonstrates high quality early learning and care | 100% |
| Administration staff is responsive to communications in a timely fashion. (Executive Director & Executive Assistant) | 100% |
| Program Supervisor is responsive to communications in a timely fashion. | 100% |
| Receive sufficient information sharing through newsletters, written notices &/or posted notices. | 87% |
| Parents receive information they need about programs/policies at the site orientation tour. A detailed Parent Handbook, which outlines the Organization's policies, is provided upon enrollment. | 96% |
| Comments: <ul style="list-style-type: none"> • LOVE the staff, they are amazing. The only complaint is that communication of events is not well organized nor communicated. I have missed a few due to no information sheet given to me. Also, I only realized the parent inbox after months of enrollment. • We no longer have kids at the Bridgenorth location but I recommend it highly whenever I have the opportunity! | |
| EARLY LEARNING AND CARE PROGRAMS: | |
| Programs are developmentally appropriate, stimulating, enjoyable and fun. | 100% |
| Programs have a good balance of structured/unstructured activities throughout the day; opportunities for choices are provided. | 100% |
| Program plans are readily available for viewing. | 91% |

| | |
|---|----------------------------|
| Bridgenorth Site Results... | |
| My child is being well prepared to continue his/her social development and education. | 100% |
| Comments: <ul style="list-style-type: none"> The Toddler Room educators are amazing!! I have never been shown a program plan for my child. Perhaps they are available, but I'm not aware. Also, I hope for more educational activities with the preschool students. | |
| CENTRE TEACHERS | |
| Quality interactions and communications between adults and children are observed. | 100% |
| Quality interactions and communications between adults and parents/guardians are experienced. | 100% |
| Quality interactions and communications between teachers are observed. | 100% |
| Appropriate and supportive behaviour management techniques are observed. | 100% |
| Support is given to children and families during morning drop-off & evening pick-up (made to feel welcome; help with separation). | 100% |
| Teachers and Administrators demonstrate genuine concern for the well-being of the children. | 100% |
| Comments: <ul style="list-style-type: none"> I feel so happy that my child is cared for so well, and the staff have made the transition into daycare much easier because of their genuine care and easy going nature. I have also observed excellent disciplinary tactics. Sometimes it would be nice to have a little update on their day, but I understand that is pretty tough in a large daycare center. That is the one thing I miss from home daycare. However, I think the teachers are great and take good care of the kids. | |
| NUTRITION | |
| Menus are posted for parents to read. | 86% |
| The menu offers a good selection from all food groups. What is offered is nutritious and interesting | 91% |
| The menu is rotated on a regular basis and adjustments are made seasonally. | 100% |
| When a family provides menu items for a child with food allergies, the adults ensure the items are served appropriately | 19% but 76% did not answer |
| Comments: <ul style="list-style-type: none"> Wraps are frequently on the lunch menu... Why would you still serve chili when none of the kids will eat it? | |

Bridgenorth Site Results...

| PHYSICAL SPACE | |
|---|------------|
| Children are provided with a safe and well-maintained space. | 100% |
| Sufficient number of program supplies, toys, games and equipment are provided. | 100% |
| Activity areas are inviting, stimulating, warm and friendly. | 100% |
| The outdoor play space and equipment are well kept and encourage active play | 100% |
| The indoor and outdoor play spaces are monitored to ensure safety at all times. | 100% |
| Comments: | |
| <ul style="list-style-type: none"> There is always a new activity centre that has been set up! So exciting for the kids :) | |
| PARENT INVOLVEMENT | |
| Opportunities are available for parent involvement: invitation to Annual General Meeting; opportunity to join Board of Directors; assisting in fundraising etc. | 96% |
| The hours of operation meet your needs -7:00a.m -6:00p.m. | 96% |
| How satisfied with the overall program are you? | 96% |
| Comments: | |
| <ul style="list-style-type: none"> I couldn't be happier with care my children receive at the Bridgenorth site. The kids love going there and all of the staff are genuine and caring towards the kids and parents. There is a variety of activities throughout the day and we love the different events throughout the year, especially the art auction, Christmas concert and love those creative presents that come home too! We know it is hard work keeping all the little people in order but staff are always very pleasant and seem to handle sticky situations with ease. We thank you so much for the great care of our kids. The teachers are wonderful... care is high quality. Good mix of indoor and outdoor activities, lots of choice, unstructured play. improved communication of events Very happy with the service that Trent Childcare provides. I always know that my daughter is in a safe and nurturing environment and she proves to me every day how much she is learning. Thank you to all staff and a special thank you to the Toddler educators, who appear to go above-and-beyond for the tots she cares for. Our children love to go to daycare. Knowing they are having a lot of fun and feeling part of a group was important. The staff truly care for each child and that means the world not only to us parents but to our kids as well. Warm and inviting, the staff genuinely cares about the children and offer stimulating free play. The after school program is amazing. I think the staff do a great job of encouraging manners, independence and a variety of activities. The preschool program is great as well. Loving teachers, etc. My child loves being there. I would like to see the children tidying their own messes, etc. I see the teacher's cleaning up a lot at the end of the day. Perhaps they do, and we just don't see this. Over all, we are satisfied with the care our children receive. | |

St. Luke's Site Results:

| ORGANIZATION & ADMINISTRATION | % of Parents that Agree or Strongly Agree |
|--|---|
| Our organization promotes and demonstrates high quality early learning and care | 100% |
| Administration staff is responsive to communications in a timely fashion. (Executive Director & Executive Assistant) | 100% |
| Program Supervisor is responsive to communications in a timely fashion. | 100% |
| Receive sufficient information sharing through newsletters, written notices &/or posted notices. | 100% |
| Parents receive information they need about programs/policies at the site orientation tour. A detailed Parent Handbook, which outlines the Organization's policies, is provided upon enrollment. | 95% |

Comments:

- The playground enhancements at St. Luke's have increased my overall satisfaction with the St. Luke's facility. I think the overall educational experience within the daycare setting could be improved by: - not allowing families to bring in additional treats/candies for the kids (even on birthdays and holidays) - if religious holidays are to be acknowledged/celebrated (as they currently are) religions other than Christianity should be celebrated as well to provide a more inclusive environment. Overall we are very satisfied with the care our child receives at the program.
- We have been absolutely thrilled with our daughter's care at St. Luke's. The caregivers are amazing and we can tell they really care about our daughter. She is enjoying her days, coming home with lots of new words, songs, and stories. I love going to work knowing that she is in great hands and has everything she needs. Thank you all for your hard work.
- In regard to question #5, I actually didn't feel fully prepared for the day my son started. Some of these things may be common sense, but as a first time parent, I didn't really know the following: - that we would need a pair of strictly indoor shoes - to bring changes of clothes - that there were designated cubbies for my child's art/notices - to supply diapers and wipes Again, I know this is all common sense (now), but at the time we were all overwhelmed sending our baby off to daycare for the first time haha and maybe these points are in the handbook, but I think a "Coles notes" version with these little pointers would be awesome - whether part of a welcome package or just a verbal message. All of this being said, We love you guys!
- I love you guys! It might be nice to have the menu posted outside the door, once I am inside it gets too chaotic to read it.
- I have always had a great experience with all the staff at the daycare. It is obvious that the teachers love the job and it shows in how they interact with the kids. As a mom it is great to know that I am leaving my son with people who truly care for him.

St. Luke's Site Results...**EARLY LEARNING AND CARE PROGRAMS:**

| | |
|--|------|
| Programs are developmentally appropriate, stimulating, enjoyable and fun. | 100% |
| Programs have a good balance of structured/unstructured activities throughout the day; opportunities for choices are provided. | 100% |
| Program plans are readily available for viewing. | 84% |
| My child is being well prepared to continue his/her social development and education. | 100% |

Comments:

- RE: 9 - they may be available but i don't know where...
- A "not applicable" or "not sure" option would be helpful
- It would be nice to see more activities to prepare for kindergarten.... writing/ tracing name, lines, letters, numbers instead of the educator always writing their name for them.
- A bit hard to developmentally appropriate for the wide age range in the rooms but you do your best. I think my son is ready to move up but there isn't room for him. :(

CENTRE TEACHERS

| | |
|---|------|
| Quality interactions and communications between adults and children are observed. | 100% |
| Quality interactions and communications between adults and parents/guardians are experienced. | 100% |
| Quality interactions and communications between teachers are observed. | 100% |
| Appropriate and supportive behaviour management techniques are observed. | 100% |
| Support is given to children and families during morning drop-off & evening pick-up (made to feel welcome; help with separation). | 100% |
| Teachers and Administrators demonstrate genuine concern for the well-being of the children. | 100% |

Comments:

- Again, I can't say enough good things. The educators in the Toddler room are amazing with our daughter. They always fill me in on her day upon pick up which I really appreciate!
- All staff have been amazing everyday!!
- You guys are saints. I am amazed at how well you guys handle challenging situations. You are so patient!
- The staff go above and beyond my expectations when it comes to drop off with my daughter. Sometimes it is hard for me to leave and all staff actively engage in the welcoming and comfort of my daughter

St. Luke's Site Results...

NUTRITION

Menus are posted for parents to read.

95%

The menu offers a good selection from all food groups. What is offered is nutritious and interesting

100%

The menu is rotated on a regular basis and adjustments are made seasonally.

100%

When a family provides menu items for a child with food allergies, the adults ensure the items are served appropriately

39% but 61% did not answer

Comments:

- Menu is amazing!!! Wish I could come for lunch :)
- Already commented on.

PHYSICAL SPACE

Children are provided with a safe and well-maintained space.

100%

Sufficient number of program supplies, toys, games and equipment are provided.

100%

Activity areas are inviting, stimulating, warm and friendly.

100%

The outdoor play space and equipment are well kept and encourage active play

84%

The indoor and outdoor play spaces are monitored to ensure safety at all times.

95%

Comments:

- The outdoor play area is quite often muddy. Maybe the playground improvements will help with this.
- The outside area had a lot to be desired but I am excited to see how the new space grows! I have been noticing lately that the space heading into the room are getting a bit grungy. I won't let my child touch the walls heading down the stairs anymore.

PARENT INVOLVEMENT

Opportunities are available for parent involvement: invitation to Annual General Meeting; opportunity to join Board of Directors; assisting in fundraising etc.

95%

The hours of operation meet your needs -7:30a.m -6:00p.m.

95%

How satisfied with the overall program are you?

95%

St. Luke's Site Results...

Comments:

- I commute to Cobourg and I need childcare that starts at 7 am so that I can get to work for 8:15 (I'm a teacher) my location and schedule might change from year to year but for this year I've had a babysitter that essentially watches my kids from 7 am and gets my son to daycare and my older son to school. I'm a single parent and I don't have extended family around so the scramble for pre-daycare care has been stressful and babysitters have been inconsistent. I would love an earlier start at St. Luke's!
- I think I've covered it in past comments. The Supervisor and the caregivers are fantastic. I know my daughter is well cared for and don't worry about her during the day. I never feel like a bother when I ask a question which I really appreciate as well! Thank you!
- opening hours should be 6am or 7am some parents start their day earlier then 7:30am
- Our little one is always happy to be dropped off at daycare. We know she's well looked after while at St. Luke's.
- We have been completely satisfied with the program. Our daughter loves preschool everyday and has made so many great friends. The only suggestion would be some more kindergarten prep activities ex. Writing name, number and letter recognition. Keep up the great work Trent Child Care St Luke's Staff!!!
- Everyone is friendly and helpful You can sense that they truly care about your child's wellbeing and that they love what they do! Extremely pleased with our decision to have our son at St Luke's...looking forward to having our daughter attend this coming fall.
- I don't know if the menu is posted and if it is, not sure where? I often find there is A LOT of fundraising and often times that can be overwhelming. I know there is a need to raise funds but there doesn't seem to be any down time between fundraisers.
- My son loves you guys which makes me love you guys! I feel like I am dropping him off with friends every morning, my friends!
- My daughter loves daycare and she has improved so much
- Our family has had an exceptional experience at St Luke's! Our daughter will be there 3 years this September and will be heading off to JK in the fall. I have noticed growth and development in my daughter and cannot thank the staff enough for being a huge part of her success!

Armour Site Results:

| ORGANIZATION & ADMINISTRATION | % of Parents that Agree or Strongly Agree |
|---|--|
| Our organization promotes and demonstrates high quality early learning and care | 100% |
| Administration staff is responsive to communications in a timely fashion. (Executive Director & Executive Assistant) | 100% |
| Program Supervisor is responsive to communications in a timely fashion. | 100% |

| | |
|--|------|
| Armour Site Results.... | |
| Receive sufficient information sharing through newsletters, written notices &/or posted notices. | 100% |
| Parents receive information they need about programs/policies at the site orientation tour. A detailed Parent Handbook, which outlines the Organization's policies, is provided upon enrollment. | 100% |
| Comments: 1 Love the program. The educators all do a wonderful job with my son who has anxiety and is very impulsive. Thanks for all you do! 2 The care at the Armour Heights program is exceptional! Our daughter was encouraged to be her creative self and gained confidence and improved social skills. The staff are wonderful and put 110% of themselves into their work. The calibre of activities, outdoor play, and child engagement is outstanding! 3 I may have said this already but I am not a fan of fruit out of season being served to the children. 4 my children love this program, and have lots of fun while attending and they love their daycare providers. Awesome program and I am so glad I choose it for my children. 5 The Supervisor is incredible! My daughter has been so excited every day that she goes to after school care! The team at Armour Heights is amazing! | |
| EARLY LEARNING AND CARE PROGRAMS: | |
| Programs are developmentally appropriate, stimulating, enjoyable and fun. | 100% |
| Programs have a good balance of structured/unstructured activities throughout the day; opportunities for choices are provided. | 100% |
| Program plans are readily available for viewing. | 100% |
| My child is being well prepared to continue his/her social development and education. | 100% |
| Comments: <ul style="list-style-type: none"> • My daughter has made so many more friends • My son definitely knows more than I could have taught him by now | |
| CENTRE TEACHERS | |
| Quality interactions and communications between adults and children are observed. | 100% |
| Quality interactions and communications between adults and parents/guardians are experienced. | 100% |
| Quality interactions and communications between teachers are observed. | 100% |

| Armour Site Results.... | |
|---|----------------------------|
| Appropriate and supportive behaviour management techniques are observed. | 100% |
| Support is given to children and families during morning drop-off & evening pick-up (made to feel welcome; help with separation). | 100% |
| Teachers and Administrators demonstrate genuine concern for the well-being of the children. | 100% |
| Comments: The educators are really great | |
| NUTRITION | |
| Menus are posted for parents to read. | 89% |
| The menu offers a good selection from all food groups. What is offered is nutritious and interesting | 100% |
| The menu is rotated on a regular basis and adjustments are made seasonally. | 100% |
| When a family provides menu items for a child with food allergies, the adults ensure the items are served appropriately | 56% but 44% did not answer |
| Comments: | |
| <ul style="list-style-type: none"> my daughter has only been in the program for 2 months... | |
| PHYSICAL SPACE | |
| Children are provided with a safe and well-maintained space. | 100% |
| Sufficient number of program supplies, toys, games and equipment are provided. | 100% |
| Activity areas are inviting, stimulating, warm and friendly. | 100% |
| The outdoor play space and equipment are well kept and encourage active play | 100% |
| The indoor and outdoor play spaces are monitored to ensure safety at all times. | 100% |
| Comments: | |
| <ul style="list-style-type: none"> no parent comments | |
| PARENT INVOLVEMENT | |
| Opportunities are available for parent involvement: invitation to Annual General Meeting; opportunity to join Board of Directors; assisting in fundraising etc. | 72% |
| The hours of operation meet your needs -7:00a.m -6:00p.m. | 86% |

Armour Site Results....

How satisfied with the overall program are you?

100%

Comments:

- We love the educators. They are so caring, wonderful and fun all the time. My boys ask everyday, to be apart of the group. I am so grateful to have their excellence in care for my son's.
- The Supervisor is great and has a really good connection with my daughter and she is willing to do little things that make a big difference to us (such as giving my daughter a 5 minute heads up to when i arrive so she transitions better)
- It would be nice if it were open a little later - even 6:30 would make a great difference.
- my children love this program and enjoy going to it.
- My daughter is very comfortable at the program which makes me stress less! She always has a great time and loves to interact with everyone! This has been a wonderful help to our child's care!

Monsignor O'Donoghue Site Results:

| ORGANIZATION & ADMINISTRATION | % of Parents that Agree or Strongly Agree |
|--|--|
| Our organization promotes and demonstrates high quality early learning and care | 100% |
| Administration staff is responsive to communications in a timely fashion. (Executive Director & Executive Assistant) | 92% |
| Program Supervisor is responsive to communications in a timely fashion. | 100% |
| Receive sufficient information sharing through newsletters, written notices &/or posted notices. | 84% |
| Parents receive information they need about programs/policies at the site orientation tour. A detailed Parent Handbook, which outlines the Organization's policies, is provided upon enrollment. | 100% |
| | |

Comments:

- #5 isn't a question. I'd like to understand better how to receive communication about upcoming events. I see the pictures of daily activities, but not of upcoming program events like the Christmas show or a bake sale. It's written on a page on the door, but could that be included in the emails, or in the children's cubbies perhaps
- Changes in payroll system was problematic.
- Thanks for a great year!
- There has been a significant and noticeable shift this past year to streamline processes and use more electronic communication (emails, direct deposit) which have been an effective tool in communication and has made things a bit easier for families, like ours, who seem to be on the go. As a family, we feel more "in the know" of what the expectations are of us and what is happening at the before and after school program. Your organization also individualizes its supports to accommodate the needs of the children, which has been appreciated. Not only do we as a family feel that our sons best interests are always being considered, but we feel that there is flexibility in giving him the supports he needs. Trent Child Care is very open in working collaboratively with the parents and the school to give the child the best advantage that they need to be successful.
- Our daughter thoroughly enjoyed going to the after school program each and every week! The educators were wonderful to help her feel welcome and to help her adjust being her first year of school! The after school program worked along with the school learning environment to help the children learn about the outdoor environment, cooking and baking, group work and working with others, independent work, and learning to socialize in new environments!! The educators provided so much extra time to help the students succeed through their bake sales, art shows, Christmas pageant just to name a few!! We look forward to another successful year at the Monsignor O'Donoghue school after school program!!!

EARLY LEARNING AND CARE PROGRAMS:

Programs are developmentally appropriate, stimulating, enjoyable and fun.

100%

Programs have a good balance of structured/unstructured activities throughout the day; opportunities for choices are provided.

100%

Program plans are readily available for viewing.

92%

My child is being well prepared to continue his/her social development and education.

100%

Comments:

- Activities are well posted in the entry way of the day care in the event a parent needs to know what is happening on any significant day. There is a significant amount of work that happens to bring this group of children together both before and after school (plays, bake sales, fund raising, etc.) which has also been a real advantage to the kids during their regular school day outside of child care. In essence, it creates its own unique support system for a child that extends outside the day care and into the school.

Monsignor O'Donoghue site results...

| CENTRE TEACHERS | |
|---|----------------------------|
| Quality interactions and communications between adults and children are observed. | 100% |
| Quality interactions and communications between adults and parents/guardians are experienced. | 84% |
| Quality interactions and communications between teachers are observed. | 100% |
| Appropriate and supportive behaviour management techniques are observed. | 100% |
| Support is given to children and families during morning drop-off & evening pick-up (made to feel welcome; help with separation). | 84% |
| Teachers and Administrators demonstrate genuine concern for the well-being of the children. | 100% |
| <p>Comments:</p> <ul style="list-style-type: none"> • I would like a "Somewhat" choice here for all except #17. I don't experience a welcome from the staff. • There has been a real consistency of staff which has been helpful to us as parents. We know who to expect on site in the mornings and at pick up which assists in naturally forming relationships for communication purposes. It is very seamless and helps build confidence with the service provided. | |
| NUTRITION | |
| Menus are posted for parents to read. | 100% |
| The menu offers a good selection from all food groups. What is offered is nutritious and interesting | 100% |
| The menu is rotated on a regular basis and adjustments are made seasonally. | 100% |
| When a family provides menu items for a child with food allergies, the adults ensure the items are served appropriately | 34% but 67% did not answer |
| <p>Comments:</p> <ul style="list-style-type: none"> • FOOD IS AMAZING AND INTERESTING AND DELICIOUS! • Someone needs to tell me why my child will eat foods at the center that they won't touch at home - lol - the power of peer influence! The menu has assisted us greatly in introducing new foods and options that he would not have explored at home and that has been a big help for our picky eater. | |
| PHYSICAL SPACE | |
| Children are provided with a safe and well-maintained space. | 92% |

| Monsignor O'Donoghue site results... | |
|---|-------------|
| Sufficient number of program supplies, toys, games and equipment are provided. | 100% |
| Activity areas are inviting, stimulating, warm and friendly. | 100% |
| The outdoor play space and equipment are well kept and encourage active play | 100% |
| The indoor and outdoor play spaces are monitored to ensure safety at all times. | 100% |
| Comments: <ul style="list-style-type: none"> This year, our child moved from the pre-school group to the school age group, which was relatively big transition for him. It meant that he was separated from some of the kids he had come to know and really like to play with. During some of the PA days, it was noticed that he was just a bit young to socialize with the school age group (being the only 6-year-old) and the staff team made the right decision by including him with the pre-school group for the day. It made a big difference on his level of satisfaction for the day. I know that with numbers that can't always be accommodated but we appreciated the fact that staff identified that as important for him. space is often dirty, especially the bathroom | |
| PARENT INVOLVEMENT | |
| Opportunities are available for parent involvement: invitation to Annual General Meeting; opportunity to join Board of Directors; assisting in fundraising etc. | 91% |
| The hours of operation meet your needs -7:30a.m -6:00p.m. | 75% |
| How satisfied with the overall program are you? | 100% |
| Comments: <ul style="list-style-type: none"> I feel that there is a missing element to the survey about the CARING CARE GIVER component that is crucial when talking about our young children. To me, the program's facilitators being caring individuals who are engaged with the children in positive ways, for positive outcomes is the most important element to me. I don't always experience this engaging, welcome environment, and I don't always see caregivers who seem engaged/ interested with the kids and/or who communicate this to them. At MOD the JK/SK educator is amazing and I like working with the Supervisor. Both are loving, responsible caregivers with the children. I really like the program and all the awesome things the JK/SK educator does with the little-er kids- experiments and crafts and I appreciate the opportunity to do a survey like this to improve the quality of care. There seems to be a little bit of bullying or not nice words from other children on occasion. I hope it is dealt with on the spot which I think it is. There is no greater gift to me as a mom who has to work, then to be able to leave my child in the hands of care providers that I/we know, actively listen and respond to our child's needs and who genuinely care for his well-being. It is wonderful not to have to worry about what he is doing because time and time again it has been demonstrated that he is safe and very well cared for at Trent Child Care, MOD. | |

- I'd love care to start at 7am
- I am very pleased with the staff and the quality of care that my children experience at the after school program. My children have lots of opportunity for gross motor/active play, creative experiences and free play time. The environment is friendly and I always feel welcomed. My children are always engaged in safe, interesting, age appropriate activities when I see them at pick up. I am very appreciative of the caring staff and their dedication to quality programming. You guys are the best! Thanks for all you do :D

Immaculate Conception Site Results:

| ORGANIZATION & ADMINISTRATION | % of Parents that Agree or Strongly Agree |
|--|--|
| Our organization promotes and demonstrates high quality early learning and care | 100% |
| Administration staff is responsive to communications in a timely fashion. (Executive Director & Executive Assistant) | 100% |
| Program Supervisor is responsive to communications in a timely fashion. | 100% |
| Receive sufficient information sharing through newsletters, written notices &/or posted notices. | 100% |
| Parents receive information they need about programs/policies at the site orientation tour. A detailed Parent Handbook, which outlines the Organization's policies, is provided upon enrollment. | 100% |
| Comments: | |
| <ul style="list-style-type: none"> • All exceed expectations | |
| EARLY LEARNING AND CARE PROGRAMS: | |
| Programs are developmentally appropriate, stimulating, enjoyable and fun. | 100% |
| Programs have a good balance of structured/unstructured activities throughout the day; opportunities for choices are provided. | 100% |
| Program plans are readily available for viewing. | 84% |
| My child is being well prepared to continue his/her social development and education. | 100% |
| | |

Immaculate Conception Site Results...

Comments:

- The educators do a tremendous job of organizing and running the after-school program at Immaculate. I feel like they are very good at keeping us parents in the loop on what is going on.
- A considerable amount of effort is given to planning and communicating events/daily activities and to engage every child.

CENTRE TEACHERS

Quality interactions and communications between adults and children are observed.

100%

Quality interactions and communications between adults and parents/guardians are experienced.

100%

Quality interactions and communications between teachers are observed.

100%

Appropriate and supportive behaviour management techniques are observed.

100%

Support is given to children and families during morning drop-off & evening pick-up (made to feel welcome; help with separation).

100%

Teachers and Administrators demonstrate genuine concern for the well-being of the children.

100%

Comments:

- It's a great feeling to see the staff's face light up when they see my daughter (and hers does too!). I feel completely comfortable leaving my daughter there, and know she is receiving high-quality care. I also appreciate that the staff deal with any minor issues right away, in a professional manner. They also guide and support the children in learning how to handle upsets, which is so important to their social development.
- Trent C. C. has excellent staff.
- The educators are fantastic at communicating about any issues that go on and how they dealt with them.

NUTRITION

Menus are posted for parents to read.

100%

The menu offers a good selection from all food groups. What is offered is nutritious and interesting

100%

The menu is rotated on a regular basis and adjustments are made seasonally.

100%

When a family provides menu items for a child with food allergies, the adults ensure the items are served appropriately

40% but 60% did not answer

| | |
|--|-------------|
| Immaculate Conception Site Results... | |
| Comments: | |
| <ul style="list-style-type: none"> • The best restaurant in town! • I am not aware of the snack menu for the afterschool program • Thank you for accommodating dietary restrictions. | |
| PHYSICAL SPACE | |
| Children are provided with a safe and well-maintained space. | 100% |
| Sufficient number of program supplies, toys, games and equipment are provided. | 100% |
| Activity areas are inviting, stimulating, warm and friendly. | 100% |
| The outdoor play space and equipment are well kept and encourage active play | 84% |
| The indoor and outdoor play spaces are monitored to ensure safety at all times. | 100% |
| Comments: | |
| <ul style="list-style-type: none"> • The educators often pick-up little things from their own money, which is so nice of them. My comment about the outdoor play space is not reflective on the staff; I don't feel that Immaculate has a good outdoor play space for children. | |
| PARENT INVOLVEMENT | |
| Opportunities are available for parent involvement: invitation to Annual General Meeting; opportunity to join Board of Directors; assisting in fundraising etc. | 84% |
| The hours of operation meet your needs -7:30a.m -6:00p.m. | 100% |
| How satisfied with the overall program are you? | 100% |
| Comments: | |
| <ul style="list-style-type: none"> • I am extremely happy with the program and very thankful that my daughter has such a nurturing environment to go to at the end of the school day. She feels safe and loved, and that is the best feeling for a parent. • My child has had a wonderful experience growing up within her Trent C.C. years - I have no complaints. The staff seem especially "born to work with children." I am truly grateful. • the location within the school is ideal, the hours are perfect. The Supervisor really is a gem and the kids are lucky to have her leadership | |

ST. Paul Site Results:

| ORGANIZATION & ADMINISTRATION | % of Parents that Agree or Strongly Agree |
|---|--|
| Our organization promotes and demonstrates high quality early learning and care | 100% |
| Administration staff is responsive to communications in a timely fashion. (Executive Director & Executive Assistant) | 100% |
| Program Supervisor is responsive to communications in a timely fashion. | 100% |
| Receive sufficient information sharing through newsletters, written notices &/or posted notices. | 100% |
| Parents receive information they need about programs/policies at the site orientation tour. A detailed Parent Handbook, which outlines the Organization's policies, is provided upon enrollment. | 100% |
| <p>Comments:</p> <ul style="list-style-type: none"> • Very happy with the high degree of planning and activities provided by the Supervisor and her staff. There is always something new and engaging for the many children. Independence is promoted with expectations to attempt new tasks and learning, such as pouring their own drink from an enclosed pitcher and clearing their own dishes after snack. Our son thoroughly enjoys his after school time with the ladies at St. Paul's. It is hard to encourage him to leave! Thanks for all your engagement and sincere interest in my child's learning and others! We are very pleased! Every time I pick my son up, one or more of the care providers are engaging with our son. I have never seen them disengaged or distracted by other things, and we really appreciate this! Thank you! • Invoices are not great, lack of details should include payments received. | |
| EARLY LEARNING AND CARE PROGRAMS: | |
| Programs are developmentally appropriate, stimulating, enjoyable and fun. | 100% |
| Programs have a good balance of structured/unstructured activities throughout the day; opportunities for choices are provided. | 100% |
| Program plans are readily available for viewing. | 86% |
| My child is being well prepared to continue his/her social development and education. | 100% |
| | |

| | |
|---|---------------------------|
| St. Paul Site Results... | |
| Comments: | |
| <ul style="list-style-type: none"> No parent comments | |
| CENTRE TEACHERS | |
| Quality interactions and communications between adults and children are observed. | 100% |
| Quality interactions and communications between adults and parents/guardians are experienced. | 100% |
| Quality interactions and communications between teachers are observed. | 100% |
| Appropriate and supportive behaviour management techniques are observed. | 100% |
| Support is given to children and families during morning drop-off & evening pick-up (made to feel welcome; help with separation). | 100% |
| Teachers and Administrators demonstrate genuine concern for the well-being of the children. | 100% |
| Comments: | |
| <ul style="list-style-type: none"> No parent comments | |
| NUTRITION | |
| Menus are posted for parents to read. | 80% |
| The menu offers a good selection from all food groups. What is offered is nutritious and interesting | 100% |
| The menu is rotated on a regular basis and adjustments are made seasonally. | 100% |
| When a family provides menu items for a child with food allergies, the adults ensure the items are served appropriately | 0% but 75% did not answer |
| Comments: | |
| <ul style="list-style-type: none"> No Parent comments | |
| PHYSICAL SPACE | |
| Children are provided with a safe and well-maintained space. | 100% |
| Sufficient number of program supplies, toys, games and equipment are provided. | 100% |
| Activity areas are inviting, stimulating, warm and friendly. | 100% |
| The outdoor play space and equipment are well kept and encourage active play | 100% |

| | |
|---|-------------|
| St. Paul Site Results... | |
| The indoor and outdoor play spaces are monitored to ensure safety at all times. | 100% |
| Comments: | |
| <ul style="list-style-type: none"> No Parent comments | |
| PARENT INVOLVEMENT | |
| Opportunities are available for parent involvement: invitation to Annual General Meeting; opportunity to join Board of Directors; assisting in fundraising etc. | 100% |
| The hours of operation meet your needs -7:00a.m -6:00p.m. | 100% |
| How satisfied with the overall program are you? | 100% |
| Comments: | |
| <ul style="list-style-type: none"> Again I feel invoices should provide more details. Keep up the great work ladies | |

Conclusion

The 2016/17 survey results demonstrate that Trent Child Care families are overwhelmingly satisfied with the quality of care that their child is receiving.

Parent feedback consistently revealed that from site to site, Trent Child Care is offering an excellent service to our families. Our parents are extremely satisfied with the high level of quality early learning and child care programs at all eight of our locations.

The increase of satisfaction rating over the past three years is extremely important given the Ministry changes that Child Care has experienced over the past five years. The release of the professional learning resource guide “How Does Learning Happen?” directs program development within our classrooms and the new legislative changes found in the Child Care and Early Years Act have affected the entire landscape of childcare.

Looking Forward – Continued Areas of improvement

The survey results indicated that communications should continue to be an area of focus and specifically in the following areas:

1. Forwarding information to parents about their child’s development.

Documentation:

Educators continue to make our children’s learning visible by displaying documentation within all of our centres. Educators observe children playing each day and record the observations. The educators then document the play by taking pictures and interpreting the learning and skills they developed during the day. The documentation is completed by observing the experiences. Over the past year a documentation protocol has been implemented to ensure that our documentation is consistent across all of our sites. The protocol includes a title, a definition of the learning taking place, 4 to 6 pictures of the play experience and text by the pictures explaining what is taking place. The documentation has the name of the educator and the date. Each site will have a designated space to display their documentation so parents/caregivers will know where to find the documentation.

Documentation and Information App.

A documentation app is being piloted in two (2) of our school age programs and will soon be implemented in all of our sites that will allow educators to send pictures and documented observations to families.

2. Family Engagement

Documentation and Information App

Families want more information sharing through newsletters, written notices or posted notices. Over the past few years our e-mail distribution list has contributed to families receiving more information about our programs. The documentation and information app will be another avenue that families will receive information of the happenings within our programs. This app will be implemented in all programs in 2018.

Family Events

Trent Child Care recognizes the importance of positive relationships and interactions with our educators, staff and families. Relationships with our families turn into partnerships when a common goal is shared; such as working together to support children in our care. As we all share positive bonds through engagement at social events it allows everyone involved to feel valued and connected.

There will be additional family social events added to our event calendar this year. The events scheduled for this upcoming year are a 'sit down' family dinner in the fall for our full day programs, a few morning breakfast 'meet and greets' with families, art show, talent shows, plays and graduations.

3. Menus being posted and rotated on a regular basis

Dietary Changes

Healthy eating in a young child's life supports optimal growth and development. Over the past several months the Management Team has been working with Peterborough Public Health dietitian, Erica Diamond, and our dietary staff to streamline our dietary practices. Our goal is to have consistent dietary practices across the organization.

Steps that have been taken throughout the process:

- All Trent Child Care staff completed a 7-hour professional development web training called Good Beginnings. This program provides information on nutrition for young children.
- Surveys were sent out to families asking for their feedback about our menus and the food choices that are offered to our children in the program.
- Feedback was retrieved from staff through surveys and discussions at our organizational meetings.
- The dietary staff worked on creating menus with the information received from the family and staff feedback. A six-week rotation schedule of menus will be created that each dietary staff will use. This will ensure that food offered to our children will be consistent across all eight sites.
- Process review, seasonal menu alternatives and related menu updates will occur periodically after implementation which is scheduled for November 1, 2017
- Once the six-week rotation has been implemented and any necessary changes have been made, the final menus will be emailed out to those families who would like a copy.

A sincere thank you is extended to all the families who responded to our survey. It is through this type of structured, constructive feedback that Trent Child Care can continue to provide quality childcare experiences for children and their families.