



Eastern Fraser Valley

# Childcare Survey

## Report



May 25, 2007

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## Childcare Project Purpose and Outcomes

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Project duration: October 24, 2006-March 31, 2007

**Purpose:** The purpose of the project is to provide a current picture of childcare in the Eastern Fraser Valley by way of a report  
Chance to benchmark level of childcare opportunities so that as changes happen (Gov't ~ Federal & Provincial) we have a base line

**Method:**

- Collect, compile and prepare a report on identified childcare issues, strengths and concerns in the Eastern Fraser Valley. A questionnaire to parents and childcare providers will be used to collect the data.
- Intermesh this information with current research and trends.

**Outcomes:**

Outcome #1 The report

- The report will outline childcare issues, strengths and concerns in each community as well as the Eastern Fraser Valley as a whole
- The report will show how these findings mirror or challenge current research and/or trends

Outcome #2 Community Awareness

- The communities in the Eastern Fraser Valley will have an increased awareness of childcare needs and challenges
- The communities in the Eastern Fraser Valley will have an increased awareness of community resources available
- The communities in the Eastern Fraser Valley will have an increased awareness of the importance of the early years
- The project will build support for changes needed in childcare

By way of

- Newspaper and media coverage ~ will use project to build community support for the needs of childcare

- Distributaries of the report to Success by 6 Council of Partners, Local CCRRs, Community Early Years Committees and all levels of government
- Community displays

#### Outcome #3 Capacity Mapping

The gathered data will be submitted to HELP (Human Early Learning Partnership) to map the community's capacity for childcare

#### Outcome #4 Advocacy

This report will provide a benchmark the level of childcare opportunities in the Eastern Fraser Valley so that as changes happen (within Government) we have a base line

The report will be submitted to the

- BC Child & Youth Advocacy Coalition – First Call
- Childcare Advocacy Council
- Western Family Childcare Resource Council
- Local MLA's, MPs and Mayor & councils
- MCFD Childcare Branch
- And will be made available to any other advocacy group

#### Resources:

1. CCRR staff in each community
2. Community Make Children First Community Champions
3. Barb Presseau – Chilliwack CCRR
4. Deb Dennault – Success by 6 Coordinator
5. Chilliwack Childcare Task Group
6. Childcare Advocacy Council – Rita Chudnoski – Chair
7. HELP for mapping outcome
8. Childcare providers in the Eastern Fraser Valley
9. Childcare Resource & Research Unit  
[www.childcarecanada.org](http://www.childcarecanada.org)

December 9, 2006

## Research Summary

### Glossary:

The Advisory Committee refers to the Ministerial Advisory Committee on the Government of Canada's Child Care Spaces Initiative.

The Report refers to the *Child Care Spaces Recommendations: Supporting Canadian Children and Families: Addressing the Gap Between The Supply and Demand for High Quality Child Care*

The Survey refers to the Success by 6 Eastern Fraser Valley Survey of parents and childcare providers.

### Findings:

The Report found that business leaders within the country believe that there is a labor shortage and they are having trouble finding suitable candidates to fill vacant positions (Child Care Recommendations Report pg.2). This can be attributed to the fact that parents have to leave work early, work part-time or quit their jobs in order to care for their children because they are unable to find adequate childcare. The Survey found that parents find creative ways to work and have their children cared for.

The Report also focuses on the fact that the demand for high quality childcare is much higher than the supply of childcare (Childcare Recommendations Report pg 2). They determined that in some cases new spaces are needed; existing spaces need investments to update them and enhance or expand their spaces (Child Care Recommendations Report pg 2). This finding parallels the findings of The Survey of child care providers conducted by Success by 6. The majority of Childcare providers report that all of their childcare spaces are full and that they have an active wait list or turn many families away.

The Report found that it would be possible to increase the supply of child care spaces by revising current tax regulations to make them a non-taxable benefits (Child Care Recommendations Report pg 3). This was also evident in the Survey to the parents in the Eastern Fraser Valley as many report that the Universal Childcare Benefit was not a big help as it was taxable and thus they did not get the benefit of the full \$100.

The Report also found that it was possible to decrease the demand for childcare spaces by enhancing flexible work arrangements for parents (Child Care Recommendations Report pg 3). This would be a way for parents to not have to worry as much about back up child care situations or having to rely on full time childcare. The Survey found that parents also report that it was often too costly for them to have full time childcare but part time care was not available.

Many families in The Survey report that they rely heavily on other arrangements for childcare in addition to or in place of child care facilities. Boston Bar for example has no regulated childcare but families report using informal childcare to meet their needs. The Advisory Committee reports that families using non-parental care often use care of relatives and non-relatives to adjust to the lack of available child care facilities (Child Care Recommendations Report pg 8). The Advisory Committee also recognized that not all parents *purchase* child care services in order to participate in the paid labour force or pursue an education. Instead many parents find arrangements such as off-shifting so that one parent is available to be at home with the child at all times (Child Care Recommendations Report pg 8-9).

The Advisory Committee started its report with findings that the countries major business leaders were concerned with the lack of available skilled labor for jobs. Due to this problem they have become increasingly interested in finding ways to help parents with child care to avoid losing workers. One proposal is to provide back-up or seasonal childcare to their employees. Back up and occasional care was also a major concern reported by parents in The Survey. Parents often do not have back-up childcare for times when their fulltime childcare is unavailable (Child Care Recommendations Report pg 10). If these issues of childcare cannot be fixed, there is the concern that people will leave the paid labor force involuntarily in order to care to their family obligations. (Child Care Recommendations Report pg 12).

The Survey found that both parents and childcare providers were concerned with the childcare benefits and government funding. The Report has looked into revising current tax regulations to make all employer supported child care a non-taxable benefit. This included the provision of licensed on-site or near-site childcare or paying for or subsidizing the cost of their employees' regular or supplementary licensed childcare.

The Surveys also found that many childcare providers were unable to offer certain age groups childcare due to the shortage of qualified staff. The younger age groups require an increased amount of attention. The Advisory Committee report also found that infant spaces are a major concern as these spaces are the most resource intensive and expensive to create and maintain due to the low child to staff ratio and specialized equipment required (Child Care Recommendations Report pg 17).

In the Survey the parents report that their top priority for the person who was caring for their child was reliability and safety. Training was not the top of the list.

The majority of the childcare provider reported that, due to cost restrictions there were many extra expenses that they had to give up due to cost. The Advisory Committee report also found this and recommended that a child care quality deduction be introduced to allow parents to deduct expenses that they incur to improve the quality for their child care (Child Care Recommendations Report pg 20). These expenses are often the cost of conducting criminal reference checks for any non-relative caregiver or providing first aid or child development training for a nanny, family member or neighbor (Child Care Recommendations Report pg 20).

The Survey found that all childcare facilities were limited in regards to the number of qualified staff that they had available to them. The Advisory Committee report also came across the same findings. They noted that high quality childcare is only achievable when the childcare workforce is stable. As well the current shortage of qualified childcare staff in Canada could hamper efforts to expand the supply of spaces (Child Care Recommendations Report pg 22). Christine Pruder from the University College of the Fraser Valley reports that "In Early Childhood Education there continues to be the challenge of maintaining enrolment. ECE is not highly regarded as a career option. The biggest barriers to the field remain low wages, the uncertainty of funding for children and families to access childcare and the low status of the profession.

In addition, career paths aren't readily available, leaving few opportunities for change. This leads to retention issues. Many qualified ECE practitioners leave the field to seek out education and jobs that provide better compensation."

The Advisory Committee reports that the key challenges that need to be overcome are providing satisfactory and competitive salary levels, benefits, training, hours of work, and career advancement opportunities while keeping a high quality of child care affordable (Child Care Recommendations Report pg 22). These are all issues that The Survey also reported in their findings.

The Report and Advisory Committee found that there are several important principles to take into account when making its recommendations.

These are:

- to recognize challenges faced by families when looking for high quality child care services, which are often in balancing work and family responsibilities (Child Care Recommendations Report pg 6).
- to respect the importance of high quality child care options in the creation of new spaces and the support of existing spaces, recognizing that high quality child care has a wide range of social and economic benefits for children, families, employees, employers and communities (Child Care Recommendations Report pg 6).

### Who is Childcare for?

Parents, even fathers and mothers of very young children, are in the social labor force. In 1967 fewer than 20% of mothers with young children were in the paid labor force. In 2007, the percentage is over 70% and growing (Early Years Study 2 pg 63).

Almost 60% of children ages 0-6 years are in some form of regular non-parental care in Canada and use is growing. (Adapted from Bushnik, 2006)

### So why bother?

We know that the early years shape brain development and influence lifelong learning, behavior and health. It is a period of opportunity to establish a sturdy neural foundation for later development. It is also a period of increased risk that can compromise optimal development in life. (Early Years Study 2 pg 25)

Employees are also parents, but few workplaces acknowledge this reality. Much can be done in the workplace to support parenting. There are employers who not only understand the importance of early child development for the workforce of tomorrow but also understand that family-friendly policies create more loyal and productive employees today. They should be encouraged to use their influence in the business community to create change. (Early Years Study 2 page 131)

Basic and extremely important conclusions: (Early Years Study 2 page 54)

- ✓ Early experiences shape brain development
- ✓ Brain development strongly influences learning, behavior, and health throughout life
- ✓ The early years are a period of heightened opportunities and increased risks
- ✓ Families and communities matter
- ✓ Early child development programs can make a significant difference
- ✓ A dollar invested in early childhood yields three times as much as for school-aged children and eight times as much for adult education.  
(Cunha et al., 2005)

#### Reference

Early Years Study 2: Putting Science into Action written by Hon. Margaret Norrie McCain, J, Fraser Mustard and De. Stuart Shanker (March 2007)

Ministerial Advisory Committee on the Government of Canada's Child Care Spaces Initiative. *Child Care Spaces Recommendations: Supporting Canadian Children & Families: Addressing the Gap Between the Supply and Demand for High Quality Child Care*. January 2007

## Next Steps

- ✓ In all communities, more subs and qualified staff are needed to help stabilize the childcare situation. Recruitment, training and public education are needed as well as regulated sub lists
- ✓ Employers need to recognize the challenges that their employees face in regards to childcare and the strain it can put on a family. Flexibility and encouragement are needed to keep these parents in the work force
- ✓ Wages for childcare workers need to be brought up to a standard that will keep them in this profession. On the other hand, parents cannot be the ones that have to pay this increase as their childcare dollar is already stretched. Providing satisfactory and competitive salary levels, benefits, training, hours of work, and career advancement opportunities while keeping a high quality of child care affordable are key challenges to be addressed
- ✓ Education needs to be done by Supported Child Development around what it means to care for a child who requires extra support and what support they offer
- ✓ In the smaller communities where there is no regulated childcare, education needs to be done to ensure that parents recognize quality childcare even in an unregulated setting. Encouragement to become registered with CCRR and/or Licensed should also happen
- ✓ In communities where a high percentage of families are not receiving the Universal Childcare Benefit, education needs to be done on filling out the paper work so that they can receive it
- ✓ Education needs to happen for both providers, informal providers and parents as to what good childcare looks like
- ✓ In general, an increase of childcare spaces is needed in all communities. Public awareness, community support for childcare workers and their bid for stability, incentives for opening child care facilities or increasing spaces in current facilities along with better wages is needed to address the shortfall
- ✓ All levels of Government, employers, employees and family members have a role to play in stabilizing our Childcare Situation. Everyone needs to do their part!

## **Abbotsford Situation**

### **Childcare Providers**

\*At least 25 of the total parent surveys collected were from the Punjabi community

#### Staffing:

- 86% of Abbotsford's Licensed group/preschools report that they have enough qualified staff but only 47% report that they have access to qualified subs as needed
- 67% of the family providers (Licensed, registered LNR & informal) report that they did not have access to qualified subs (17% of these cited that no subs were needed)
- 64% of licensed group/preschools and 86% of family providers reported turning parents away or placing them on a wait list in 2006

#### Wages/Fees:

- About the same percentage of licensed group/preschool (42%) and Family Providers (43%) (Licensed, Registered LNR) reported that they are able to make a profit based on the fees charged. Another 29% of Family Providers reported that they are able to make a profit sometimes
- 100% of the licensed group/preschools reported that the loss of the operating grant would impact their programs while 88% of Family Providers (licensed, Registered LNR) reported that the loss would impact their program. Both cited that wages, snacks and meals and purchasing of equip and supplies would be the first sacrifices made.

#### Capacity:

- 72% of childcare providers surveyed say that they are full. Of the 28% who were not full most cited specific spaces that were open (i.e. 1 infant available, no school aged etc) or certain days that had space available
- The most common reasons for turning parents away was because no space available (72%), hours were too long or too short (61%), no infant/toddler space (56%) and days requested (56%).
- Many Centers report that they do not keep wait lists.

#### Children who require extra support

- 76% of respondents report that they are willing and able to take children requiring extra support. Of those who reported no, most had to do with their physical space being inadequate and that more funds, resources and space would be needed to take these children. Some reported that they had never been approached about taking child who needs extra support
- Only 5% reported that they are able to hire the staff to support these children
- 71% of respondents reported knowing about Supported Child Development and their services offered but cited that they don't come often enough

### Challenges/Barriers of Providers

- 48% of childcare Provider respondents reported that finding subs is a barrier
- 33% of respondents cited that the staff wages and their own income (or lack of) has made them consider leaving the childcare field

### Challenges/Barriers Providers thought Families face in regards to childcare

- Many cited lack of spaces and qualified staff
- Transportation and fees were also cited as major barriers

### Parent Surveys

- 206 parents completed survey
- 28% of respondents needed full day care for their child/children
- Childcare close to home was needed by 38% of respondent. 24% needed preschool and 21% needed infant/toddler care
- 95% of childcare is in the same community where family lives
- Half of children are in care part time (up to 20 hrs. per week) and half are in full time or more (20+hrs)

### Qualities of person and place of childcare

- All of the qualities listed were rated quite high with cost being the low priority 16% of the time. Parents look for reliability and quality in Childcare provider
- In the place where the child is cared for, all qualities listed are rated high
- 59% of respondents have had to limit work or school because they could not find adequate care and 63% have had to take time off because they couldn't find adequate care

### Cost

- 88% of respondents qualify for the \$100 universal childcare benefit and 55% report that this \$100 has helped them obtain childcare. Many cited that they need the childcare anyways and the benefit helps pay
- 57% of respondents report that the loss of the universal childcare benefit would not affect their use of childcare but cited that they would have to tighten their budget somewhere else
- Many noted that the universal childcare benefit should be tax free as they really don't get \$100
- Some also noted that the universal childcare benefit should not stop when the child turns 6 as childcare is needed longer
- Only 31% of respondents were currently enrolled in a subsidy program. Many cited that they were not aware that they might qualify or how to find out more information
- 43% reported that the process of renewing was frustrating and 33% reported that the application process was frustrating.

### Children who need extra support

- Only 7% of respondents have an external agency working with the family and caregiver
- 14% were not able to place their child in the facility of their choice because of lack of support that was needed

### Availability

- 64% of respondents did get their childcare needs met while 37% got some or none of their childcare needs met. 63% report that this was because care was not found, 61% was because of cost and 61% was because care was not available when needed
- In Abbotsford, 53% of respondents report not having back up care arranged when regular care is unavailable. Most respondents use family members as back up care
- Only 26% of respondents have school aged children at home alone before or after school (no time frames given) and 67% cited that they have someone check in on their child (most are parents)
- 50% of respondents could see their families using a registered 'check in' phone line if available

### Abbotsford CCRR comments

Abbotsford has 58 family daycares registered with the CCRR program, this would give approx 406 spaces. We have 55 Licence Not Required providers to give us approx 110 spaces. Please note that most of these spaces are full (not available spaces). These then give us a total of 516 regulated spaces registered within our CCRR program.

The CCRR program in Abbotsford assisted with the filling out of 787 subsidy applications. This number does not reflect clients who just picked up the forms for Subsidy in our office or those clients who came for referrals and were given the forms during their appointment. 767 parents were given referrals to childcare providers this past year.

### **When speaking with care providers we have found:**

1. Frustration with licensing requirements
  - a. numbers and age ratios
  - b. lack of support from licensing staff
2. Lack of qualified staff. Difficulty finding substitute care providers.
3. More parents seeking part-time daycare; more shift-work parents; more parents requiring early drop off and later pick up.
4. Parents have difficulty paying parent portion fees. Care providers taking the losses.
5. More parents require their children to be transported to and picked up from schools.

6. Care providers are happy with drop-in opportunities at CCRR; they like easy access to facility.
7. Care providers appreciate workshops and networking opportunities.
8. Care providers appreciate professional support from CCRR staff.

**When speaking with parents we have found:**

1. Parents require more flexible, part-time care; more evenings and weekends; earlier drop-offs/later pick-ups.
2. Lack of spaces for babies/infants.
3. Need care providers who can transport to/pick-up from elementary schools.
4. Need more before and after school care.
5. Would like to have more in-home care providers.
6. Some parents have difficulty finding affordable daycare.

## Caregiver Survey for the Community of Abbotsford

Number of surveys completed in this group: 22

List of all postal codes prefixes used in this batch:

V2S, V2T, V3G, V4X

Are you?

	# Of centres	% Of total
Licensed Group Daycare	5	23%
Licensed Family Daycare	7	32%
Registered Licensed Not Required (LNR)	6	27%
Preschool	4	18%
Informal Childcare (family, neighbor, friend)	0	0% *

\* Many parents noted on their survey that they used informal childcare (family and friends) as their main childcare provider

### Staffing

#### Licensed Group/Preschool

Do you currently have enough qualified staff to meet the needs of your centre?

Yes	86%
No	13%

- *Short one staff member*

Do you have access to qualified subs when needed?

Yes	47%
No	47%

What are your biggest challenges in terms of staffing and staffing issues?

- *Shortage of ECE or qualified people*
- *Low wages*
- *Finding people for shifts offered*
- *Finding staff to cover maternity leave*
- *Subs, wages*
- *Finding part-time staff*
- *Finding subs*
- *Subs, availability, WAGES!*

Have you turned parents away (or do you have a wait list) in 2006 because of a shortage of staff?

Yes	64%
No	36%

- *Especially toddler/babies, 1-2 months*
- *Have staff go on mat. Leave and can't find qualified staff to replace them*

### **Family Providers (Licensed, Registered LNR & Informal)**

Do you have access to qualified subs as needed?

Yes	17%
No	67%

- *17% of 'no' respondents cited no subs needed*

Have you turned parents away (or do you have a wait list) in 2006?

Yes	86%
No	14%

*One no answer*

- *Especially under 3*
- *Refer them to CCRR*

### **Wages/Fees**

#### **Licensed Group/Preschool**

As a Childcare business, are you able to make a profit based on the fees you charge?

Yes	42%
No	58%

- *Marginally, but money goes back into centre for equipment and supplies*
- *Money very tight*
- *Not really it's very tight*
- *We are non profit*
- *Profit depends on enrollment*

Would the loss of the operating grant impact your program?

Yes	100%
No	0%

- *Will have to cap wages and raise fees to make up difference*
- *Will effect staffing*
- *Yes our program would suffer not be able to purchase toys and teaching aids to better our preschool*
- *Yes – we are a non-profit therefore rely on moneys given to our centres*
- *Increase fees to pay staff*
- *Very much*
- *Rely on that money*
- *Yes it's two weeks worth of pay for a staff that I will need to find some other way can't buy equipment regularly.*
- *I believe it would impact us – but fees are not coming in on time. We need the \$'s to pay staff and to operate*
- *Have to increase fees or shut down*
- *Yes, will put a cap on wages. We will have to raise our fees to make up the difference*
- *Very much so, I would only have 1 full time staff and the manager doing a management position and teaching because we wouldn't be able to afford another staff. The full time staff would work 8-9 hour days*

**Family Providers (Licensed, Registered LNR)**

As a Childcare Business, are you able to make a profit based on the fees charged?

Yes	43%
No	29%
Sometimes	29%

- *Yes – By keeping expenses low*
- *Yes – But pay a lot of income tax*
- *Yes – very small amounts*
- *Sometimes – Doesn't make good wages for working 11 hours a day*
- *Sometimes – Doesn't count washing, cleaning, shopping*
- *My expenses are quite low. The loss of CCRR will be HUGE I use their services for referrals and workshops*
- *Depending on enrollment*
- *Sometimes*
- *Yes I work in my home/no real overhead*
- *Yes – I charge 35 per day including all food, diapers, milk and juice. I've never heard of an operating grant. I am LNR am I eligible?*

- *I work 11 hours a day I don't feel I make good wages for the time I put in. not counting washing toys and keeping the daycare clean and shopping*

Would the loss of the operating grand impact your program?

Yes	88%
No	13%

- *Would have to charge more*
- *Staffing and equipment*
- *Less money for program*
- *Couldn't provide meals*
- *Less activities for children*
- *There is less money to buy equipments and supplies*
- *Staffing and equipment*
- *I would have to charge the parents more*
- *Yes I provide meals in my childcare*
- *Not really – no subsidy parents right now*

### Capacity

Are you currently full?

Yes	72%
No	28%

- *Almost, one infant spot available*
- *Not school aged spots available*
- *One space available*
- *Yes and based on the number of calls I get there is a great need for childcare in my area!*
- *I have room for only a couple of days a week right now. I am changing to infant/toddler in the fall. There is a big need for that*
- *I can only accommodate 2 children. I think there should be more flexibility I wish I could take 2 full time and 1 part time child or part time children that can overlap sometimes. So many people need part time care and I find it hard to afford to accommodate part timers*
- *Currently LNR centers are allowed 2 children or a family unit. That means I am allowed only 2 children if not related or I can have 3 or more children if they are a family unit. I would love to see the number of children allowed in LNR to be raised to 3 children or a family unit. This would make my home business a little more profitable.*
- *I find school aged children to rough with infant/toddlers. I have calls all the time for children under 5 years. Infant and toddler spaces should be increased to 4*

*children before and after school spaces need to be increased and better rates so some childcare could take only school age*

Have you had to turn children away because:

% Indicates how many checked yes of the total respondents for each situation

Of the days requested (i.e. weekends, holidays)	56%
Of the hours requested are too short/too long	61%
Of the ages of the children	Infant/toddler
	Preschool
	School aged
Rotating shift workers	6%
Occasional or drop-in care/part time	44%
Seasonal workers	11%
Transportation issues (kindergarten, preschool)	33%
Subsidy issues	11%
No space available because you are full	72%

\*\* 75% of Preschools reported not being full and 25% full

- *Long wait lists for programs*
- *Transportation for school aged children*
- *Based on the number of calls, great need for childcare*
- *Thinking of changing to infant/toddler because of high area of need*
- *I don't keep a wait list, I have turned parent's away and refer them to CCRR*
- *Many parents in the last 5 weeks looking for care for children under 3*
- *I receive calls looking for daycare on average about twice a month*
- *I have turned many parents/toddlers away. I only have 2 spaces and they stay full*
- *I probably turn away 1 or 2 parent's a month*

### **Children who require extra support**

Are you willing/able to take children requiring extra support?

Yes	76%
No	24%

- *I have never been approached to enroll a special needs child or one requiring extra support so it hasn't been an issue.*

If no, what are the barriers or concerns that may contribute to your decision?

- *Too busy to take on extra work (100% of the no's)*
- *Stairs (60% of the no's)*
- *Not physically set up (20% of the no's)*
- *I feel they would need too much individual attention*
- *Only minimal support*
- *I have two of my own young children which require my efforts*
- *As long as wheelchair or other medical equipment is not required.*

What would you need in order to take children who require extra support?

- *Resources and funds*
- *Support and aid (mentioned x9)*
- *Currently trying to hire aid*
- *Larger space*

Are you able to hire the staff to support these children?

Yes	5%
No	76%

- *Can not find qualified staff*

Are you aware that Supported Child Development is available to come to your home or center to support children who require extra support?

Yes	71%
No	29%

- *But can be hard to gain their support*
- *Didn't come often enough (every three weeks)*
- *Yes but they only came once every 3 weeks*
- *Yes but I also know it can be difficult to gain their support depending on the needs of the child*
- *I had a child in my care all last year that I believe required special support. I contacted the Child Dev. and they said that there was nothing that they could do unless the parents requested the assistance. I had to turn the child away I wasn't able to accommodate her*

Have you used Supported Child Development (or any other external agency) to support a child who requires extra support?

Yes	68%
No	32%

- *Yes – At other centres*
- *Supported Child Development (used them every year for last four years), they're great*
- *Not in my current program*
- *I wasn't aware of it*
- *Yes when I still ran a preschool*
- *Every year, we work closely with the child development program and value their assistance*
- *For the past 4 years now. They are great!*
- *I tried but was turned away*
- *A few years ago in Prince George SCD helped me*

## Challenges/Barriers

What challenges do you face as a childcare provider?

(Rate in order of challenge)

1 – not an issue

2 – inconvenience

3 – a barrier

4 – it makes you consider leaving the childcare field

	1	2	3	4
Staffing	67%	10%	19%	5%
Subs	24%	19%	48%	10%
Collecting fees	33%	52%	5%	10%
Paper work	52%	38%	5%	5%
Staff wages/own income	24%	14%	29%	33%
Social Isolation	52%	19%	29%	0%
Resources for children who require extra support	52%	24%	5%	19%
Being unable to attend workshops/training	67%	14%	14%	5%
Maintaining work/family/life	48%	24%	24%	5%
Licensing requirements	33%	38%	10%	19%

- *Being able to take a day off once in a while would be a big help!*
- *Questioning whether the income is worth all the work that is required. It can be very stressful especially with difficult parents. This year has been easier than last year, better parent relationship. I have been much more picky this year with which parents and children I'll accept. I interview them now*
- *CCRR offers a lot of activities for daycare I just have a hard time getting there I have no car.*
- *We are so underpaid for this important and stressful job*
- *I am not as flexible, not able to attend many things*
- *Maintaining balance between work and family*
- *We enjoy running our LNR as a family*
- *Understanding the concept of "preschool" what we are trying to accomplish as teachers and that we cannot fully prepare children for the years ahead, parents need to participate in the too!*

What barriers do you think that your families face in regards to childcare?

- *Finding spaces, Finding qualified, loving care*
- *Subsidy Issues, Fees*
- *Transportation*
- *Work hours*
- *Fees/ maintaining work/family, illness*
- *Sometimes have issues and separation anxiety, parking, work schedule, co-coordinating school schedules*
- *Daycare fees. Finding quality childcare as spaces are limited*

- *Guilt of having to work, money issues, work hours, children's behaviors*
- *They can't afford to pay more and we are barely getting by on what is coming in*

#### **Add ional Comments**

**One caregiver wrote:**

*'Of my ten clients, all are part time except for one. This creates a scheduling nightmare and if anyone needs an extra day, I am usually not able to accommodate them. The hours are exceptionally long and I think that my clients would like me to stay open even longer than I do/ I have a client as well who only requires two hours of care on a rotating schedule to boot. Scheduling is something extremely difficult for that client. Another client is swapping every Monday with her husband in holiday time to stay home with their child because I don't have the room in the daycare for her on that day. It is all working but it would sure be nice if there was some more flexibility. Families need more childcare facilities to choose from.*

**Another wrote:**

*I have a substitute who is a god send as I cannot pick up kids from school as seven children just don't fit in mini van. She has her first aid etc but I would not mind to get her some training too. It is not easy finding someone to help out through as it is hard to pay more than \$10.00 an hour.'*

## Parent Survey for the Community of Abbotsford

Number of surveys completed in this group: 206

List all postal code prefixes used: V3G, V4X, V2S, V2T

Ages of total children recorded:

	# Of children	% of total
0-1 year old	65	30%
2 years old	27	13%
3 years old	33	15%
4 years old	29	13%
5 years old	22	10%
6 years old	12	6%
7 years old	5	2%
8 years old	8	4%
9 years old	7	3%
10 years old	4	2%
11 years old	3	1%
12 years old	1	>1%

Do any children require extra support?

Yes	5%
No	95%

Age of the child who requires extra support

0-1 year old	0%
2 years old	17%
3 years old	0%
4 years old	17%
5 years old	0%
6 years old	17%
7 years old	17%
8 years old	17%
9 years old	0%
10 years old	0%
11 years old	17%
12 years old	0%

What kind of care was needed for your child/children in 2006? (Respondents may need more than one kind of care)

Full day care	28%
Before/after school care	13%
Back up/emergency care	10%
Preschool	15%
Full day care Summer only	6%
Occasional care	10%
Half day care	10%
Night/ weekend care	4%
Sick care	3%
Infant/toddler care	7%
Half day care – summer	1%
Unpaid care (Unpaid care denotes care by family and/or friends)	13%

- *Stay at home Mom self employed, cost of daycare or preschool is too much*
- *We have not used childcare. Baby is now 1 and now we need it*
- *We currently attend the neighborhood place drop-in program at the Ten Brock*

Care close to home	38%
Care on weekends/holidays	9%
Care for sick children	9%
After school care	17%
Preschool	24%
Rotating shift work	8%
Care for children who need extra support	2%
Care close to work	11%
Care for evenings/night shifts	10%
Emergency backup care	17%
Before school care	11%
Infant/toddler care	21%
Transportation to & from care	8%

*Elementary*

- *Weekend care by grandparents*

Check all of the following options that you u currently need or will need in the near future:

- *I was on maternity leave in 2006 – now that I am back at work I will need full day for both children*
- *Drop off and pick up needed*
- *Early am care*
- *For socializing and giving Mom a break*

Is your childcare in the same community where you live?

Yes	95%
No	5%

Work or school?

Yes	83%
No	17%

What type of care was provided for your child/children?

Care in your own home	16%
Regulated care in caregivers home	20%
Informal care	17%
Unpaid care**	16%
Childcare center	12%
Preschool	17%
Occasional/drop in care	5%
Seasonal care	1%
Before/after school care	10%

\*\*30% of unpaid childcare reported to be grandparents, 11% of unpaid is other family members or neighbors

- *Husband and wife sharing care*
- *Unpaid care in my own home*
- *Family, grandparents, neighbor*
- *Stay at home Mom self employed cost of daycare or preschool is too much. My Mom watching the children*
- *3 full days in daycare/preschool plus 2 days unpaid with Grandmas*
- *Gramma 1 day per week*
- *Grandparents – 3 days/week*
- *Grandparents for the occasional day or evening*
- *Other parent and grandparents*
- *Grandparents babysitting*

On average, how many hours per week is your child cared for?

Part time (1-20 hrs per week)	49%
Full time (20-40 hrs per week)	46%
Full time + care (40+ hrs per week)	5%

**Those who care for your child**

What qualities do you look for in the person?

1 – low priority 2 – important but not high priority 3 – high priority

	1	2	3
Personality	2%	12%	86%
Availability	1%	17%	83%
Cost	16%	34%	49%
Recommendations of others	2%	26%	72%
Reliability	1%	7%	93%
Behavior management	1%	14%	85%
Training	4%	24%	72%
Background	0%	20%	80%

- *My son has to enjoy their time spent at daycare*
- *Activities involved so children won't be bored*
- *Only those I have known for a long time*
- *I would like my caregiver to communicate successes and set backs so we can help solve any problems together. I would like my caregiver to like my child and actively build a bond with him*
- *Well layed out activities for the kids, a childcare that implements academics of some sort – into the learning environment*
- *Responsible, trustworthy*
- *Language (Punjabi)*
- *Kids like and have active fun*
- *Healthy food/snacks offered*
- *Ability to handle all five kids at once and not be stressed out all the time*
- *That my child “clicks” with his provider*
- *Serenity*
- *I am very careful who I allow to watch my child only family or very well known friends*
- *No dogs/caregiver to child ratio/conversation with caregiver*
- *1<sup>st</sup> aid, my child MUST like them*
- *Rapport with our special needs child*
- *My childcare provider is excellent and I got her name through the Child Care Resource and Referral Program (being someone not living in Abbotsford for long) this resource was MOST USEFULL*
- *Our nanny is amazing!*
- *You can't put a price on the care quality of our children*
- *Criminal background check, Canadian status*

What qualities do you look for in the place your child is cared for?

1 – low priority 2 – important but not high priority 3 – high priority

	1	2	3
Location	6%	32%	62%
Equipment & toys	6%	42%	52%
Layout	7%	52%	41%

Programs offered	5%	25%	70%
Recommendation of others	0%	29%	71%
Outdoor play space	3%	30%	67%

- *In my home*
- *Very clean, no indoor cats or dogs, no smoking*
- *Safe, clean*
- *Cleanliness, indoor and outdoor safety, food prep,*
- *Diaper training, discipline*
- *Quality activities*
- *Other activities and play groups*
- *Food program – diaper training - discipline*

Have you ever limited your work or school because you could not find adequate care?

Yes	59%
No	41%

- *Yes until we found our current provider*
- *My husband and I did tag team schedule*
- *When kids are sick*
- *Had to cancel, turn down work, change appointments*
- *Absolutely!*
- *That's what family days are for*
- *Yes I now have full time care so am back at work full time*
- *Yes because there were no spots available*

Have you ever taken time off of work or school because you couldn't find adequate care?

Yes	63%
No	38%

- *CCRR very helpful, used family days, had to work schedule around available childcare*
- *When childcare provider was away*
- *Was able to schedule around childcare hours – but with less hours on paycheck*
- *When child was sick*
- *Yes self employed*
- *Can't work weekends to long of hours*
- *Absolutely!*

Do you qualify for the \$100 universal childcare benefit?

Yes	88%
No	11%
Don't Know	1%

- *Yes I did but she is 6 now*

Has this \$100 helped you obtain childcare?

Yes	55%
No	45%

- *Needed childcare anyways, would have to give something else up such as swim lessons, every bit helps, but as benefits came in fees increased*
- *Has eased finances so one parent could stay home*
- *Already had care*
- *It helps pay for preschool for the 2 boys*
- *Not even close!*
- *No I haven't used it for that*
- *It should NOT be taxable*

Would the loss of the \$100 affect your use of childcare?

Yes	43%
No	57%

- *Give up some quality, wouldn't go to preschool, would reduce work hours, still have to work.*
- *The \$100 assists us in paying for our childcare needs without it our work schedule would need to be reduced*
- *I would have to find someone cheaper*
- *Could not afford pre-school*
- *I would require daycare regardless of any amount of childcare benefit*
- *I could still do it but the budget would be too tight!*
- *We would just cut back on other things*
- *Not as affordable without the benefit*
- *The extra \$100 a month helps me to pay for care without losing on my paycheck*
- *I get subsidy*
- *Low income single mother needs help*
- *I still need to work!*
- *Wouldn't use childcare anymore*
- *Daycare cost is a lot and we do not have a lot of money*
- *I need it anyways*
- *I wouldn't be able to afford preschool*
- *With little money all the money I get has to go to feeding my son*
- *Probably we have 3 kids, it's hard enough to get by as it is*
- *Helps pay extra cost*
- *This is not much help but still little help, yes it will effect my child life*
- *Not currently I am at home on mat. leave*
- *We have low income compared to all the bills and mortgage we need to pay*
- *Would cut back the hours this is not say that our provider charges too much. I think she undercharges herself*
- *It helps a lot*

- *Don't know if I have it or not, no because I would still be working 40 hours a week*
- *While it is extremely helpful I would require childcare either way*
- *Yes putting it toward childcare helps us afford it*
- *I needed childcare before the \$100 and would continue to need it afterward*
- *Yes very low income*
- *Any help would be useful*
- *Will still have to work the same amount and need the same care*
- *It would mean less money for groceries as that is where I would put the money for preschool*
- *The decision to place our children in preschool/daycare was made prior to receiving any benefits*
- *Preschool is still important to me, I am not a working Mom*
- *I am eligible for full childcare subsidy*
- *I have childcare provided by childcare service I am a full time student*
- *We have to work so it does not mean that its handy but if it was more then yes we would be effected*
- *It helps with diapers and formula - \$100 is nothing for childcare*
- *Extra money is always a benefit*
- *I receive childcare subsidy and this covers my childcare costs at this time*
- *I am low income I rely on the 100 and subsidy quite a lot*
- *Yes on income assistance and EI on mat. leave*
- *We would have to make other arrangements and tighten an already tightened belt*
- *Yes, because it really helps pay the portion that subsidy doesn't cover*
- *If you can save a little bit for swimming lessons*
- *Yes – 2 children full time is more than I can afford*
- *Because it's not worth it for me to work and pay childcare*
- *I don't want to have to work more just to pay for childcare*
- *Yes but for 2 children can add up*
- *More conscience of money*
- *Not much*
- *Not at the moment*
- *No we can afford it regardless*
- *The 100 is a bonus but after taxes approximately \$70 which doesn't make much difference when using full time care*
- *No because I still must have childcare in order to work as I am a single Mom*
- *Benefits came in the cost increased so it didn't help that much*
- *I'd still need childcare*

Have you ever limited your work or school schedule because of the cost of childcare?

Yes	32%
No	68%

- *No we have universal childcare benefit*
- *We would use family members if needed*
- *Yes summertime I try to get as much vacation timed from work as possible because childcare for 4 children is expensive*
- *Although we do not have care that caters to shift workers we could not readily afford full time care if it existed*
- *Shortened hours*
- *Won't go to work for additional hours if it barely covers cost of daycare*
- *Full time daycare of my choice cost 525.00/month and I could not always pay that*
- *We would not have been able to afford childcare while I was working*
- *I had to stop because I could not afford daycare*
- *Because of high cost of daycare*
- *Cutting it back sometimes*
- *I am newly separated and so I rely on family and friends for some of it*
- *Cannot limit work hours*

Are you currently enrolled in a subsidy program?

Yes	31%
No	69%

- *Wasn't aware of any*
- *It is a new program that not everyone know what you need to do*
- *Limited hours Human Resources was open*
- *New changes takes longer*
- *Yes I would like to get subsidized*
- *Need to find out how to get that here*
- *Having to pay a government person to fill out form to guarantee who I was very frustrating*

How did you find the application process?

1 easy	2 difficult	3 frustrating
50%	17%	33%

How did you find the renewal process?

1 easy	2 difficult	3 frustrating
36%	18%	45%

- *Need information on program, having to pay government person to fill out form to 'guarantee' who I am was very frustrating, the hours human resource is open, new changes take longer, very frustrating application process.*
- *I was quite upset when subsidy rates went down I am low income. I am upset childcare funding was cut.*

### Children who need extra support

Does the child development center or any external agency work with you and your caregiver in the care of this child?

Yes	7%
No	93%

- *She (7 years old) receives a limited amount of support (speech) at school, but does have a TA*

In the past 12 months, were you ever unable to place your child in the facility of your choice because the support your child needed was not there?

Yes	14%
No	86%

### Availability

Did you get all of your childcare needs met in the past 12 months?

Yes	64%
No	10%
Some	27%

If not was it because of:

Cost	61%
Couldn't find anyone to care for child	63%
Care was too far away	5%
Expectations not being met	11%
Quality inadequate	13%
Not comfortable with caregiver	16%
Care wasn't available when needed	61%
Occasional care wasn't available	5%

- *Happened rarely, odd hours of job*
- *Care not provided for older child*
- *Hard to find occasional care*
- *I work shifts to accommodate family*
- *Hours of my job*
- *Childcare was only required occasionally when I needed a date with my husband*

Do you have back up care available when your regular care is unavailable? (i.e. vacation or illness of provider or child)?

Yes	47%
No	53%

- *Grandparents and family are used often, can't find back up care, can't find reliable back up care, need summer/spring break programs for children over 10 years.*
- *Relatives, family, grandmother/aunt*
- *Not always*
- *Sometimes*
- *Not reliable*
- *Mother in law lives with me in case something comes up but I am sure that my childcare provider would be most accommodating*
- *Gramma is our back up but sometimes she is also unavailable*
- *I would like to really find a back up daycare in Chilliwack*

### **Before & after school care**

Is your school aged child at home alone before or after school?

Yes	26%
No	74%

For how long? *No answers given*

Under 1 hr	
1 hr	
2 hrs	
3+ hrs	

Do you have someone check in on your child or have your child call someone when they arrive home?

Yes	67%
No	33%

- *Call parents, parents calls*
- **Child** *phones me at work everyday when she gets home*
- *Yes, Me!*
- *My children always phone me when they arrive home*
- *No they go straight to childcare providers*

If a registered "check in" phone line was available, could you see your family using it?

Yes	50%
No	50%

- *Good idea for some*

- *No child phones me*
- *No because we know he call us*
- *Yes!!*
- *No, I would never let my child stay home alone as it is too dangerous these days*
- *Not sure*
- *No because I prefer to have my children phone me. Thanks anyways it may be a good idea for others*
- *No, I call directly to them or have them all me. I suppose it could help if the line was GPS positive, meaning that it could prove the child was checking in from home or school*
- *Seems like a good idea for older children*

#### Additional Comments

- *I have been unable to return to work since moving back to Abbotsford because I cannot find a daycare that I can afford and that meets my expectations. There are a lot of daycares out there but they are very poor quality*
- *Would love to see summer/spring break programs available for children who are too old for regular cares. (Basically grade 5 is last year for any daycare. (10 yrs. old???)*
- *Difficulty placing my 1 yr old – no one wants him!! They want older children*
- *Licensed daycares need more spot-checks, I had my child enrolled in “HORRIFIC” Licensed Daycare*

## **Agassiz/Harrison Situation**

### Childcare Providers:

#### Staffing

- 100% of providers reported that they had enough qualified staff but 67% reported that they did not have access to qualified subs when needed. Challenges around staffing had to do with wages and fee structures and have turned parents away because of staffing shortages
- Both Licensed group/preschool reported that they were not able to make a profit based on the fees charged and the loss of their operating grant would impact their program as they would not be able to provide the extra like snacks and field trips
- Informal provider does not make a profit on childcare

#### Capacity

- 100% of centres in Agassiz/Harrison who reported are full with no spaces available
- 100% are willing/able to take children requiring extra support but would need to increase staff positions. All report that they would be unable to hire additional staff
- All were aware of the services available through Supported Child Development and 67% have used this service. Of those who reported no, they requested more information

#### Challenges/Barriers

- The biggest challenge in Agassiz/Harrison was staff wages/own income at 100%. Subs and resources for children requiring extra support were cited as something that would make the provider consider leaving the childcare field
- Childcare providers reported that there is a real shortage of childcare in Agassiz/Harrison but there is very little incentive for providers in small communities

### **Parents Surveys**

- 19 parents completed surveys
- 20% of these have children who require extra support
- 60% of respondents needed preschool while 45% needed full day care.
- Childcare close to home is the highest priority (55%) with preschool (45%) and after school care (35%) also needed
- 40% of respondents rely on informal care for their children. With 25% of unpaid childcare is done by family members. Preschool was provided for 65% of respondents surveyed.
- 79% of the children in childcare are for less than 20 hours per week

## Qualities of person and place of childcare

- 100% responded that reliability of childcare provider is of high priority. All of the qualities listed were rated as a high priority with cost being split with 25% being of low priority, 25% important and 50% being a high priority
- In terms of the place of childcare, location was the lowest priority with quality in programming and equipment rating higher. Safe and clean were mentioned as important factors
- 67% of respondents have limited their work or school schedule because they were unable to find adequate care. 75% have taken time off work

## Fees

- 83% of respondents qualify for universal childcare benefit and 81% reported that this helped them obtain childcare and the loss of it would affect 60% of the respondents' use of childcare. Not all respondents use the \$100 directly for childcare but all claim it helps
- 47% of respondents limit their childcare hours because of the cost
- 22% of respondents are currently enrolled in subsidy program and all find the application process difficult to frustrating. 75% report that the renewal process is frustrating while 25% report it being easy

## Children who need extra support

- Child Development Centre or another external agency work with 58% of children who require extra support and their families and caregivers. Some of this support is provided through the school system
- Only 1 respondent reported not being able to place their child in the facility of their choice because the support was not there

## Availability

- 59% of respondents reported that they had their childcare needs met. 41% report that they had none or some of their needs met. Reasons cited for this were because of lack of spaces in Agassiz/Harrison
- 58% of respondents report not having back up care when their regular care is unavailable. Those who do have back up care depend on family members or taking time off work
- 50% of respondents would consider a 'check in' phone line if available

## Caregiver Survey for the Community of Agassiz / Harrison

Number of surveys completed in this group: 3

List of all postal codes prefixes used in this batch: *VOM*

Are you	# Of centres	% Of total
Licensed Group Daycare/Preschool	2	66%
Licensed Family Daycare	0	0%
Registered Licensed Not Required (LNR)	0	0%
Informal Childcare (family, neighbor, friend)	1	33%

### Staffing

#### Licensed Group/Preschool

Do you currently have enough qualified staff to meet the needs of your centre?

Yes	100%
No	0%

- *But would like to expand*

Do you have access to qualified subs when needed?

Yes	33%
No	67%

What are your biggest challenges in terms of staffing and staffing issues?

- *Wages*
- *Fee structure*

Have you turned parents away (or do you have a wait list) in 2006 because of a shortage of staff?

Yes	33%
No	67%

#### Family Providers (Licensed, Registered LNR & Informal)

Do you have access to qualified subs as needed?

- *N/A*

Have you turned parents away (or do you have a wait list) in 2006?

- *N/A*

## Wages/Fees

### Licensed Group/Preschool

As a Childcare business, are you able to make a profit based on the fees you charge?

Yes	0%
No	100%

Would the loss of the operating grant impact your program?

Yes	100%
No	0%

- *Won't be able to provide extras (snacks, field trips)*

### Family Providers (Licensed, Registered LNR)

Would the loss of the operating grant impact your program?

Yes	N/A
No	N/A

As a Childcare Business, are you able to make a profit based on the fees charged?

Yes	0%
No	100% *informal care

- *Just charge what families can pay so she can stay home with own children*

## Capacity

Are you currently full?

Yes	100%
No	0%

Have you had to turn children away because:

Of the days requested (i.e. weekends, holidays)	33%
Of the hours requested are too short/too long	0%
Of the ages of the children Infant/toddler	33%
Preschool	33%
School aged	0%
Rotating shift workers	0%
Occasional or drop-in care/part time	33%

Seasonal workers	0%
Transportation issues (kindergarten, preschool)	0%
Subsidy issues	0%
No space available because you are full	100%

### Children who require extra support

Are you willing/able to take children requiring extra support?

Yes	100%
No	0%

If no, what are the barriers or concerns that may contribute to your decision?

- *N/A*
- What would you need in order to take children who require extra support?  
*Staff increase*

Are you able to hire the staff to support these children?

Yes	0%
No	100%

Are you aware that Supported Child Development is available to come to your home or center to support children who require extra support?

Yes	100%
No	0%

Have you used Supported Child Development (or any other external agency) to support a child who requires extra support?

Yes	67%
No	33%

- *Could use more information*

### Challenges/Barriers

What challenges do you face as a childcare provider?

(Rate in order of challenge)

- 1 – not an issue
- 2 – inconvenience
- 3 – a barrier
- 4 – it makes you consider leaving the childcare field

	1	2	3	4
Staffing	33%	33%	33%	0%
Subs	33%	33%	0%	33%
Collecting fees	33%	67%	0%	0%
Paper work	25%	75%	0%	0%
Staff wages/own income	0%	0%	0%	100%
Social Isolation	100%	0%	0%	0%
Resources for children who require extra support	33%	33%	33%	33%
Being unable to attend workshops/training	67%	0%	33%	0%
Maintaining work/family/life	33%	67%	0%	0%
Licensing requirements	67%	0%	33%	0%

- *I care for a child that is in subsidy and since the change over to Victoria it has been a nightmare*

What barriers do you think that your families face in regards to childcare?

- *Cost*
- *No Childcare in Ag/Harrison*
- *Incentives to provide Childcare in Ag/Har*
- *Small communities*

Parent Survey for the Community of Agassiz/Harrison

Number of surveys completed in this group; 19

List all postal code prefixes used: VOM

Ages of total children recorded:

	# Of children	% Of total
0-1 year old	3	9%
2 years old	3	9%
3 years old	8	23%
4 years old	10	29%
5 years old	4	11%
6 years old	2	6%
7 years old	1	3%
8 years old	1	3%
9 years old	1	3%
10 years old	2	6%
11 years old	0	0%
12 years old	0	0%

Do any of these children require extra support?

Yes	20%
No	80%

Age of the child who requires extra support

0-1 year old	0%
2 years old	0%
3 years old	75%
4 years old	0%
5 years old	0%
6 years old	0%
7 years old	25%
8 years old	0%
9 years old	0%
10 years old	0%
11 years old	0%
12 years old	0%

- *I have a caretaker in my home 5 days a week*

What kinds of care were needed for your child/children in 2006?

Full day care	45%
Before/after school care	20%
Back up/emergency care	10%
Preschool	60%
Full day care Summer only	10%
Occasional care	10%
Half day care	15%
Night/ weekend care	0%
Sick care	0%
Infant/toddler care	15%
Half day care – summer	5%
Unpaid care **	15%

\*\*25% of unpaid childcare is done by family members

- *Aunts, uncles watch them rarely while I go to town*

Check all of the following options that you currently need or will need in the near future:

Care close to home	55%
Care on weekends/holidays	5%
Care for sick children	5%
After school care	35%
Preschool	45%
Rotating shift work	10%
Care for children who need extra support	5%
Care close to work	10%
Care for evenings/night shifts	15%
Emergency backup care	10%
Before school care	20%
Infant/toddler care	10%
Transportation to & from care	10%

Is your childcare in the same community where you live?

Yes	76%
No	12%

Work or school?

Yes	12%
No	0%

What type of care was provided for your child/children?

Care in your own home	15%
Regulated care in caregivers home	25%
Informal care	40%
Unpaid care	15%
Childcare center	30%
Preschool	65%
Occasional/drop in care	5%
Seasonal care	0%
Before/after school care	20%

On average, how many hours per week is your child cared for (in 2006)?

Part time (1-20 hrs per week)	79%
Full time (20-40 hrs per week)	21%
Full time + care (40+ hrs per week)	0%

### Those who care for your child

What qualities do you look for in the person who cares for your child/children?

1 – low priority 2 – important but not high priority 3 – high priority

	1	2	3
Personality	5%	5%	89%
Availability	6%	6%	88%
Cost	25%	25%	50%
Recommendations of others	0%	20%	80%
Reliability	0%	0%	100%
Behavior management	6%	6%	88%
Training	6%	35%	53%
Background	0%	7%	93%

- *Respecting and understanding the different cultures of each child in the day care. I am very fortunate that the youngest child I have in a Day Care is very cultural and they are all amazing in wanting to learn more about our culture. - all are very important.*
- *I am leaving my children in someone else's care and I need to trust them to care/love/like my children and help them developmentally*
- *It's a high priority if the person has training especially for special needs children and in childcare*
- *Level of instruction*
- *Like to know that they have criminal record checks done*

What qualities do you look for in the place your child is cared for?  
 1 – low priority 2 – important but not high priority 3 – high priority

	1	2	3
Location	14%	43%	43%
Equipment & toys	0%	62%	38%
Layout	7%	43%	43%
Programs offered	7%	29%	64%
Recommendation of others	7%	21%	71%
Outdoor play space	7%	57%	36%

- *Clean, provide healthy snacks*
- *Other children to play with*
- *Safety*

Have you ever limited your work or school because you could not find adequate care?

Yes	67%
No	33%

- *Before Seabird yes, when I felt that they were not providing what my kids needed*

Have you ever taken time off of work or school because you couldn't find adequate care?

Yes	75%
No	25%

- *Before Seabird I took several days off*
- *I just took her to work*
- *Sometimes it's not worth working*
- *When daycare home was sick*

### **Fees**

Do you qualify for the \$100 universal childcare benefit?

Yes	83%
No	17%

Has this \$100 helped you obtain childcare?

Yes	81%
No	19%

Would the loss of the \$100 affect your use of childcare?

Yes	60%
No	40%

- *I am a stay at home, but would love to work part time*
- *The childcare \$100 helps with healthy lunches and field trips. Each child deserves this to grow to be an asset to our world.*
- *The \$100 helps us but with our budget it is specifically for preschool or childcare*
- *Would have less money to put into preschool*
- *Have to go to grandma instead*
- *It helps but isn't essential I still need to work. We sacrifice the budget elsewhere*
- *Financially secure*
- *\$100 would be nice until the children are in high school. Childcare after school is still needed and to stop it at age 6 is kind of silly.*

Have you ever limited your work or school schedule because of the cost of childcare?

Yes	47%
No	53%

- *I amended my shift to accommodate*
- *Yes childcare is expensive*
- *I have my mother drive from south Surrey 4 days*
- *When we used to live in the lower mainland childcare costs and preschool costs were just too high, we paid for infant care \$50 a day.*
- *I will rush through things at work to pick up the children earlier*
- *Right now I'm unable to find adequate care for my work*

Are you currently enrolled in a subsidy program?

Yes	22%
No	78%

How did you find the application process?

1 – easy 2 – difficult 3 - frustrating

1	2	3
0%	50%	50%

- *When I called for support and guidance they walked me thru the whole process. They were very kind and understanding*
- *I am dyslexic I had to find extra help to fill out the forms*
- *It was very easy to fill out the paper work and the renewal is every 6 months*

How did you find the renewal process?

1 – easy 2 – difficult 3 - frustrating

1	2	3
25%	0%	75%

### Children who need extra support

Does the child development center or any external agency work with you and your caregiver in the care of this child?

Yes	58%
No	42%

- *The school has provided needed assistance for child*

In the past 12 months, were you ever unable to place your child in the facility of your choice because the support your child needed was not there?

Yes	25%
No	75%

### Availability

Did you get all of your childcare needs met in the past 12 months?

Yes	59%
No	12%
Some	29%

If not was it because of:

Cost	43%
Couldn't find anyone to care for child	86%
Care was too far away	14%
Expectations not being met	0%
Quality inadequate	14%
Not comfortable with caregiver	57%
Care wasn't available when needed	43%
Occasional care wasn't available	0%

- *Because there is not a lot of child care here in Harrison Hot Springs or Agassiz at all and the childcare we do have here should not allow animals in the home or the child care place.*

Do you have back up care available when your regular care is unavailable? (i.e. vacation or illness of provider or child)?

Yes	42%
No	58%

- *When this happens my husband or myself have to take time off work*
- *Family but they are 1 ½ hours away*

### **Before & after school care**

Is your school-aged child at home alone before or after school?

Yes	0%
No	100%

For how long?

Under 1 hr	N/A
1 hr	N/A
2 hrs	N/A
3+ hrs	N/A

Do you have someone check in on your child or have your child call someone when they arrive home?

Yes	N/A
No	N/A

If a registered “check in” phone line was available, could you see your family using it?

Yes	50%
No	50%

- *I would feel more comfortable hearing from them myself*
- *Not yet because my children are too young. I might use it when my children are older*
- *I wouldn't leave my child alone*
- *No children should ever be alone*

### **Additional Comments:**

- *My children are 5 and 3 and have been in daycare for quite a long time. To get into a Licensed Daycare Facility, we experienced difficulties getting suitable child care for our children for a number of reasons (1) childcare provider smoked: (2) home was not safe, had an unsecured pool: (3) child care provided proved to be unreliable etc*
- *We were very fortunate to get into a licensed Daycare Facility that is monitored with rules and regulations. This day care is very busy and I actually inquired with them 9 months before I went back to work. I appreciate the fact that only on emergencies are they unavailable for us. I believe this is the kind of care our communities need more of. This is not cheap.*
- *I think the government should stop cutting child care and open more child care place in small towns like Harrison Hot Springs and Agassiz and government funded.*
- *I was using the Agassiz CCRR program and I am not happy that this program is being cut*

## **Boston Bar Situation**

### Childcare Providers

- 100% of the childcare in Boston Bar is informal childcare
- The Boston Bar Family Place offers drop in activities for parents with their children up to age 6

### Parent Survey

- 8 parents responded with a total of 16 children up to age 12 years
- Before and after school care (75%), occasional care (63%), preschool (50%) and full day care (50%) are reported as high need in Boston Bar.
- 88% reported needing care close to their home
- 89% of the respondents reported using childcare part-time with only 11% using full time care
- Informal care was provided the most at 79%

### Those who care for your child and the place of childcare

- Personality and reliability were cited as the highest priority. Training was 100% a low priority with the other qualities listed also cited important
- 56% of respondents reported limiting work or school because they were unable to find adequate care. With 50% reporting taking time off work or school

### Fees

- 80% of respondents report that they do not qualify for universal child care benefit with the other 20% not sure. 100% are not enrolled in a subsidy program
- 50% report limiting their childcare hours because of the cost

### Availability

- Only 29% of respondents reported having all of their childcare needs met in the past 12 months. The other 71% report having some of their needs met. Cost, providers, and comfort with caregivers were the biggest reasons given.
- 60% report not having back up care available
- 60% of school aged children are reported home alone before or after school with all of these for about 2 hours. No one would register for a check in phone line if it was available

Comments from Crystal Kimber (Boston Bar Early Years Coordinator)

*Boston Bar/ North Bend area including the outlying areas of Boothroyd reserve and Anderson Creek reserve are served by three parent/child drop in programs. Family Place drop in program can accommodate 12 parent/child visitors comfortably at one time. Kopchitchin Headstart can accommodate 10 parent/child drop-in visitors at one time and Boothroyd Headstart can comfortably accommodate 5 parent/child visitors at one time*

*We presently have a population of between 20 -24 children aged birth -6 years old We expect that population to grow by 2 as there is one pregnancy in town and we have heard that the new police officer's wife that is moving into the area is expecting.*

*We do not have any licensed day care providers and as far as we know there is also no non-licensed day care, although there are several parents who trade off babysitting services in an informal manner.*

*All programs receive periodic phone calls requesting drop off childcare services but presently none of the programs offer this service.*

*At this time my enquiries regarding whether parents are receiving childcare subsidies has not returned any positive responses; parents say they either don't qualify, they don't need the subsidy or they didn't know it existed and have managed without it.*

## Caregiver Survey for the Community of Boston Bar

Number of surveys completed in this group; 2

List of all postal codes prefixes used in this batch VOX

Are you?

	# Of centres	% Of total
Licensed Group Daycare	0	0%
Licensed Family Daycare	0	0%
Registered Licensed Not Required (LNR)	0	0%
Preschool	0	0%
Informal Childcare (family, neighbor, friend)	2	100%

- *We are a non-profit "Family Place: and do not provide childcare, but offer drop-in activities for parents and children 0-6 years*

### Staffing

#### Licensed Group/Preschool

Do you currently have enough qualified staff to meet the needs of your centre?

Yes	N/A
No	N/A

Do you have access to qualified subs when needed?

Yes	N/A
No	N/A

What are your biggest challenges in terms of staffing and staffing issues?

- *N/A*

Have you turned parents away (or do you have a wait list) in 2006 because of a shortage of staff?

- *N/A*

#### Family Providers (Licensed, Registered LNR & Informal)

Do you have access to qualified subs as needed?

Yes	N/A
No	N/A

Have you turned parents away (or do you have a wait list) in 2006? N/A

- *Low population base*

### **Wages/Fees**

#### **Licensed Group/Preschool**

As a Childcare business, are you able to make a profit based on the fees you charge?

Yes	N/A
No	N/A

Would the loss of the operating grant impact your program?

Yes	N/A
No	N/A

#### **Family Providers (Licensed, Registered LNR)**

Would the loss of the operating grand impact your program?

Yes	N/A
No	N/A

As a Childcare Business, are you able to make a profit based on the fees charged?

Yes	N/a
No	N/A

### **Capacity**

Are you currently full?

Yes	N/A
No	N/A

Have you had to turn children away because:

Of the days requested (i.e. weekends, holidays)	Yes
Of the hours requested are too short/too long	Yes
Of the ages of the children	
Infant/toddler	0%
Preschool	0%
School aged	0%
Rotating shift workers	0%
Occasional or drop-in care/part time	Yes
Seasonal workers	0%
Transportation issues (kindergarten, preschool)	0%
Subsidy issues	0%
No space available because you are full	0%

### Children who require extra support

Are you willing/able to take children requiring extra support?

Yes	N/A
No	N/A

If no, what are the barriers or concerns that may contribute to your decision?

- N/A

What would you need in order to take children who require extra support?

- N/A

Are you able to hire the staff to support these children?

Yes	N/A
No	N/A

Are you aware that Supported Child Development is available to come to your home or center to support children who require extra support?

Yes	100%
No	0%

Have you used Supported Child Development (or any other external agency) to support a child who requires extra support?

Yes	N/A
No	N/A

### Challenges/Barriers

What challenges do you face as a childcare provider?

(Rate in order of challenge)

1 – not an issue

2 – inconvenience

3 – a barrier

4 – it makes you consider leaving the childcare field

	1	2	3	4
Staffing	N/A	N/A	N/A	N/A
Subs	100%	0%	0%	0%
Collecting fees	0%	100%	0%	0%
Paper work	0%	0%	100%	0%
Staff wages/own income	0%	0%	0%	100%
Social Isolation	0%	0%	100%	0%
Resources for children who require extra support	0%	100%	0%	0%
Being unable to attend workshops/training	0%	0%	0%	100%
Maintaining work/family/life	0%	0%	0%	100%
Licensing requirements	0%	0%	0%	100%

- Only one person filled out this section

Parent Survey for the Community of Boston Bar

Number of surveys completed in this batch: *8 total*

List all postal code prefixes used: *VOK*

Ages of total children recorded:

	# Of children	% of total
0-1 year old	0	0%
2 years old	3	19%
3 years old	1	6%
4 years old	2	13%
5 years old	2	13%
6 years old	1	6%
7 years old	2	13%
8 years old	1	6%
9 years old	2	13%
10 years old	1	6%
11 years old	0	0%
12 years old	1	6%
Total	16	101%(percentages rounded)

Do any of these children require extra support?

Yes	0%
No	100%

Age of the child who requires extra support

0-1 year old	N/A
2 years old	N/A
3 years old	N/A
4 years old	N/A
5 years old	N/A
6 years old	N/A
7 years old	N/A
8 years old	N/A
9 years old	N/A
10 years old	N/A
11 years old	N/A
12 years old	N/A

What kinds of care were needed for your child/children in 2006?

Full day care	50%
Before/after school care	75%
Back up/emergency care	25%
Preschool	50%
Full day care Summer only	25%
Occasional care	63%
Half day care	0%
Night/ weekend care	38%
Sick care	13%
Infant/toddler care	38%
Half day care – summer	0%
Unpaid care	13%

Check all of the following options that you currently need or will need in the near future:

Care close to home	88%
Care on weekends/holidays	38%
Care for sick children	25%
After school care	50%
Preschool	38%
Rotating shift work	0%
Care for children who need extra support	0%
Care close to work	0%
Care for evenings/night shifts	50%
Emergency backup care	25%
Before school care	13%
Infant/toddler care	25%
Transportation to & from care	13%

% Of total people surveyed

Is your childcare in the same community where you live?

Yes	75%
No	25%

Work or school?

Yes	0%
No	0%

What type of care was provided for your child/children?

Care in your own home	100%
Regulated care in caregivers home	13%
Informal care	75%
Unpaid care	25%
Childcare center	0%
Preschool	13%
Occasional/drop in care	13%
Seasonal care	0%
Before/after school care	38%

On average, how many hours per week is your child cared for (in 2006)?

Part time (1-20 hrs per week)	89%
Full time (20-40 hrs per week)	11%
Full time + care (40+ hrs per week)	0%

**Those who care for your child**

What qualities do you look for in the person who cares for your child/children?

1 – low priority 2 – important but not high priority 3 – high priority

	1	2	3
Personality	0%	0%	100%
Availability	0%	13%	88%
Cost	0%	25%	75%
Recommendations of others	0%	13%	79%
Reliability	0%	0%	100%
Behavior management	14%	14%	71%
Training	0%	100%	0%
Background	0%	38%	63%

What qualities do you look for in the place your child/children are cared for?

1 – low priority 2 – important but not high priority 3 – high priority

	1	2	3
Location	0%	25%	75%
Equipment & toys	13%	63%	25%
Layout	33%	33%	33%
Programs offered	38%	38%	25%
Recommendation of others	0%	13%	88%
Outdoor play space	13%	38%	50%

Have you ever limited your work or school because you could not find adequate care?

Yes	56%
No	44%

- *I am a single Mom and if a baby sitter is to expensive I can't go the work or shopping or the doctor because I also have to pay for a ride as I have no car.*

Have you ever taken time off of work or school because you couldn't find adequate care?

Yes	50%
No	50%

### **Fees**

Do you qualify for the \$100 universal childcare benefit?

Yes	0%
No	80%
Don't Know	20%

Has this \$100 helped you obtain childcare?

Yes	N/A
No	N/A

Would the loss of the \$100 affect your use of childcare?

Yes	N/A
No	N/A

- *I don't use much childcare, we mostly trade off the children, or I get a local teenager to baby sit while we go out*

Have you ever limited your childcare hours because of the cost?

Yes	50%
No	50%

- *I'm a single mom and if a babysitter is too expensive I can't go to work or shopping or the doctor because I also have to pay for a ride as I have no car*

Are you currently enrolled in a subsidy program?

Yes	0%
No	100%

How did you find the application process?

1 – easy 2 – difficult 3 - frustrating

1	2	3
N/A	N/A	N/A

How did you find the renewal process?

1 – easy 2 – difficult 3 – frustrating

1	2	3
N/A	N/A	N/A

### Children who need extra support

Does the child development center or any external agency work with you and your caregiver in the care of this child?

Yes	N/A
No	N/A

In the past 12 months, were you ever unable to place your child in the facility of your choice because the support your child needed was not there?

Yes	N/A
No	N/A

### Availability

Did you get all of your childcare needs met in the past 12 months?

Yes	29%
No	0%
Some	71%

If you couldn't get all the childcare needs met, was it because of:

Cost	57%
Couldn't find anyone to care for child	57%
Care was too far away	29%
Expectations not being met	0%
Quality inadequate	29%
Not comfortable with caregiver	57%
Care wasn't available when needed	29%
Occasional care wasn't available	29%

- *I feel like I take advantage of my friends and family trying to get adequate and affordable care for my kids.*

Do you have back up care available when your regular care is unavailable? (i.e. vacation or illness of provider or child)?

Yes	40%
No	60%

- *My caregiver moved away*

### **Before & after school care**

Is your school-aged child at home alone before or after school?

Yes	60%
No	40%

For how long?

Under 1 hr	0%
1 hr	0%
2 hrs	100%
3+ hrs	0%

Do you have someone check in on your child or have your child call someone when they arrive home?

Yes	100%
No	0%

- *My dad lives next door*

If a registered “check in” phone line was available, could you see your family using it?

Yes	0%
No	100% *

\* 1 survey answered

- *I don't think that we could get it in Boston Bar*
- *I don't know*
- *I don't need it*

## **Chilliwack Situation**

V2R, V2P, V4Z

### **Childcare surveys**

- 91% of licensed group/preschools reported having enough qualified staff. While 58% reported not having access to qualified subs when needed. Respondents reported that subs are not reliable in the long term
- The biggest challenge in staffing is that most ECE students are going into the schools as TAs and not into the Childcare settings. Childcare can not compete with their wages
- 43% of Licensed group/preschools report having to turn parents away because of staff shortages
- 67% of Family Providers (licensed, Registered LNR, informal) reported having access to subs with 34% reporting that they do not or do sometimes.
- 76% of Family Providers have turned parents away. Usually this is for infant/toddler care

### Wages/Fees

- 56% of licensed group/preschools report being able to profit from their childcare business but this profit is very marginal
- 93% report that the loss of the operating grant would impact their program as they would have to cut back on expenses, supplies, equipment, field trips etc
- 85% of Family Providers report that the loss of the operating grant would impact their program. The same losses were cited
- 81% of Family Providers report being able to make a profit from their childcare business but this profit is very little, sometimes only \$100 a month
- 67% of providers reported being full with transportation (46%) and infant/toddler care (50%) also reasons for turning families away
- 69% of respondents report being willing/able to take children who require extra support but this depends on the severity of the need and whether extra support is available. Only 29% report being able to hire the staff needed to support these children as there is no one to hire and no funds to hire extra support
- 80% report being aware of the services offered by Supported Child Development but cite limited hours as a barrier. 57% have used Supported Child Development or another external agency to support a child who requires extra support

### Barriers/Challenges

- In Chilliwack the challenges/barriers providers face do not seem to be as severe. Staff wages/own income make 16% of providers consider leaving childcare field while 14% report licensing requirements as a reason to consider leaving childcare field
- Providers report that families face barriers around the cost of childcare, finding adequate spaces and transportation.

## **Chilliwack Parent Survey**

- 130 surveys collected representing 185 children up to age 10
- 4% of these children (2- 8 year old) require extra support
- The most common kinds of care needed was full day care (49%)and preschool (41%)
- Care close to home (55%), preschool (52%)and after school care (42%) will be needed in the future
- 47% of care was regulated care in a caregivers home with preschool at 46%
- 57% of children were in care part time (less than 20 hrs per week)

### Those who care for the child and the place of childcare

- Reliability, behavior management, personality and behavior management were reported to be the highest qualities in the person who provides the childcare. Programs offered, outdoor play space, recommendation of others and location were cited as being of high priority in the place of childcare. Cleanliness and safety were also reported as being very important
- 46% of respondents reported limiting childcare hours because they couldn't find adequate care and 52% have taken time off because they couldn't find adequate care

### Fees

- 89% of respondents qualify for universal childcare benefit and 52% report that although this doesn't help much, it does help in obtaining childcare. 76% reported that the loss of the \$100 would not affect their use of childcare
- 79% report that they did not limit childcare hours because of cost
- 19% of respondents are enrolled in a subsidy program and were split in whether the application or renewal process was easy and frustrating

### Children who need extra support

- 1 of 3 of those who have children who need extra support report having Child Development or another external agency working with their child and caregiver and 91% report not being able to place their child in the facility of their choice because the support was not there

### Availability

- 73% report that they had all of their needs met in the past year. 20% did not and 7% had some of their needs met
- Of those who reported some or none, 61% was because they couldn't find anyone to care for the child and 68% was because care was not available when needed
- 50% report that they do not have back up childcare arranged. Most use family members in this case or parent stays home from work

### Before & after school care

- It was reported that 95% of the school aged children were not home alone before or after school.
- 50% report that they have someone check in on the child who is home alone
- 62% of the respondents thought that they would use a check in phone line if it was available.

### Child Care from the perspective of CCRR (Barb Pousseau Chilliwack CCRR)

#### *Parents:*

- *Often very few or no referrals to providers. There is a serious lack of spaces.*
- *Most centers have long waitlists*
- *For many parents, affordability is a huge challenge (esp. subsidized parents who are trying to make up the difference*

#### *Subsidy:*

- *Providers often subsidizing child care due to delays and /or non-approvals in Subsidy payments*
- *Some providers have started to refuse subsidized parents*
- *Parents have complained about Victoria losing applications, 15 minute waits on the Service Center call line, often a 15 working-days wait for processing.*

#### *Providers:*

- *Lack of Early Childhood Educators entering field due to low pay*
- *Sustainability of current providers due to high stress, low pay*

#### *Supports:*

- *Minimal supports due to reduced funding to CCRRs*

## Caregiver Survey for the Community of Chilliwack

Number of surveys completed in this group: 34

List of all postal codes prefixes used in this batch:

V2R                  V2P                  V4Z

Are you?

	# Of centres	% Of total
Licensed Group Daycare	4	12%
Licensed Family Daycare	18	56%
Registered Licensed Not Required (LNR)	0	0%
Preschool	8	24%
Informal Childcare (family, neighbor, friend)	5	15%

### Staffing

#### Licensed Group/Preschool

Do you currently have enough qualified staff to meet the needs of your centre?

Yes	91%
No	9%

- *Need another support worker*
- *Wages*

Do you have access to qualified subs when needed?

Yes	33%
No	58%
N/A	8%

- *Need ECE person*
- *Finding qualified subs*
- *It's getting harder to find*
- *Not reliable in the long term*

What are your biggest challenges in terms of staffing and staffing issues?

- *Most ECE students are going into schools as TAs – we can't compete with wages*
- *Finding qualified staff*

Have you turned parents away (or do you have a wait list) in 2006 because of a shortage of staff?

Yes	43%
No	57%

- *Yes at one time*
- *Have had to help staff get training in order to maintain staff*

### **Family Providers (Licensed, Registered LNR & Informal)**

Do you have access to qualified subs as needed?

Yes	67%
No	29%
Sometimes	5%

- *Very few available*
- *Not really – only through CCRR (screened)*
- *Very little to pick from*

Have you turned parents away (or do you have a wait list) in 2006?

Yes	76%
No	24%

- *I have turned parents down but generally don't have a wait list unless there is an opening*
- *Frequently asked for infant/toddler care, opening earlier or staying open later (due to shifts worked)*
- *I would help to do away with 3 under 3 rule to allow siblings to stay together*
- *More subs listed with CCRR would be great*

### **Wages/Fees**

#### **Licensed Group/Preschool**

As a Childcare business, are you able to make a profit based on the fees you charge?

Yes	56%
No	33%
N/A	11%

- *We are non profit and thus depend on bingo funding & fundraising*
- *Is anyone?!*

- *Yes, Barely*
- *I may have to cut back staff wages. My income will drop based on the proposed funding cut backs.*

Would the loss of the operating grant impact your program?

Yes	93%
No	7%

- *I would have to cut back on some art expenses, educational materials and hiring subs would be out of the question*
- *Supplies and equipment*
- *Fieldtrips and extras*
- *We would have to fundraise more*
- *Extremely! ECE is notoriously under paid*
- *Helps to pay staff good wages*
- *Cutbacks to staffing, supplies, toys, library*
- *Would have to cut back on replacing and upgrading for daycare*
- *Would have to cut out enhancements of program*
- *Don't know how to access this Subsidy does not help*
- *Subsidy does not cover full care and even with \$100 parents can not come up with the difference.*
- *The supplies we are allowed to borrow from CCRR (like theme boxes and care seats) offset costs*
- *If CCRRs are cut, where is the incentive to be registered? Now anyone will do daycare with no checking or services*

### **Family Providers (Licensed, Registered LNR)**

Would the loss of the operating grand impact your program?

Yes	85%
No	15%

- *I wouldn't be able to buy the extras for the children*
- *Enables me to not charge parents when they take vacation time*
- *Less field trips*
- *Would have to charge for gas and food for lunch and snacks*
- *Too high of operating costs*
- *Would have to supplement my own income*
- *Would need to raise the rates to maintain my level of profit*
- *Allows me to make a small profit*
- *Provides a more stable income and compensation for times when enrollment is down*

- *Would have to stop taking children to ice skating or tumbletime. Also rent room at school for celebrations with the families. Grant money is used for professional development to pay for replacement staff while staff attend training. Grant also subsidizes the low wages that are part of working in the ECE field*
- *Would have to raise rates*
- *Wouldn't affect me if cancelled*

As a Childcare Business, are you able to make a profit based on the fees charged?

Yes	81%
No	19%

- *Sometimes it is only \$100 month profit*
- *Barely make ends meet*
- *Gov't funding also physiologically benefits the caregiver as it says 'we believe in what you are doing and support you'*
- *As a second income*
- *Depends on the hours I want to work*

### Capacity

Are you currently full?

Yes	67%
No	33%

Have you had to turn children away because:

Of the days requested (i.e. weekends, holidays)	33%
Of the hours requested are too short/too long	33%
Of the ages of the children	
Infant/toddler	50%
Preschool	7%
School aged	16%
Rotating shift workers	27%
Occasional or drop-in care/part time	37%
Seasonal workers	3%
Transportation issues (kindergarten, preschool)	46%
Subsidy issues	7%
No space available because you are full	67%

- *I have had a lot of calls this year for families that have 3 children and I don't have room to help because of my license*
- *I think that if you are ECE qualified you should be allowed 8 children and you should be allowed to have 4 of them under 3 years old*
- *I have spaces available on some days but because of children coming on different days, I can't have someone else because I will be over my limit.*

- *Limited spaces especially for 3 and under*
- *Seem to get children within days of others leaving*
- *Maintain a wait list ~ most people find care before I have an opening*
- *I refer them to CCRR*
- *Would not accept seasonal children as there are so many families looking for permanent care*
- *Only accept children who attend school beside the daycare*
- *Should not have to count our own children if they are in school*
- *I would like to find a location that is approved by licensing to expand my business*
- *Have never been full in almost 2 ¾ years*
- *We have expanded twice to accommodate under 3's & still have a wait list.*  
*I also have a problem with Kindergarten/school pick up as I can't afford to pay a worker*
- *I mainly turn children away because of age. Most calls are for under 3*

### **Children who require extra support**

Are you willing/able to take children requiring extra support?

Yes	69%
No	31%

- Depend on severity
- Facility not large enough to accommodate
- Also would require more help and can't afford it

If no, what are the barriers or concerns that may contribute to your decision?

- *Not enough staff*
- *No staff available to hire*
- *Adjusting my program to meet their needs*
- *Not enough energy*
- *Needs to be able to manage stairs*
- *Too stressful working alone also physical space is limited*
- *My own lack of training*

What would you need in order to take children who require extra support?

- *Training depending on the support needed*
- *Support worker*
- *Less children in the home*
- *Someone to call if support was needed*
- *Renovation of daycare*
- *More staff*
- *Information*

Are you able to hire the staff to support these children?

Yes	29%
No	71%

- There is no one to hire!
- I feel than staff wages shouldn't fall 100% on my responsibility
- Would need grant money
- Very difficult to find someone appropriately trained to work very part time hours on a contract

Are you aware that Supported Child Development is available to come to your home or center to support children who require extra support?

Yes	80%
No	20%

- *I have worked with them in the past*
- *The consultants are great but I have to find my own support worker*
- *I don't know about them*
- *Yes but they only provide a couple of hours each day if we are lucky*
- *We are required to find our own qualified staff from which SCD will give funding. Very limited in proper trained people*

Have you used Supported Child Development (or any other external agency) to support a child who requires extra support?

Yes	57%
No	43%

- *Yes and it worked well*
- *SCD has been an asset and has helped me to provide support for children who require extra support*
- *SCD has been an invaluable resource that helps me continue to*
- *Love having SCD people involved*
- *It didn't work out because child needed all day support from a qualified worker and this is hard to find*
- *The new SCD has been great to work with*
- *If SCD was here the whole time the child was here, then I would enroll child however SCD only comes once in a while*

## Challenges/Barriers

What challenges do you face as a childcare provider?

(Rate in order of challenge)

1 – not an issue

2 – inconvenience

3 – a barrier

4 – it makes you consider leaving the childcare field

	1	2	3	4
Staffing	80%	10%	7%	3%
Subs	31%	41%	25%	3%
Collecting fees	71%	16%	6%	6%
Paper work	36%	43%	18%	4%
Staff wages/own income	42%	13%	29%	16%
Social Isolation	59%	14%	21%	7%
Resources for children who require extra support	67%	20%	13%	0%
Being unable to attend workshops/training	66%	24%	10%	0%
Maintaining work/family/life	47%	41%	12%	0%
Licensing requirements	48%	21%	17%	14%

- *I choose to do childcare now while my children are young, I probably won't continue when they start school*
- *Some things licensing requests are a bit too much*
- *All of the emergency disaster prep was a bit overwhelming*
- *Picky eaters*
- *Working alone can be hard when there is a problem or a stressful day. CCRR is a wonderful support and a phone call away*
- *Having time off*
- *I have to work longer hours than the families do*
- *Hard to find part time support for children who require extra support*
- *Sometimes licensing requirements are unclear and a bit too sticky*
- *Providers need a network support system (like CCRR)*
- *Although wages at my center are quite good, I feel a standard wage scale depending on education and time at center is required for each center*
- *Expanding my business – finding adequate location*
- *As a childcare provider with my ECE, I find it hard at times*
- *Universal Childcare is what is needed!*
- *Not enough time for my children's hobbies & games*
- *Not being able to leave to pick up my child from school if they are sick*
- *Increased licensing regulations have impact on stress levels & finances*
- *More paper work – less resources, less funding & moving subsidy to Victoria has caused problems*
- *Funding being slowed down*

- *Grants need to be made available to all centres if we are being required to all follow some requirements & changes i.e.: playgrounds, emergency response prep*
- *I would love to open group daycare but have no resources to do so (i.e. funding)*
- *The benefits of providing home day care out weighs the challenges*
- *Generating enough income to make running daycare worth while*

What barriers do you think that your families face in regards to childcare?

- *Finding the extra help when the child is ill and can't attend daycare*
- *Cost of daycare is high especially if they have more than one child*
- *Finding space for large families*
- *Schedule*
- *Finding spaces*
- *Pick up/drop off times not as work schedule*
- *Pick up/drop off for school*
- *Not a lot of time for families when parents work*
- *Subsidy changes very confusing*
- *If no CCRR, good screened, well rested providers will be short and far between.*
- *Fees & availability of spaces, professional, quality workers\*

## Parent Survey for the Community of Chilliwack

Number of surveys completed in this batch: 130

List all postal code prefixes used V2R, V4Z, V2P

Ages of total children recorded:

	# Of Children	% of total
0-1 year old	37	20%
2 years old	19	10%
3 years old	39	21%
4 years old	36	19%
5 years old	19	10%
6 years old	16	9%
7 years old	6	3%
8 years old	4	2%
9 years old	7	4%
10 years old	2	1%
11 years old	0	0%
12 years old	0	0%

Do any of these children require extra support?

Yes	4%
No	96%

- *Autism diagnosis*

Age of the child who requires extra support

0-1 year old	0%
2 years old	0%
3 years old	0%
4 years old	0%
5 years old	0%
6 years old	0%
7 years old	0%
8 years old	100%
9 years old	0%
10 years old	0%
11 years old	0%
12 years old	0%

- *Only two people who reported having a child who required extra support gave the age*

What kind of care was needed for your child/children in 2006?

Full day care	49%
Before/after school care	24%
Back up/emergency care	9%
Preschool	41%
Full day care Summer only	6%
Occasional care	11%
Half day care	8%
Night/ weekend care	8%
Sick care	3%
Infant/toddler care	8%
Half day care – summer	2%
Unpaid care	10%

- *Stays home with me ~ on mat leave*
- *3 days a week about 6 hours per day*
- *Currently my sister in law is ECE trained looks after my child*
- *My Mom looks after my kids for us. We pay her to watch while we are working*
- *Preschool is very difficult to find transportation to and fro. How do low income families manage this? Seems too important to only be available to those who can manage transportation*

Check all of the following options that you currently need or will need in the near future:

Care close to home	55%
Care on weekends/holidays	14%
Care for sick children	13%
After school care	42%
Preschool	52%
Rotating shift work	12%
Care for children who need extra support	1%
Care close to work	21%
Care for evenings/night shifts	18%
Emergency backup care	27%
Before school care	18%
Infant/toddler care	28%
Transportation to & from care	7%

- *Multiple languages spoke*
- *Occasional drop in*
- *Care at my home*

What type of care was provided for your child/children?

Care in your own home	21%
Regulated care in caregivers home	47%
Informal care	25%
Unpaid care	18%
Childcare center	9%
Preschool	46%
Occasional/drop in care	2%
Seasonal care	1%
Before/after school care	15%

- *Family member or grandparents look after kids*
- *Husband and I do split shifts at this time*
- *Relatives watching him for short periods of time*
- *Kid swap – watching neighbors kids one night and they watch yours the next*
- *Have in home childcare*
- *Jan.-Sept. home with Mom Sept. –Dec. 3-4 days a week, in 2007 full days 5 days a week*
- *Private care*
- *We are shift workers – need nanny as childcare hours are all over*

On average, how many hours per week is your child cared for?

Part time (1-20 hrs per week)	57%
Full time (20-40 hrs per week)	35%
Full time + care (40+ hrs per week)	8%

### **Those who care for your child**

What qualities do you look for in the person?

1 – low priority 2 – important but not height priority 3 – high priority

	1	2	3
Personality	1%	15%	84%
Availability	3%	21%	76%
Cost	15%	45%	40%
Recommendations of others	3%	37%	59%
Reliability	1%	3%	96%
Behavior management	2%	15%	82%
Training	6%	33%	62%
Background	2%	26%	73%

- *Proximity to my home/ languages, safety of facility*
- *Safety, emergency knowledge*

- *Non smoker*
- *No pets (preferred) both parents allergic*
- *Clean environment*
- *Child interacting with other children*
- *Close to home but reliable and trustworthy*
- *That my child likes the person caring for her*
- *Have not had anyone other than family members (Oma) look after our children.*
- *How my child feels around the caregiver*
- *While we can afford to pay for fees, it is very important to us to send our children to a childcare centre and preschool that is available to children of all economic backgrounds. We want our children to develop friendships with whomever they connect with – from a very diverse pool. We would even pay more in fees in order to support subsidy to any others **that** need it, I don't believe our fees should be reduced (we can afford them and I find them very reasonable) – but I do support subsidizing families to be able to afford to send their kids.*
- *Values, love of the job/children, maturity*
- *I have a nanny from Mexico*
- *Possible Christian care, or Christian organization if possible when I was looking it was as above but I had a hard time finding someone.*
- *I also look for daycare that won't charge me over the summer months as I am a teacher and not requiring day care at that time*

What qualities do you look for in the place your child is cared for?

	1	2	3
Location	3%	47%	50%
Equipment & toys	2%	59%	39%
Layout	9%	61%	30%
Programs offered	4%	35%	61%
Recommendation of others	3%	41%	56%
Outdoor play space	2%	40%	57%

- *Variety*
- *Safe, trustworthy*
- *Languages/safety*
- *Similar values: lifestyle to our own*
- *All provided and well planned/maintained*
- *Other children*
- *Variety of age specific needs*
- *Safe, open lots of room to play, variety or activities*
- *Cleanliness*
- *Also field trips*
- *Skills and personality most important*
- *It's more about the caregiver to me*

Have you ever limited your work or school because you could not find adequate care?

Yes	46%
No	54%

- *Unable to drop off early enough and pick up late enough*
- *My husband has*
- *When child was ill*
- *All the time*
- *Whenever the kids are sick they can't go to day care so we stay home \*
- *I work part time due to day care issues*
- *Once but my husband can take the time off easier than I can*
- *Yes lot's of times*
- *When my child is sick*

Have you ever taken time off of work or school because you couldn't find adequate care?

Yes	52%
No	48%

- *A few days when my child was ill*
- *Rarely*
- *Yes and then I quit*
- *Yes 3 months*
- *A couple of days*
- *Only when my kids were sick or the daycare closed unexpectedly*
- *Had to miss work when provider was not available*
- *Based on cost*
- *Thought about it based on the day rate*

### **Fees**

Do you qualify for the \$100 universal childcare benefit?

Yes	89%
No	9%
Don't Know	3%

Has this \$100 helped you obtain childcare?

Yes	52%
No	48%

- *No*
- *Not much, not really, helped pay for it*
- *Lucky to find a space*

Would the loss of the \$100 affect your use of childcare?

Yes	24%
No	76%

- *It would effect the type of care I could afford. Plus I am used of getting it*
- *Some what*
- *At this point the \$100.00 is a nice “bonus” but would still be able to afford daycare without it.*
- *I would still need to work so I would still need child care*
- *It barely covers some of my gas costs*
- *I pay \$600 a month it is barely even a dent*
- *The benefit helps with one week (3 full days of care or 3 ½) I don’t rely on it.*
- *I have the Universal Child Care Benefit – as my wife is stay at home finally she gets to see some benefit too*
- *Why pay parents to work and get poor care for their child rather than encourage more moms to stay home*
- *We would still need day care because we have to work*
- *No Because I receive childcare subsidy from the government.*
- *Need to pay for evening childcare to build my business*
- *Childcare is expensive ~ good child care is more expensive*
- *Doesn’t pay enough to make a difference*
- *We want the best care for our son and the money issue isn’t important but good daycare is*
- *Possibly I would limit the amount of the day he attended*
- *I wouldn’t be able to cover the cost of childcare myself*
- *No we use this as RESP installment*
- *It has allowed me to work part time to have extra time to raise our kids.*
- *A perfect balance, it takes the strain off*
- *Not much*
- *The expense of childcare would be too much. I feel they need to be in preschool now, it’s not an option to me. They would go regardless of the UCB*
- *I would work and use the same daycare regardless*
- *I am a stay at home Mom and so it’s the income I use to pay for childcare*
- *\$100 only covers cost of preschool*
- *Yes – I would need to work more and therefore pay more*
- *It does help when I have other bills to pay*
- *Still will need to have childcare with or without the \$100. It is very helpful*
- *My children would need childcare so we would have to pay one way or another*
- *More juggling of my shifts*
- *It’s a necessity whether I have the benefit or not*
- *Helps since I stay home*
- *I am low income I would then have to pay the extra amount out of my pay check*
- *Yes we would probably drop childcare completely*

- *Has made it not such a worry when my shifts go later or longer than they were suppose to*
- *I have to have it to work*
- *Having financial help was not a benefit when space was non existent.*

Have you ever limited your childcare hours because of the cost of childcare?

Yes	21%
No	79%

- *On some days I would only make 10.00 after childcare fees*
- *Relied on family if available*
- *We have a mortgage and childcare is almost as much as our mortgage*
- *I receive subsidy*
- *I still have yet to find the day care/after school care – all full have restrictions or to expensive*
- *My Mom only charges us 15.00 a day for both kids so it's way cheaper than formal daycare. If she couldn't watch them I probably wouldn't work.*

Are you currently enrolled in a subsidy program?

Yes	19%
No	81%

- *Applied about a month and ½ ago still no response*
- *I can't even find info or explanation on it. Things have only been word of mouth and the hours of the places do not coincide with working parents.*
- *I had subsidy program and it seemed like always a big ordeal*
- *Since being switched over to Ministry of Family/Children they are so back logged and overloaded they are behind by a month and are not notifying people of this so we've had to come up with a months worth of day care quickly and unexpectedly*
- *They seem to make it easier for people that don't work all the time or never have been on welfare.*
- *They seem to require a lot of redundant information. But I realize this may be required due to some people abusing the system*
- *Don't understand why you must fill out more paperwork to renew obviously if I still require subsidy nothing has changed*
- *When the office was open in Chilliwack it was easy – not easy when they closed the office*

How did you find the application process?

1 easy	2 difficult	3 frustrating
59%	0%	41%

How did you find the renewal process?

1 easy	2 difficult	3 frustrating
43%	9%	48%

### Children who need extra support

Does the child development center or any external agency work with you and your caregiver in the care of this child?

Yes	23%
No	77%

- *No but would be great if they did*
- *With both in their development*

In the past 12 months, were you ever unable to place your child in the facility of your choice because the support your child needed was not there?

Yes	9%
No	91%

- *I have had to have babysitters come to our house*
- *He's getting speech therapy*

### Availability

Did you get all of your childcare needs met in the past 12 months?

Yes	73%
No	20%
Some	7%

If not was it because of:

Cost	32%
Couldn't find anyone to care for child	61%
Care was too far away	19%
Expectations not being met	28%
Quality inadequate	28%
Not comfortable with caregiver	23%
Care wasn't available when needed	65%

- *No second languages*
- *No care for sick children/caregiver takes vacations i.e.: spring break, Xmas and we have to work*
- *People get sick*
- *Due to part time work and require caregiver to drive*
- *There aren't many options in Yarrow*
- *Caregiver I have before the current one I have was inadequate*
- *Very hard to find good childcare and expensive. How to find childcare for early drop off 6:00 am*

Do you have back up care available when your regular care is unavailable? (i.e. vacation or illness of provider or child)?

Yes	49%
No	50%
Sometimes	1%

- *Now we do but it was difficult to find*
- *Very difficult in an emergency*
- *Respite or family for Holidays*
- *No I do not need it*
- *Family*
- *Mom or sister or we have to take time off work*
- *Only have my husbands parents and they are getting older*
- *His father and myself*
- *Sometimes my mother is available but not always*
- *Grandma*
- *My husband or I stay home*
- *I took holidays*
- *No my current day care covers that*
- *Use Vacation, family days*
- *Whenever I have needed childcare CCRR has provided several names of childcare providers*
- *Availability of drop in spaces for occasional use*
- *I'd like to see more convenient hours – not all of us work 9-5 Mon – Frid.*
- *Childcare when they are a little sick*
- *Not enough infant/toddler spots around*
- *Yes my husband and I would take the time off – daycare also has back up*
- *Family if necessary*
- *On days I had to go to work but kids were sick or daycare closed, my mom watched the children*

## Before & after school care

Is your school aged child at home alone before or after school?

Yes	5%
No	95%

For how long?

Under 1 hr	N/A
1 hr	N/A
2 hrs	N/A
3+ hrs	N/A

- *No one answered how long their child was home alone for*

Do you have someone check in on your child or have your child call someone when they arrive home?

Yes	50%
No	50%

If a registered “check in” phone line was available, could you see your family using it?

Yes	62%
No	33%
Maybe	5%

- *Absolutely Peace of Mind*
- *I would not have my children alone until at least 11 – 12 years of age*
- *Great idea*

## Additional Comments

- *We have always had a real difficult time finding childcare as my husband works shift work (rotating) and I work ½ time. He also does overtime shifts and the calls come at the last minute. Because the days of the week and the number of days /week we need childcare changes from week to week we have a real difficult time finding a daycare provider that will care for our children. When we do find someone we often have to compromise other factors like quality of care. I spent way too much time trying to find daycare each month. We juggle daycare between care in a daycare provider’s home (for my 2 yr old daughter). After school care through the YMCA (for my 6 yr old son) and a back up daycare provider who provides care in her home. My daughter’s daycare provider doesn’t have early enough drop off times or late enough pick up times.... I never get what I need to get done at work during the day and have to bring it home. The after school program doesn’t provide before school care and we never know if we will have our space for*

*the following month because full time spots take priority and our spot can be bumped. Our back up care provider is more flexible with drop off and pick up times but the quality of care isn't there (she runs a daycare and also has a 1 year old and 3 year old and an older child involved in sports. Finding quality daycare that is flexible to meet our needs is the most stressful part about working. Many times I have thought, "This just isn't worth it" and have considered giving up my career that it took me years of university to attain. It is so frustrating! It is no wonder that so many talented, intelligent, educated woman give up their jobs to stay home... they just don't have the day care support.*

- *As an employee and taxpayer. I find the regulated costs on working parent insulting. My daycare costs are equivalent to our mortgage on a cheap home or rent on a very small dwelling. People on UI or government allowances receive more subsidies than we do and they are non-taxpayers. The wait lists to get into decent places are frustrating and the options for parents have to provide the Best for their kids (future tax payers) is very limited.*
- *Our caregiver spends good quality time with the children. She has good time management. Children are always busy every day and they play outdoors, do crafts, have snacks and meals together. It is always clean and organized. Caregiver is amazing*
- *Prior to 2006 I had a hard time to find childcare to meet my retail hours most only worked until 5:30. I needed someone until 6:00 although through CCRR I did find someone who we loved! After our 2<sup>nd</sup> child though it was not feasible to go back to work even using a registered provider 5 days a week with what retail pays. Adding everyday expenses of work even with the UCB I would take home approx 1900.00 per year not worth having someone else raise my children. Therefore we chose to have me stay at home. Government needs to make it more appealing for Moms to stay home until their children are school aged/ full time school. Hopefully it would also produce better children for the future.*
- *In 2006 I was a stay at home Mom. Previously a friend watched my child, informally in her home. It was difficult to find childcare when she was not available. I needed childcare to start at 5:45 a.m. which was a problem. A problem was finding childcare for my not quite one year old. Since a lot of places only take children 30 months and up. I did not want to have to take them to two different places. My previous childcare provider did not want two children and was not able to take my oldest child to preschool. Our best option was for me to stay home.*

## **Hope Situation**

V0X

### **Childcare provider**

- 50% of Licensed group/preschool respondents report having enough qualified staff or subs with the biggest challenges they face is finding qualified staff
- Half have also turned parents away because of a shortage of staff.
- Half of the Family Providers (licensed, registered LNR) report having access to enough qualified subs and both have turned parents away because of staff shortage or parents needs

### **Wages/Fees**

- None of the licensed group/preschool or Family providers reported making a profit in their childcare business. The operating grant will impact their programs if lost as it helps pay for art supplies, snacks and insurance

### **Capacity**

- Only 25% (1 of 4) of respondents reported being currently full. Children have been turned away because of the days requested (75%), the hours requested are too long or too short (50%) or transportation issues

### **Children requiring extra support**

- 80% of respondents are not willing/able to take children requiring extra support. In most cases, this is due to the space not being suitable, staff shortages or lack of funding. 80% report not being able to hire staff to support the child
- 100% are aware of Supported Child Development and 33% have used their services

### **Parent Surveys**

- 4 surveys representing 4 children ages 3 & 4 years
- None of these children required extra support
- All of the respondents needed full time care
- 3 of 4 needed care close to home
- 3 of 4 had childcare in the same community where they lived and 3 of 4 of these were in regulated care in a caregivers home
- 67% were in care for 20-40 hours per week

### **Fees**

- Personality, cost, behavior management and availability were rated as high priority of those who care for the child
- Location, programs offered and the recommendation of others was rated as a high priority 50% of the time

- 67% of respondents reported limiting childcare hours because they could not find adequate care
- 67% also reported taking time off work because adequate care was not found
- 100% of respondents qualify for the universal childcare benefit and 67% report that it helped them obtain childcare. 50% report that the loss of the \$100 would affect their use of childcare.
- None of the respondents reported limiting their childcare because of the cost and 67% were enrolled in a subsidy program. All of the respondents found the process of applying or renewing subsidy difficult to frustrating
- 67% of respondents reported having their childcare needs met in the past year. 33% reported having some of their needs met. 100% of these were because they couldn't find childcare
- None of the respondents have back up care available

### **Comments from Hope CCRR**

*In Hope we have three small sized Family Daycares with a capacity of 7-8 children each. One medium size group daycare with capacity of 20 children.*

*One preschool with a capacity of 20 children.*

*7 LNR's sites with capacity for 2 children each.*

*90% of the subsidies are for informal care providers (family members, neighbors, teens, etc) in the community and only 10% of the subsidies are for LNR and licensed sites.*

*Our population in 2006 was 1,249 children with a general population of 7,459 people.*

*From September 2006 to May 2007 we have assisted 123 parents with subsidies, and had given 32 referrals for childcare.*

*The recent news of child care operating grant reductions have many of the child care operators very nervous, some had increased their fees already, and some are now charging late fees, snack and lunch fees, etc.*

## Caregiver Survey for the Community of Hope

Number of surveys completed in this group: 4

List of all postal codes prefixes used in this batch V0X

Are you?

	# Of centres	% Of total
Licensed Group Daycare/ Preschool	2	50%
Licensed Family Daycare	1	25%
Registered Licensed Not Required (LNR)	1	25%
Informal Childcare (family, neighbor, friend)	0	0%

### Staffing

#### Licensed Group/Preschool

Do you currently have enough qualified staff to meet the needs of your centre?

Yes	50%
No	50%

Do you have access to qualified subs when needed?

Yes	50%
No	50%

What are your biggest challenges in terms of staffing and staffing issues?

- *Qualified (ECE) staff and cost of having qualified staff*
- *Finding ECE qualified staff who are hardworking and committed*

Have you turned parents away (or do you have a wait list) in 2006 because of a shortage of staff?

Yes	50%
No	50%

#### Family Providers (Licensed, Registered LNR & Informal)

Do you have access to qualified subs as needed?

Yes	50%
No	50%

- *Limited*

Have you turned parents away (or do you have a wait list) in 2006?

Yes	100%
No	0%

- *I've turned down three potential clients within first month of opening*
- *Due to hours and days needed by some parents or other needs such as transporting child*

## **Wages/Fees**

### **Licensed Group/Preschool**

As a Childcare business, are you able to make a profit based on the fees you charge?

Yes	0%
No	100%

- *Not much*
- *If I had more children enrolled, yes*

Would the loss of the operating grant impact your program?

Yes	100%
No	0%

- *It helps pay for art supplies and snacks as well as other expenses relating to running a day care (such as hydro etc)*
- *Also helps pay for liability insurance*

### **Family Providers (Licensed, Registered LNR)**

Would the loss of the operating grant impact your program?

Yes	50%
No	50%

- *No – but the loss of CCRR will affect me greatly.*
- *It helps provide supplies and helps me to have a sub so I can go to Dr's appointments etc without closing to parents*

As a Childcare Business, are you able to make a profit based on the fees charged?

Yes	0%
No	100%

- *Barely*



Are you able to hire the staff to support these children?

Yes	20%
No	80%

- *It's difficult to find*

Are you aware that Supported Child Development is available to come to your home or center to support children who require extra support?

Yes	100%
No	0%

- *But the services are limited*
- *But hard to get help for the amount of time needed*

Have you used Supported Child Development (or any other external agency) to support a child who requires extra support?

Yes	33%
No	67%

- *Not yet*
- *If I had an applicant for a child who requires extra support I would contact supported child care*

### Challenges/Barriers

What challenges do you face as a childcare provider?

(Rate in order of challenge)

1 – not an issue      2 – inconvenience

3 – a barrier          4 – it makes you consider leaving the childcare field

	1	2	3	4
Staffing	25%	50%	25%	0%
Subs	25%	0%	50%	25%
Collecting fees	50%	50%	0%	0%
Paper work	0%	66%	33%	0%
Staff wages/own income	0%	33%	66%	0%
Social Isolation	0%	33%	66%	0%
Resources for children who require extra support	100%	0%	0%	0%
Being unable to attend workshops/training	33%	0%	66%	0%
Maintaining work/family/life	33%	33%	33%	0%
Licensing requirements	0%	33%	66%	0%

- *Finding good subs is hard, so is coming up with the money to pay them when I'm not paid myself sometimes (parent's fees late, subsidy delays etc)*

What barriers do you think that your families face in regards to childcare?

- *Finding appropriate*
- *Childcare for their family's needs and having subsidy respond quickly.*

Parent Survey for the Community of Hope

Number of surveys completed in this batch; 4

List all postal code prefixes used: VOX

Ages of total children recorded:

	# Of children	% of total
0-1 year old	0	0%
2 years old	0	0%
3 years old	2	50%
4 years old	1	25%
5 years old	1	25%
6 years old	0	0%
7 years old	0	0%
8 years old	0	0%
9 years old	0	0%
10 years old	0	0%
11 years old	0	0%
12 years old	0	0%

Do any of these children require extra support?

Yes	0%
No	100%

Age of the child who requires extra support

0-1 year old	N/A
2 years old	N/A
3 years old	N/A
4 years old	N/A
5 years old	N/A
6 years old	N/A
7 years old	N/A
8 years old	N/A
9 years old	N/A
10 years old	N/A
11 years old	N/A
12 years old	N/A

What kind of care was needed for your child/children in 2006?

Full day care	100%
Before/after school care	50%
Back up/emergency care	0%
Preschool	25%
Full day care Summer only	0%
Occasional care	0%
Half day care	25%
Night/ weekend care	0%
Sick care	0%
Infant/toddler care	0%
Half day care – summer	0%
Unpaid care	0%

Check all of the following options that your currently need or will need in the near future:

Care close to home	75%
Care on weekends/holidays	25%
Care for sick children	0%
After school care	25%
Preschool	0%
Rotating shift work	0%
Care for children who need extra support	0%
Care close to work	25%
Care for evenings/night shifts	0%
Emergency backup care	0%
Before school care	25%
Infant/toddler care	25%
Transportation to & from care	25%

Is your childcare in the same community where you live?

Yes	75%
No	0%

Work or school?

Yes	25%
No	0%

What type of care was provided for your child/children?

Care in your own home	25%
Regulated care in caregivers home	75%
Informal care	0%
Unpaid care	0%
Childcare center	0%
Preschool	0%
Occasional/drop in care	0%
Seasonal care	0%
Before/after school care	0%

On average, how many hours per week is your child cared for?

Part time (1-20 hrs per week)	33%
Full time (20-40 hrs per week)	67%
Full time + care (40+ hrs per week)	0%

### Those who care for your child

What qualities do you look for in the person?

1 – low priority 2 – important but not high priority 3 – high priority

	1	2	3
Personality	0%	0%	100%
Availability	0%	33%	67%
Cost	0%	25%	75%
Recommendations of others	0%	67%	33%
Reliability	0%	100%	0%
Behavior management	0%	25%	75%
Training	0%	100%	0%
Background	0%	100%	0%

- *My child's reaction and thoughts of her teachers – that she likes them*

What qualities do you look for in the place your child is cared for?

1 – low priority 2 – important but not high priority 3 – high priority

	1	2	3
Location	0%	50%	50%
Equipment & toys	0%	75%	25%
Layout	25%	50%	25%
Programs offered	0%	50%	50%
Recommendation of others	25%	25%	50%
Outdoor play space	0%	75%	25%

Have you ever limited your work or school because you could not find adequate care?

Yes	67%
No	33%

Have you ever taken time off of work or school because you couldn't find adequate care?

Yes	67%
No	33%

### **Fees**

Do you qualify for the \$100 universal childcare benefit?

Yes	100%
No	0%

Has this \$100 helped you obtain childcare?

Yes	67%
No	33%

Would the loss of the \$100 affect your use of childcare?

Yes	50%
No	50%

- *Not at the current time. Daycare is paid in full by subsidy*
- *It would make it even more difficult to pay*

Have you ever limited your work or school schedule because of the cost of childcare?

Yes	0%
No	100%

Are you currently enrolled in a subsidy program?

Yes	67%
No	33%

How did you find the application process?

1 – easy 2 – difficult 3 – frustrating

1	2	3
0%	50%	50%

How did you find the renewal process?

1 – easy 2 – difficult 3 – frustrating

1	2	3
0%	50%	50%

**Children who need extra support**

Does the child development center or any external agency work with you and your caregiver in the care of this child?

Yes	N/A
No	N/A

In the past 12 months, were you ever unable to place your child in the facility of your choice because the support your child needed was not there?

Yes	N/A
No	N/A

**Availability**

Did you get all of your childcare needs met in the past 12 months?

Yes	67%
No	0%
Some	33%

If not was it because of:

Cost	0%
Couldn't find anyone to care for child	100%
Care was too far away	0%
Expectations not being met	0%
Quality inadequate	0%
Not comfortable with caregiver	0%
Care wasn't available when needed	0%
Occasional care wasn't available	0%

Do you have back up care available when your regular care is unavailable? (i.e. vacation or illness of provider or child)?

Yes	0%
No	100%

**Before & after school care**

Is your school aged child at home alone before or after school?

Yes	0%
No	100%

For how long?

Under 1 hr	N/A
1 hr	N/A
2 hrs	N/A
3+ hrs	N/A

Do you have someone check in on your child or have your child call someone when they arrive home?

Yes	N/A
No	N/A

If a registered “check in” phone line was available, could you see your family using it?

Yes	0%
No	100%

## **Mission Situation**

V4S and V2V

From Laura Wilson (Mission Early Years Coordinator)

*In Mission B.C. we have 4 medium sized daycare centers with 99 spaces (24 for under 36 months, and 75 for 36 months and up). These facilities have a current combined waitlist of 91 spots. This is a difficult number to calculate as most parents need immediate care and do not even bother to place themselves on the waitlists. One facility receives up to five calls a day requesting care.*

*We have 271 spaces in Family Daycares and 106 spaces in license not required for a total of 476 full time regulated daycare spaces.*

*We have an under 6 population of approximately 2700. With 476 regulated spots for 2700 children only 18% of children are cared for in regulated facilities. Our total population is approximately 35000.*

*Recently because of proposed reductions to child care operating funds most centers have had to increase their fees. The rate of subsidy use ranges from 25% to 70% of the families using the larger centers. Our local Child Care Resource and Referral has assisted with 916 Subsidy applications this past year and has made 1215 referrals to childcare placements.*

From Darlene Adlenn (Mission Early Years Committee)

*'Being involved with this survey has been an eye-opener. The majority of individuals I spoke with do not use paid childcare. Spouses are working opposite shifts and days so they provide care for their own children. There are an amazing number of grandparents minding their grandchildren. Many mothers said, they were staying at home now because they didn't earn enough money working to make it worthwhile. One mother explained to me, that she was providing after school care, two days a week, in exchange for transportation to her part-time job.'*

### **Caregivers Surveys**

- 14 providers responded
- 86% of licensed group/preschools reported having enough qualified staff but 78% reported not being able to find qualified subs. 71% of Family providers reported having access to qualified subs and 89% have turned parents away because of staffing shortages
- Only 20% of licensed group/preschools and 17% of family providers reported making a profit on their childcare business. 83% of licensed group/ preschools and 100% of family providers report that their programs would be impacted with the loss of the operating grant

- 62% of centers are currently full and report turning parents away mostly because of the hours requested, their space was full, the days requested and rotating shift work

#### Children who require extra support

- 46% of respondents report being willing/able to take children who require extra support but 90% report not being able to hire the staff to support these children.
- 44% use the services of Supported Child Development

#### Barriers

- Barriers that were reported most often in Mission were staffing and sub issues, paper work and staff wages/own income
- Caregivers thought that parents faced barriers when it came to finding appropriate care, transportation and fee issues

#### Parents Survey

- 46 respondents representing 75 children
- Of these, 11% required extra support, both were school aged
- 41% of respondents reported needing full time care and 33% needed occasional care. Many reported that they swap care or use family members for childcare
- 61% reported needing care close to their home with 28% needing care close to work. 50% required preschool and 41% needed after school care
- 61% had informal care provided for their children
- 63% of care under 20 hours per week and 37% were over 20 hours per week

#### Qualities of caregiver and childcare place

- 91% report reliability as a high priority. Personality, behavior management and availability also were rated high priority
- Outdoor play space and the recommendations of others was a high priority in the place where the child was cared for. Programs offered and location were also a high priority as well as cleanliness
- 60% reported limiting childcare when it could not be found and 67% report taking time off work if adequate care could not be found.

#### Fees

- 81% qualified for the universal childcare benefit and 34% report it helping with obtaining childcare. 58% report that the loss would not affect their use of childcare. They need it anyways but the \$100 helps
- 46% of respondents report limiting childcare because of cost
- 12% are currently enrolled in a subsidy program and 50% report the application process easy and 50% frustrating. All report the renewal process as easy

### Children who need extra support

- 15% of children who require extra support were helped by Supported Child Development
- 29% of respondents reported not being able to place this child in a facility of choice because the support was not there.

### Availability

- 44% of respondents report that they did not get their needs met and 5% report that some of their needs were met. The biggest reason for this was that adequate care could not be found or care was not available when needed
- 54% report that they do not have back up care in place and of those who do, most use family as caregiver

### Before and after school care

- 75% report that they would be interested in a check in phone line if available

## Caregiver Survey for the Community of Mission

Number of surveys completed in this group: 14

List of all postal codes prefixes used in this batch:

V4S V2V

Are you?

	# Of centres	% Of total
Licensed Group Daycare /Preschool	6	43%
Licensed Family Daycare	4	29%
Registered Licensed Not Required (LNR)	2	14%
Informal Childcare (family, neighbor, friend)	2	14%

### Staffing

#### Licensed Group/Preschool

Do you currently have enough qualified staff to meet the needs of your centre?

Yes	86%
No	14%

- *Staff to child ratio – 1:8 (work on my own)*

Do you have access to qualified subs when needed?

Yes	22%
No	78%

What are your biggest challenges in terms of staffing and staffing issues?

- *Finding ECE workers for 1 day per week*
- *There are not enough qualified subs in our area*
- *Finding and keeping reliable part time staff and subs*
- *Finding qualified staff*
- *It's hard to find qualified subs*

Have you turned parents away (or do you have a wait list) in 2006 because of a shortage of staff?

- *Because of being full*
- *Yes due to illness of staff*
- *Specialty programs are hard to find trained good staff*

### Family Providers (Licensed, Registered LNR & Informal)

Do you have access to qualified subs as needed?

Yes	71%
No	29%

Have you turned parents away (or do you have a wait list) in 2006?

Yes	89%
No	11%

- *Yes parents are waiting to see if they have subsidy*
- *Many times*
- *Turned away parents seeking childcare due to personal decision.*

### Wages/Fees

#### Licensed Group/Preschool

As a Childcare business, are you able to make a profit based on the fees you charge?

Yes	20%
No	80%

- *We are a non profit society*
- *No not really*
- *Have not yet as there have been a lot of cost involved to get facility, equipment, licensed upgrades etc*

Would the loss of the operating grant impact your program?

Yes	83%
No	17%

- *Absolutely in many ways e.g. supplies and toys would be minimal*
- *We rely on the childcare operating fund in order to keep the qualified staff we need to charge the rate we do and keep the CCOF at the current level*
- *Yes we would go into debt further*
- *We only charge the minimum and rely on the funding*
- *It helps to pay staff's wage*
- *Helped to finance sub for me. Yes I was ordering a preschool package to offer but now I am not*
- *Allows me to take children who require extra support*

- *Yes, I had been taking care of children for over 20 years and this is how I make a living*
- *Yes it would make it difficult to purchase equipment*
- *Providers extra funding needed to “subsidize subsidies and gas”*

**Family Providers (Licensed, Registered LNR)**

Would the loss of the operating grant impact your program?

Yes	100%
No	0%

- *No I am licensed child-minding so I don’t qualify for the grant – the grant should be extended to us*

As a Childcare Business, are you able to make a profit based on the fees charged?

Yes	17%
No	83%

**Capacity**

Are you currently full?

Yes	62%
No	38%

- *I am currently taking care of children from family members while they work or go to school*
- *Van only holds 6 kids*

Have you had to turn children away because:

Of the days requested (i.e. weekends, holidays)	54%
Of the hours requested are too short/too long	69%
Of the ages of the children	
Infant/toddler	31%
Preschool	8%
School aged	23%
Rotating shift workers	46%
Occasional or drop-in care/part time	15%
Seasonal workers	8%
Transportation issues (kindergarten, preschool)	38%
Subsidy issues	15%
No space available because you are full	62%

- *Because of being full*
- *Yes due to shortage of staff*
- *Specialty programs are hard to find trained good staff*
- *We are currently full and have a waitlist of 14. We cannot open up to more than 8 spaces because we cannot obtain the staffing*
- *My sub is not always available when needed. She is not overly qualified it is hard to find good people to help out*
- *It seems to be that infants can't find daycare in Mission at this point*

**Children who require extra support**

Are you willing/able to take children requiring extra support?

Yes	46%
No	54%

If no, what are the barriers or concerns that may contribute to your decision?

- *Also need extra support for them*
- *The specialty program and lack of training for special needs*
- *The job is hard enough as it is. A special needs child takes too much time away from the other kids*
- *Do not have proper equipment*
- *I'm not wheelchair accessible*
- *I only watch children on a very informal basis and my main focus is my own children*
- *Lacking qualifications*

What would you need in order to take children who require extra support?

- *A worker to accompany them*
- *A support worker on regular basis*
- *We would need the help of the supported childcare program*
- *Extra staff*
- *Not sure*
- *I would require help*
- *Aid*
- *Programs and training in needed area*

Are you able to hire the staff to support these children?

Yes	10%
No	90%

- *Limited funds very minimal hours*

Are you aware that Supported Child Development is available to come to your home or center to support children who require extra support?

Yes	60%
No	40%

- *No I was not*
- *However they discontinued as there were more challenging needs in the community*

Have you used Supported Child Development (or any other external agency) to support a child who requires extra support?

Yes	44%
No	56%

- *Yes, a worker from IDP came twice a week to support a child requiring extra support for several months. It was a mandatory need.*
- *We have had children in the past who were referred by the Individual Options program and have one now who is just beginning to get the support.*
- *No I was not aware*

### Challenges/Barriers

What challenges do you face as a childcare provider?

(Rate in order of challenge)

- 1 – not an issue
- 2 – inconvenience
- 3 – a barrier
- 4 – it makes you consider leaving the childcare field

	1	2	3	4
Staffing	40%	10%	40%	10%
Subs	0%	33%	44%	22%
Collecting fees	22%	67%	11%	11%
Paper work	20%	30%	40%	10%
Staff wages/own income	9%	18%	45%	27%
Social Isolation	45%	9%	27%	18%
Resources for children who require extra support	75%	0%	25%	0%
Being unable to attend workshops/training	50%	30%	20%	0%
Maintaining work/family/life	50%	30%	10%	10%
Licensing requirements	27%	45%	0%	27%

- *Home is not my own at anytime, even when kids aren't here, due to licensing restrictions*
- *I have my BSC in Psych and Education – I taught kindergarten and grade 2/3 yet licensing says I am not qualified to run a preschool?*
- *Licensing agent come and always tries to find issues... that are not important*
- *Lack of childcare, fees*
- *Less quality time with my own children*
- *Funding to employ required staff*
- *The inconvenience, long hours, cuts into family time sometimes*

What barriers do you think that your families face in regards to childcare?

- *Finding an appropriate one and transportation*
- *Finding high quality centers as my own.*
- *A major issue for our families is the fees*
- *Kindergarten plus staying open till 7 pm we're only open till 6 pm, before school care*
- *Open times and fees*
- *Cost, convenience, availability*
- *Not enough income to pay daycare so they really need subsidy*

## Parent Survey for the Community of Mission

Number of surveys completed in this group; 46

List all postal code prefixes used: V2V V4S

Ages of total children recorded:

	# Of Children	% Of total
0-1 year old	15	20%
2 years old	15	20%
3 years old	15	20%
4 years old	10	14%
5 years old	4	5%
6 years old	3	4%
7 years old	6	8%
8 years old	0	0%
9 years old	2	3%
10 years old	4	5%
11 years old	0	0%
12 years old	1	1%

Do any of these children require extra support?

Yes	11%
No	89%

Age of the child who requires extra support

0-1 year old	0%
2 years old	0%
3 years old	0%
4 years old	0%
5 years old	0%
6 years old	0%
7 years old	50%
8 years old	0%
9 years old	0%
10 years old	50%
11 years old	0%
12 years old	0%

What kind of care was needed for your child/children in 2006?

Full day care	41%
Before/after school care	26%
Back up/emergency care	20%
Preschool	22%
Full day care Summer only	15%
Occasional care	33%
Half day care	9%
Night/ weekend care	7%
Sick care	0%
Infant/toddler care	17%
Half day care – summer	4%
Unpaid care	17%

- *Family help*
- *Swapping childcare with friends*
- *Neighbors helping out*
- *Grandma*
- *Tues. and Thurs. drives to Abbotsford – relative cares for child*
- *Family takes on most of my childcare*
- *Grandmother twice per month*
- *My husband and I work part time. The one who isn't working is at home*
- *We are both shift workers and we are able to work opposite shifts so we do not need childcare. However both children were placed in daycare 1 day per week for socialization outside our home. Our oldest is now in preschool 3 days a week and no longer attends daycare. Having said this if daycare was more affordable and catered more to shift workers we would utilize this service more. Working opposite shifts with small children is fatiguing and stresses the family unit*
- *Also needed drop off/pick up*
- *Caregiver paid not registered*
- *Unregistered*
- *Kids club*
- *Student in home care*
- *Paid for childcare*
- *As my child is still quite young I am however needing to work soon and I have looked around but haven't found anything yet*

Check all of the following options that you currently need or will need in the near future:

Care close to home	61%
Care on weekends/holidays	17%
Care for sick children	9%
After school care	41%
Preschool	50%

Rotating shift work	7%
Care for children who need extra support	9%
Care close to work	28%
Care for evenings/night shifts	15%
Emergency backup care	37%
Transportation to and from care	9%

What type of care was provided for your child/children?

Care in your own home	35%
Regulated care in caregivers home	28%
Informal care	61%
Unpaid care	22%
Childcare center	13%
Preschool	24%
Occasional/drop in care	4%
Seasonal care	13%
Before/after school care	24%

- *Caregiver paid not registered*
- *Unregistered*
- *Kids club*
- *Student in home care*
- *Club kids*
- *Paid for childcare*

On average, how many hours per week is your child cared for?

Part time (1-20 hrs per week)	63%
Full time (20-40 hrs per week)	37%
Full time + care (40+ hrs per week)	0%

- *2 days a week on average*

### **Those who care for your child**

What qualities do you look for in the person?

1 – low priority 2 – important but not height priority 3 – high priority

	1	2	3
Personality	0%	11%	89%
Availability	4%	20%	76%
Cost	0%	55%	45%
Recommendations of others	2%	40%	57%
Reliability	0%	9%	91%
Behavior management	0%	15%	85%
Training	18%	39%	43%
Background			

Couldn't find adequate care?

Yes	67%
No	33%

- *When child is sick*
- *Only when our day care lady is sick, vacation etc*

## **Fees**

Do you qualify for the \$100 universal childcare benefit?

Yes	81%
No	16%
Don't Know	2%

Has this \$100 helped you obtain childcare?

Yes	34%
No	66%

- *Not as yet*
- *Minimally*
- *Until I pay the taxes on it ~ how can I know how much is actually for "keeps"*

Would the loss of the \$100 affect your use of childcare?

Yes	42%
No	58%

- *Wouldn't but would be very hard to do without it*
- *But would be disappointed*
- *I can more easily afford preschool*
- *For part time work I pay 800 a month for my 2 children. Without this benefit it would not be worth working.*
- *We have limited funds*
- *\$100 a month per child is hardly an adequate demonstration from the government*
- *I don't pay for childcare, I "swap" with friends*
- *It helps but not that much that it would change anything*
- *It would be much more helpful if it was non-taxable as the CTB (at least give a higher threshold for taxation). It would also be more beneficial if it covered the ages up to the legal age for a child to stay home alone. AT LEAST. If you can't legally leave your children home at 7 (why would you do that anyway, they're not old enough! Then why would you not get the UCB for "underage" children also?*
- *I would still need quality childcare for my child in order to go to work*

Have you ever limited your childcare hours because of the cost of childcare?

Yes	46%
No	54%

- *More days cost more money*
- *I use 3 days a week for ½ days because it covered by UBC amount*
- *I can't afford to pay too much*
- *I receive subsidy max*
- *I need day care regardless of the money when I work*
- *Not possible*
- *You do what you have to*
- *We don't exceed 28 hours because we pay her 10 an hour it gets \$\$\$*

Are you currently enrolled in a subsidy program?

Yes	12%
No	88%

- *CCRR very helpful but the government was not as they lost my applications and now won't pay me.*
- *Middle income families need assistance too!*

How did you find the application process?

1 easy	2 difficult	3 frustrating
50%	0%	50%

*\*Only four responses*

How did you find the renewal process?

1 easy	2 difficult	3 frustrating
100%	0%	0%

*\*Only one response*

### **Children who need extra support**

Does the child development center or any external agency work with you and your caregiver in the care of this child?

Yes	15%
No	85%

- *Nursing support services*
- *No programs in place for Type 1 Diabetes*

In the past 12 months, were you ever unable to place your child in the facility of your choice because the support your child needed was not there?

Yes	29%
No	71%

- *My 7 year old is Type 1 Diabetic needs proper care but I am unable to find it*
- *Yes, she has been discharged from programs because they can't meet her needs even though they agree she has special needs.*

### Availability

Did you get all of your childcare needs met in the past 12 months?

Yes	51%
No	44%
Some	5%

If not was it because of:

Cost	48%
Couldn't find anyone to care for child	76%
Care was too far away	0%
Expectations not being met	19%
Quality inadequate	24%
Not comfortable with caregiver	48%
Care wasn't available when needed	48%

Do you have back up care available when your regular care is unavailable? (i.e. vacation or illness of provider or child)?

Yes	37%
No	54%
Sometimes	9%

### Before & after school care

Is your school aged child at home alone before or after school?

Yes	0%
No	100%

- *Rarely – but sometimes it's unavoidable*

For how long?

Under 1 hr	N/A
1 hr	N/A
2 hrs	N/A
3+ hrs	N/A

Do you have someone check in on your child or have your child call someone when they arrive home?

Yes	N/A
No	N/A

- *No I am usually at home*
- *They would call me at work if that was the case*
- *Yes me!*
- *My children ALWAYS phone me when they arrive home*
- *They go straight to providers*

If a registered “check in” phone line was available, could you see your family using it?

Yes	75%
No	25%

- *Eventually, I will not be ready to let my son go home alone*
- *Yes because it would be one more way to make sure my child was safe*
- *Not for us but perhaps a good idea for other families*
- *No because I am accessible by phone at all times and if I have to talk to anybody on the phone about the kids I'd rather it be the kids themselves*
- *No not willing to have my child at home alone*
- *No because I prefer to have my children phone me. Thanks anyway. It may be a good idea for others*
- *No I would never let my child stay home alone as it is too dangerous these days*
- *Not sure*
- *What is this?*

Additional Comments

- *Drop –In centers they need more investment from the government. They can work well as the environment is safe/formal – trained staff and mother’s get together for support. Make these into daylong programs perhaps as well*
- *Difficulty placing my 1 year old no one wants him!! They want older*
- *Summer/spring break programs for children too old for daycare - 10*
- *Licensed Day Cares need more spot checks I had my child enrolled in “Horrific” licensed daycares*

- *Good quality day care hard to find although we have “good” care I want “great” care but can’t find it anywhere.*
- *I think Community Services should visit daycare annually. This not happening now. Our Day Care had too many kids in it for many years until a check was done.*
- *Drop in centre they need more investment from the government. They can work well! As the environment is safe/formal – trained staff and mother get together for support! Make these into daylong programs perhaps as well*
- *Good quality day care hard to find although we have “good” care I want “great” care but can’t find it anywhere.*
- *I think daycare should be visited annually by Community Services. This not happening now. Our Day Care had too many kids in it for many years until a check was done.*