



Let's Connect! Family Survey June 2021

Extended Day Questions

WRDSB Extended Day Program

In June 2021, families responding to the Let's Connect Family Survey had the opportunity to share their experiences related to before-and-after school programs. Of the 2,054 responses received on the Family Survey, 157 WRDSB families indicated that their child attended a before-and-after school program. The following report details the feedback received from the 93 families who indicated their child attended the *WRDSB Extended Day Program*.

Number of Participants and Program Attended

Name of Before-and-After School Program Attended

Responses	Choice Count
WRDSB Extended Day Program	93

Features of a High Quality Program that are Important to Families

In response to the question, "*How do you know a program is high quality?*", families were asked to select as many items as they wished from a list of program features. Families were also provided with the opportunity to share their ideas about other features that were not listed. Families responses are summarized below:

How Families Know a Program is High Quality

Responses	Choice Count	89 Responses
Staff are knowledgeable and qualified	27%	75
My child feels a sense of belonging	27%	77
The learning environment is warm and inviting	26%	73
There are clear policies and guidelines	19%	54
Other	1%	2
Total		281

"Other" Ways Families Know a Program is High Quality

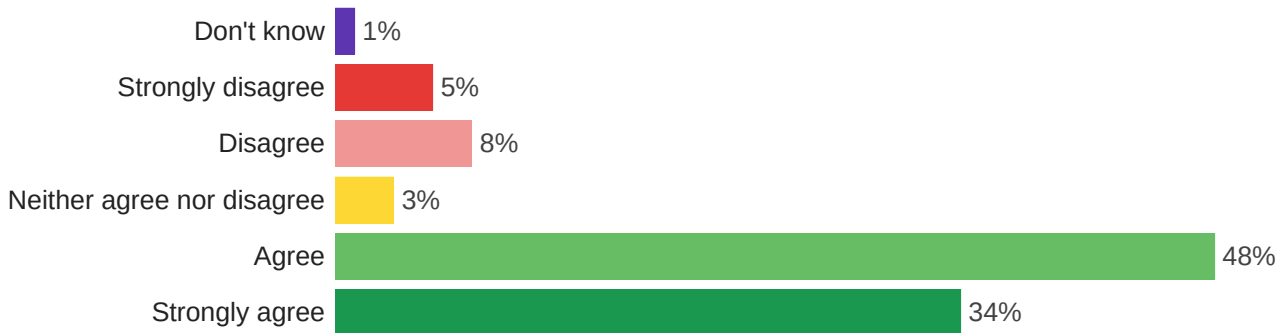
Fewer than 10 responses were received for this question. To protect the privacy of participating families, this data cannot be displayed

Meeting the Needs of Children and Families

To better understand whether before-and-after school programs are meeting the needs of the children and families they serve, families were asked to rate how much they agreed with the following statements. Their responses are summarized below:

The educators respond to my child's individual needs.

93 Responses



Families who *strongly disagreed*, *disagreed* or *neither agreed nor disagreed* with this statement were asked to provide more information about how they felt their child's needs were not being addressed. Families responses fell into the following categories:

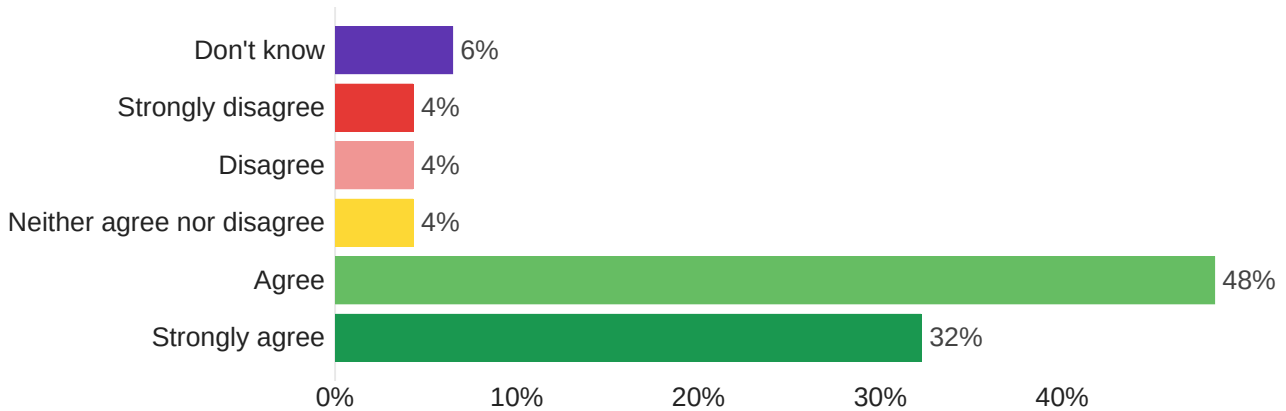
10 Responses

Response Categories	Choice Count
Child did not get support needed	50% 7
Unresponsive/Lack of communication	14% 2
Changes due to pandemic	7% 1
Don't address problems/issues	7% 1
Inequitable experiences	7% 1
Educators lack knowledge of how to support	7% 1

Educators unaware of child's needs	7%	1
Total		14

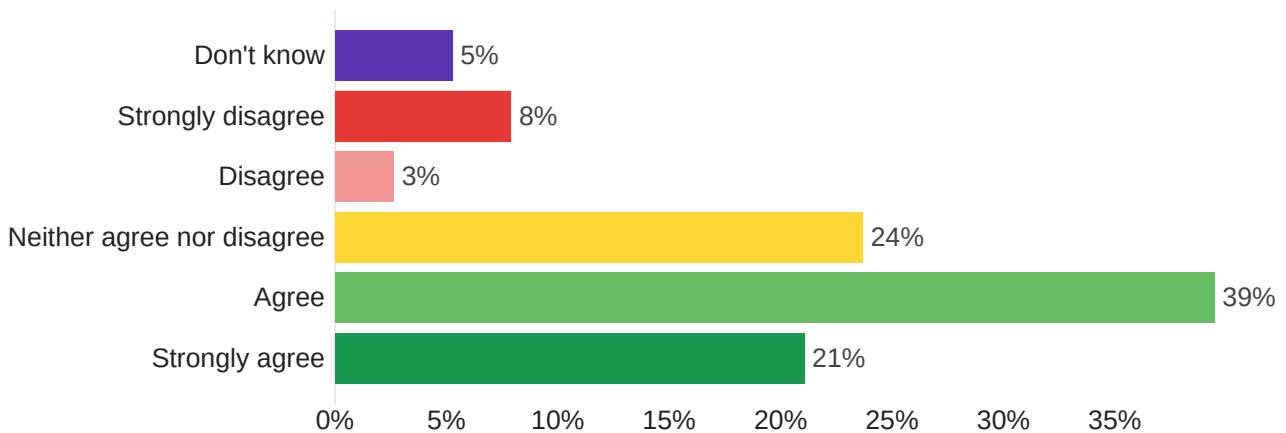
The educators support my child to play and solve problems with other children.

93 Responses



My child received the right *special needs supports* at the right time to participate in their program.

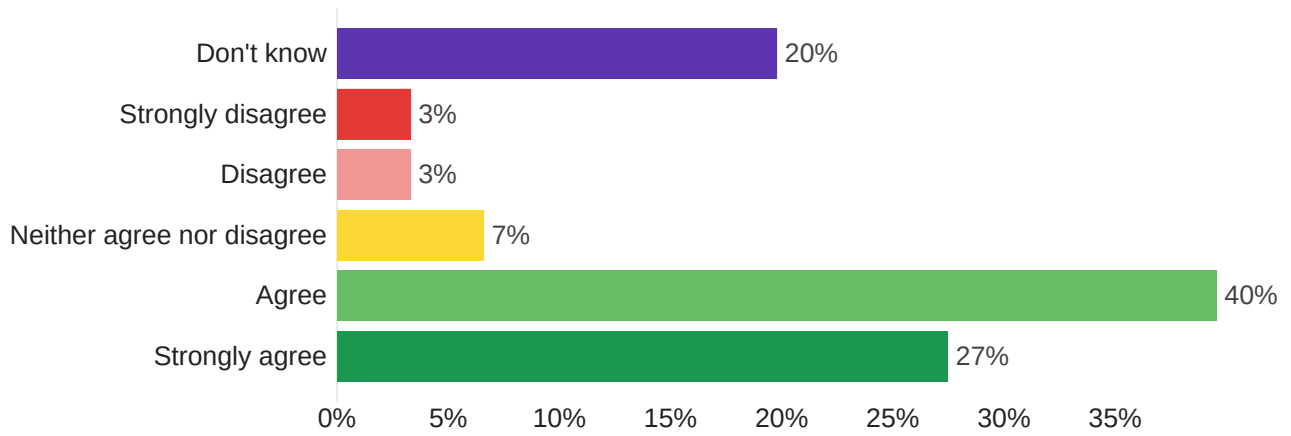
38 Responses



Note: Families were also provided with the option to choose "does not apply" in response to this question. The above chart represents the responses from families for whom this question was applicable (i.e., chose an option other than "does not apply").

The educators value and respect differences in beliefs, values and culture among families in the program.

91 Responses

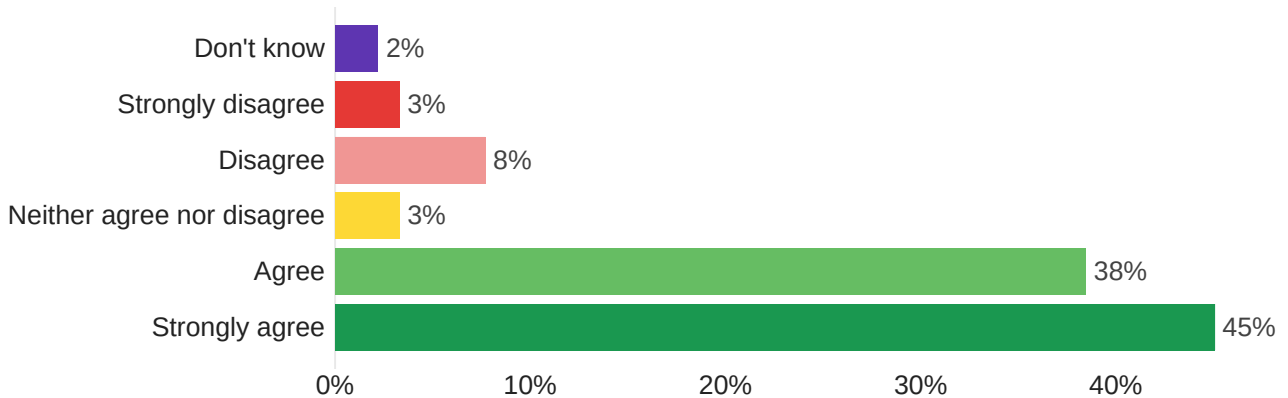


Communication Between Families and Staff

To get a sense of the kind of communication families experienced with their before-and-after school programs, families were asked to rate how much they agreed with the following statements. Their responses are summarized below:

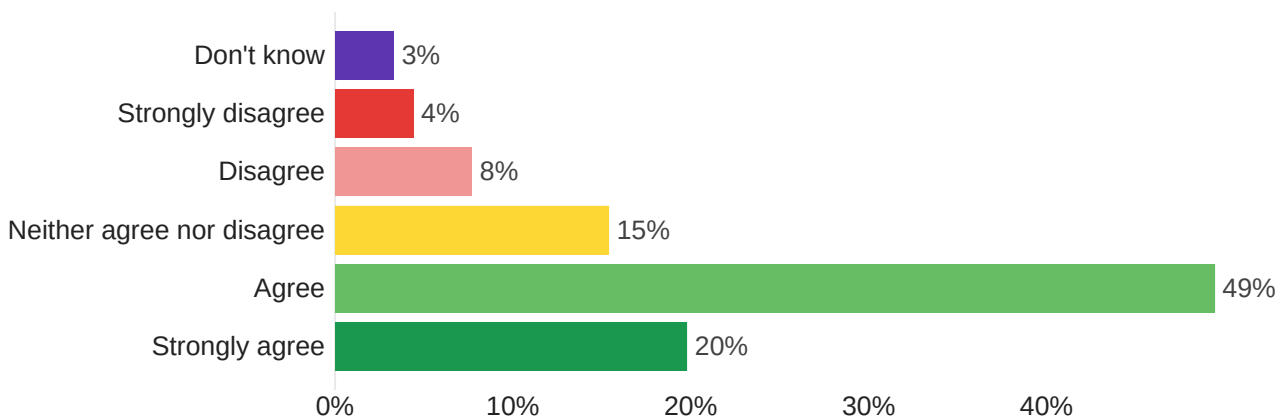
I feel comfortable talking to the educators about my questions, concerns, and my child's learning.

91 Responses



The documentation and communication from the educators help me to understand how and what my child is learning.

91 Responses



Families who *strongly disagreed*, *disagreed* or *neither agreed nor disagreed* with this statement were asked to provide more information about what they felt was not working about documentation/communication and how it could be improved. Families responses fell into the following categories:

20 Responses

Categories	Choice Count
Unresponsive/poor communication	41% 11
No documentation	30% 8
No feedback received	11% 3
Bias in communication/feedback	4% 1
Expectations not communicated	4% 1
Inconsistent responses from staff	4% 1
Suggest more diverse staff	4% 1
Suggest weekly feedback	4% 1
Total	27

Families' Access to Before-and-After School Programs

To better understand families' needs around before-and-after school care, families were asked to share their experiences and perspectives on the following questions about accessing before-and-after school programs. Their responses are summarized below:

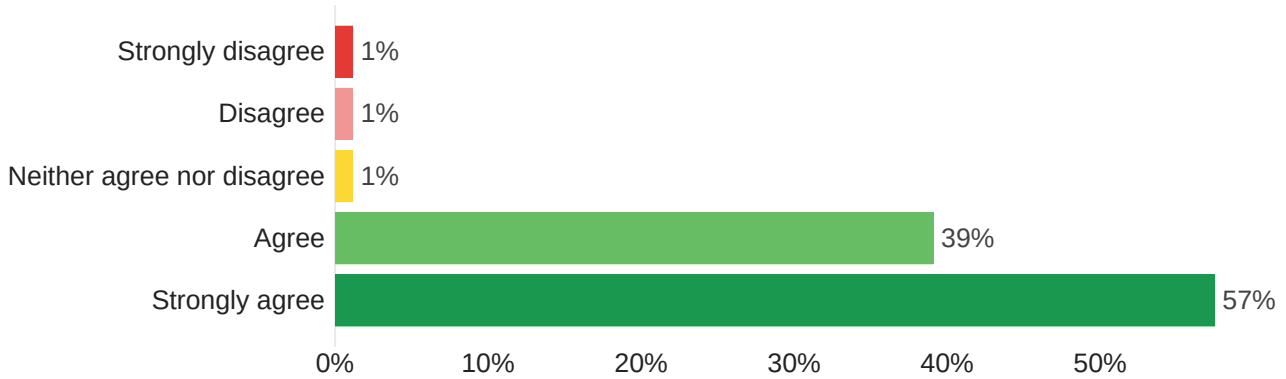
When Families Need Full days of Programming at Their Child's School

68 Responses

Responses	Choice Count
Professional development days	31% 63
March Break	28% 57
Winter Break	21% 42
Summer	20% 41
Total	203

I secured a space in the before-and-after school program when I needed it.

87 Responses

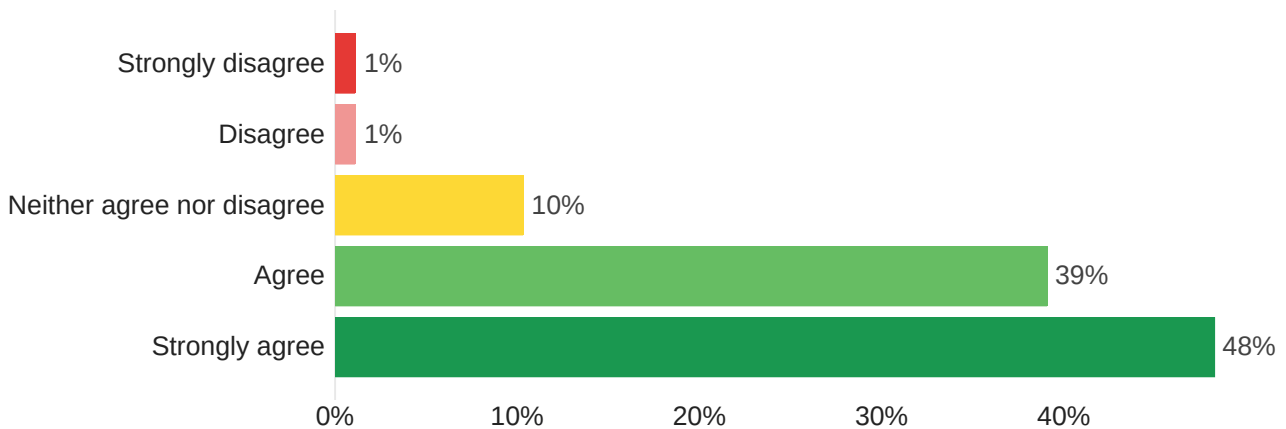


The Impact of Before-and-After School Programs on Families

To better understand how before-and-after school programs impacted the lives of children and their families, families were asked to share their experiences and perspectives on the following questions. Their responses are summarized below:

The program my child is in has had a positive impact on my family's day-to-day life.

87 Responses



Strengths of Before-and-After School Programs

Families were asked to provide their perspectives on the one thing that the before-and-after school program does really well. Their reflections are summarized below:

51 Responses

Response Categories	Choice Count
Safe and caring environment	25% 16
Fun and engaging for child	28% 18
Various structured and unstructured activities	11% 7
Communication	3% 2
Welcoming and inclusive	9% 6
Snack/Food options	6% 4
Peer interaction	5% 3
Organized	3% 2
Extending child's learning	2% 1
General positive feedback	2% 1
Health and safety guidelines	2% 1
Consistency	2% 1
Program availability	2% 1
Qualified staff	2% 1
Total	64

Families' Comments & Feedback About Their Overall Child Care Experience

To help provide further context for understanding their overall child care experience, families were asked to provide any further comments and feedback they wished. Their responses fell into the following categories:

13 Responses

Response Categories	Choice Count
Essential program for families	24% 5
Positive experience for child	24% 5
Positive feedback about staff	19% 4

Response Categories	Choice Count	
Convenient	5%	1
Better support for students with Special Education Needs	5%	1
High quality program	5%	1
Lack of proper supervision	5%	1
More options needed	5%	1
Negative feedback about staff	5%	1
Program helps to support child's learning	5%	1
Total		21