

CHILD CARE OPERATOR SURVEY

Moving Forward on Child Care in New Westminster!

The City of New Westminster is in the process of developing a new Child Care Needs Assessment.

The below survey will inform the assessment and provide a snapshot of the existing child care situation in New Westminster. It will also explore some of the challenges, issues and opportunities of relevance to child care operators, while gaining feedback on the City's current and potential roles, including new municipal tools to facilitate child care spaces.

Given the importance of licensed child care to the community and given your experience and knowledge in this area, we encourage you to complete this survey. It should take about 30 minutes to complete and only cumulative, non-identifying information will be reported back. If you have any questions, please contact John Stark, Senior Social Planner, City of New Westminster, 604-515-3777.

If you would like to complete the survey on-line, go to: <http://www.surveymonkey.com/s/5HCC6XG>

The deadline for receipt of your completed survey is Friday, March 14, 2014. Thank you.

Part 1: Contact Information

1. Facility Name: _____
2. Facility Address: _____
3. Contact Person: _____
4. Person Completing this Survey (if different than above) _____
5. Phone Number: _____
6. E-Mail Address: _____
7. Website Address: _____

Part 2: Facility Information

8. In what type of building is your child care program located?
 - Residential Building (Family Home)
 - Commercial Building
 - Church
 - Recreation Centre or Facility
 - Municipal Building (Other than a Recreation Centre or Facility)
 - Portable (Not Owned by the School District)
 - School District Building
 - Other, specify: _____



9. Does this building/space meet your program's current requirements?

- Yes No

If no, then please explain why not?

10. Does this building/space meet your program's future needs?

- Yes No

If no, then please explain why not?

11. Do you own, lease or rent the building in which your child care program is located?

- Own
 Lease
 Rent
 Other, specify: _____

12. Is your current tenure arrangement (i.e., lease, rental or other) relatively stable or secure?

- Yes No

If no, then please explain why not?

Part 3: Program Information

13. The following chart asks for information about each on-site program that you currently offer. This information will assist us in developing an accurate snapshot of the current child care situation in New Westminster. Please answer separately for each on-site program. If you require additional space, please attach this information.



CHILD CARE PROGRAM CHART

Question A	Question B	Question C	Question D	Question E	Question F	Question G	Question H	Question I	Question J	Question K	Question L	
Facility or Program Name	License Type(s)	Year License Obtained	Capacity per License Type	Age Group per License Type	Current Enrollment		Estimated Percentage of Children who Reside in New West	Number of Calls Per Week About Program	Number of People on the Waitlist	Average Waiting Period to Enter Program	Do you offer extended hours (e.g., evenings, weekends)?	Do you serve school-age children?

FT	PT
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- License Type:**
- | | | |
|---|-----------------------|--------------------------|
| 1. Registered License-Not-Required Child Care | 4. Group Child Care | 6. School Age Child Care |
| 2. Licensed Family Child Care | 5. Pre-School Program | 7. Occasional Child Care |
| 3. In-Home Multi-Age Child Care | | |



14. Do you have any plans to expand an existing program or programs?

Yes No

If yes, please identify the program(s) and describe your plans?

15. Do you have any plans to add a new program or programs?

Yes No

If yes, please describe your plans?

16. Are there any barriers or challenges to either expanding an existing program or adding a new one?

Yes No

If yes, please describe them?

17. Do you have plans to discontinue an existing program or programs?

Yes No

If yes, please identify the program(s) and describe your plans?

Part 4: Financial Information

18. Do you use fundraising to help cover your operating costs?

Yes No

If yes, what types of fundraising do you use and what percentage of operating costs does it cover?



19. Are you a member of the Child Care Operating Funding Program?

- Yes No

20. Do you accept families that receive child care subsidies?

- Yes No

If yes, what percentage of the families that you serve receive child care subsidies?

Part 5: Staffing Information

21. How easy or difficult is it to find suitable staff and substitutes?

- Very Easy
 Easy
 Difficult
 Very Difficult
 Other, specify: _____

If you indicated difficult, then what are some of the challenges?

22. Are your staff able to adequately support children with special needs?

- Yes No

If no, what would be required to adequately support these children?

23. Is there a particular type of care (e.g., occasional, school age care, etc.) for which it is more difficult to find or retain suitable staff and substitutes?



24. A. What strategies (e.g., ads, college career centres, job fairs, etc.) does your facility or program use to recruit new staff and substitutes?

B. What strategy has proven to be the most successful?

Part 6: Role of the City

The City of New Westminster plays a role in the licensing of new child care facilities and in facilitating new child care spaces through such tools as:

- offering long-term, low-rate lease of space within municipal facilities;
- providing child care grants to non-profit child care operators;
- providing play-based pre-school programs at Parks, Culture and Recreation facilities;
- using Comprehensive Development (CD) zoning to facilitate the development of group child care centres in residential districts;
- using developer contributions to enable an applicant to achieve additional floor space in exchange for new child care facilities.

25. Based on your dealings with the City of New Westminster, either with regard to bylaw considerations or assisting you or your agency to establish a new child care facility or program, how would you rate the quality of the assistance received?

- Very Good
- Good
- Average
- Poor
- Very Poor
- Other, specify: _____

Do you have any comments, concerns or suggestions regarding the assistance you received?

26. What more, if anything, could the City of New Westminster be doing to stabilize existing and create new child care spaces?



27. Do you operate or have you operated a child care facility or program in another municipality?

Yes No

If yes, do you know of effective (municipal) child care policies and tools that may be applicable to the City of New Westminster? In your response, please identify the municipality and describe the policy or tool, as well as how it assisted you or your child care facility or program?

Part 7: Trends, Issues and Opportunities

28. What are some of the general trends impacting or influencing child care today?

29. What are some of the challenges or issues facing child care operators today (e.g., facility issues, financial sustainability, parental involvement, staffing, etc.)?

30. What are some of the opportunities to facilitate new child care spaces?

31. Do you have any other comments or suggestions regarding your child care program in particular or child care in general?

Thank you so much for taking the time to complete this important survey.

Please return your completed survey in the stamped, self-addressed envelope or mail it to:

Child Care Operator Survey
c/o John Stark, Development Services, City of New Westminster
511 Royal Avenue, New Westminster, BC, V3L 1H9
Or e-mail to jstark@newwestcity.ca or fax to: 604-527-4511

For a copy of the 2008 Child Care Needs Assessment, go to:

<http://www.newwestcity.ca/database/rte/Child%20Care%20Needs%20Assessment.pdf>

Please note that the deadline for receipt of completed survey is Friday, March 14, 2014.



Corporation of the City of New Westminster
511 Royal Avenue, New Westminster, BC, V3L 1H9

CHILD CARE SURVEY FOR PARENTS

We want to hear from YOU!

The City of New Westminster is developing a new Child Care Needs Assessment. This assessment will assist the City in planning for and working with others to develop new child care spaces for children aged 0 to 12 years.

This survey is an opportunity for YOU to share your child care needs and issues. This information will enable us to better understand the types of child care that are needed, as well as when and where they are needed. As such, we encourage YOU to complete this important survey.

Please note that only consolidated, non-identifying information will be reported back. Please return your completed survey to any City or Parks, Culture and Recreation facility by Wednesday, April 30, 2014. Thank you.

1. How many children aged 12 or under live in your home?

- one
- two
- three
- four
- five or more, specify: _____

2. Are any of your children receiving child care by an individual other than yourself?

- yes no

If yes, please answer Questions 3 to 17. If no, please proceed to Question 18.

3. What type(s) of child care are you currently using?

Please answer the following questions for each child under 12 years – e.g., C1 equals “child number 1.”

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--|
| C1 | C2 | C3 | C4 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | family member or friend |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | nanny |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | license-not-required family child care |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | family child care |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | in-home multi-age care |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | group child care |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | pre-school program |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | school-age child care |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | occasional child care |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | other, specify: _____ |

Definitions:

License-Not-Required (LNR) Family Child Care provides care for no more than two children, or one sibling group, at a given time. This is in addition to children related to the caregiver. LNR providers do not require licensing but can register with their local Child Care Resource and Referral (CCRR) program once they have met the registration requirements.

Family Child Care provides care for up to seven children aged from infancy to 12 years. Care is provided in the licensee's personal residence.

In-Home Multi-Age Child Care provides care for up to eight children aged from infancy to 12 years. Care is provided in the licensee's personal residence.

Group Child Care provides care for: (1) children aged under 36 months, also known as infant and toddler care; (2) children aged from 30 months to school age, also known as three to five care; and (3) children of various ages, also known as multi-age care.

Pre-School Programs offer structured activities for children aged from 30 months to school age. Programs run for a maximum of four hours per day.

School-Age Child Care provides care to children who attend school, including kindergarten. Care is provided before and/or after school hours or during periods of school closure. It can be provided in-home or at a centre.

Occasional Child Care is provided on an occasional or short-term basis to pre-school children who are at least 18 months old and to each child for no more than 40 hours in a calendar month.



4. Would you have preferred a different type of child care for your child(ren)?

- yes no

If you answered "yes" for your child(ren), then please describe your preferred child care arrangement?

- C1 C2 C3 C4
 family member or friend
 nanny
 license-not-required family child care
 family child care
 in-home multi-age care
 group child care
 pre-school program
 school-age child care
 occasional child care
 other, specify: _____

5. Are your current child care arrangements full-time, part-time, weekend or other?

- C1 C2 C3 C4
 full-time (5 days per week)
 part-time (4 or less days per week)
 weekend
 other, specify: _____

6. How did you find out about your current child care arrangements?

- C1 C2 C3 C4
 child care resource and referral centre
 friend or relative
 bulletin board
 government website
 internet search tool
 newspaper
 sign
 telephone directory
 other, specify: _____

7. How easy was it to find child care?

- C1 C2 C3 C4
 very easy
 easy
 difficult
 very difficult
 do not recall / no opinion

8. How long did it take (after the first phone call that you made) to place your child(ren) in their current child care arrangements?

- C1 C2 C3 C4
 less than one month
 between one and six months
 between seven months and one year
 between one and two years
 over two years, specify: _____

9. If you had difficulty finding a suitable child care arrangement, what were some of the factors that limited your ability to do so?

- C1 C2 C3 C4
 could not find quality child care
 did not know who to ask
 no spaces were available
 not available when needed (days/hours)
 not sensitive to cultural traditions
 not sensitive or suited to special needs
 too expensive
 too far from home
 too far from school that child attends
 too far from work
 other, specify: _____

Comments: _____

10. Has the lack of suitable child care limited your:

- ability to work
 ability to find work
 ability to attend school or training
 ability to participate in the community
 other, specify: _____

11. How satisfied are you with your child(ren)'s current child care arrangements?

- C1 C2 C3 C4
 very satisfied
 satisfied
 dissatisfied
 very dissatisfied
 no opinion

Comments: _____



12. How important is licensed (regulated) child care to you?

- very important
- important
- unimportant
- very unimportant

Licensed child care programs must operate according to provincial legislation and requirements in order to maintain their licenses. Regulations include building code to safety requirements, criminal record checks for child care staff, and minimum child/staff ratios. These establishments are also subject to regular inspections.

13. How important is it that child care staff have an Early Childhood Education (ECE) Certificate?

- very important
- important
- unimportant
- very unimportant
- do not know what is meant by ECE Certificate

14. How important is it that your child(ren) be able to continue/stay within the same facility as they age?

- very important
- important
- unimportant
- very unimportant

15. Are you currently receiving a child care subsidy for your child(ren)?

- yes
- no
- do not know about subsidy

If yes, is the subsidy enough to make up the difference between your ability to pay and the cost of your current child care arrangements?

- yes
- no
- unsure

16. What percentage of your household income (including the child care subsidy) is used to cover your current child care arrangements?

- About _____ %

17. Do you have any suggestions to improve access to or increase availability of child care? _____

We would like to learn a little about you and your family. Please answer questions 22 to 29.

18. Are you currently looking for child care?

- yes
- no
- no opinion

If yes, then please answer questions 19 to 29. If no, then you have completed the survey.

19. What type(s) of child care would you prefer?

Please answer the following questions for each child under 12 years – e.g., C1 equals “child number 1.”

C1 C2 C3 C4

- family member or friend
- nanny
- license-not-required family child care
- family child care
- in-home multi-age care
- group child care
- pre-school program
- school-age child care
- occasional child care
- other, specify: _____

20. What are some of the factors that have limited your ability to find suitable child care?

C1 C2 C3 C4

- could not find quality child care
- did not know who to ask
- no spaces were available
- not available when needed (days/hours)
- not sensitive to cultural traditions
- not sensitive or suited to special needs
- too expensive
- too far from home
- too far from school child attends
- too far from work
- other, specify: _____

21. Has the lack of suitable child care limited your:

- ability to work
- ability to find work
- ability to attend school or training
- ability to participate in the community
- other, specify: _____

Comments: _____



About You and Your Family:

Please respond to those questions that you feel comfortable answering. There is no need to provide your name or address, thus your confidentiality is maintained.

22. What is the number of parents in your household (including yourself)?

- one parent
- two parents
- other, specify: _____

23. What is the number of parents working in your household (including yourself)?

- one parent
- two parents
- other, specify: _____

24. What is your current housing situation?

- own home
- rent home
- other, specify: _____

25. Do you self-identify as being Aboriginal?

- yes
- no

26. Did you immigrate to Canada?

- yes
- no

If yes, which country did you immigrate from? _____

27. How long have you lived in Canada?

- less than one year
- one to four years
- five to nine years
- ten years plus, specify: _____

28. How long have you lived in New Westminster?

- less than one year
- one to four years
- five to nine years
- ten years plus, specify: _____

29. What is the most commonly spoken language in your household?

- English
- French
- Other, specify: _____

30. What are the names of the nearest cross streets to your home or residence? _____

Thank you for completing this important survey. Please return your completed survey to your before and after school care provider.

