

Child Care Action Plan Interview Guide - Samples

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**An example of tools that have been used in child care needs assessments
projects in B.C.**

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SAMPLE

1. Key Informant Interview Guide

Name:

Organization:

Interviewed by:

Date/Time:

The purpose of this interview is to help us understand your and your organization's perspectives on the challenges regarding child care issues, and potential improvements that can be made to current child care situation in your community. Information shared in this interview will be used to enhance child care action planning.

Participating in this interview is entirely voluntary and you may skip any questions you do not want to answer and end the process at any time. I should also mention that your responses will be summarized along with those of others to ensure personal anonymity.

1. Please describe your organization's role in child care and/or in supporting children/families.

Probe: How do you work with or collaborate with other organizations in the planning, development or operation of child care?

2. What are your/ your organizations greatest successes with respects to child care/supporting child care? What have been some of your challenges?

3. How would you describe the state of child care in your community?

Probe:

- What services are readily available?
- What services are lacking?
- What about affordability?
- What about quality?

4. Thinking back over the last 3 years, can you please describe any changes that have taken place with respect to child care in your community?

5. What is working well for parents ? What are some of the challenges parents face?

Probe:

- Are there any particular groups for whom access to child care is particularly challenging?
- Are there any specific neighbourhoods/areas that are particularly underserved/well-served?
- How do parents find out about child care?

6. What is working well for child care operators? What are some of the challenges that operators face?

Probe:

- Qualified staff
- Appropriate space
- Cost of operating service
- Local government permit and application process

7. What do you think might be some key actions/initiatives that various parties could take to improve the child care situation?

- a) Insert Name of Local Government ?
- b) The School District/Board?
- c) Senior levels of government?
- d) Community agencies or child care operators?
- e) Others?
- f) Does your organization have any plans for new child care? Do you know of anyone else who is planning for new child care?

8. If you had a magic wand to improve the child care situation in the (insert name of community, area) what are the top 3 things that you would do?

9. Is there anything else that you would like to share that would assist us in understanding child care needs and developing Child Care Action Plans for the (insert name of community, area)?

2. Child Care Providers Interview Guide

Name:

Organization:

Interviewed by:

Date/Time:

The purpose of this conversation is to help us understand local child-care centre operator's perspectives regarding current and anticipated needs and to identify those factors that contribute to a successful child-care centre or home-based facility. Information shared in this interview will be used to enhance child care action planning.

Participating in this process is entirely voluntary and you may skip any questions you do not want to answer and end the process at any time. I should also mention that your responses will be summarized along with those of others to ensure personal anonymity.

1. Please tell me about your child care centre/program and your role/s.

Probe:

- How many spaces, programs offered, how long have you been operating, how many staff, how many families registered?
- Lease or own the building?
- Work or partner with any other child care programs or organizations serving children and families?

2. Thinking back over the last 3 years, can you please describe the key changes that have taken place in your child care program.

Probe:

- Change in type of families? Longer waitlist, shorter waitlist
- Have these changes been beneficial? If so, why or why not?
- Have these changes created any challenges?
- Quality improvements (i.e.: facility upgrades, expansion)

3. Please tell me a bit about the families and children that are currently registered in your program.

Probe:

- Children who require additional support?
- New immigrants?
- Indigenous families?
- Single parent families
- Children on subsidy?

4. Do you have a waitlist? If so, how many children? What is the average wait time before a space gets offered?

5. How would you describe the state of child care in your community?

Probe:

- Accessibility? Affordability? Quality?
- What child care services are readily available? What types of services are lacking?

6. What would you say are the greatest challenges parents face today in looking for appropriate child care?

Probe:

- Are there any particular groups for whom access to child care is particularly challenging?
- Are there any specific neighbourhoods/areas that are particularly underserved/ well-served?
- How do parents find out about child care?

7. What would you say are the greatest challenges that you or other child care operators face? What have been some of your greatest successes?

Probe:

- Qualified staff
- Appropriate space
- Cost of operating service
- City Permit and application process

8. Do you have any plans for expansion?

Probe:

- If yes, what are the plans?
- If no, are there any barriers that exist that prevent you from expanding (e.g., cost, availability of suitable land or space, securing qualified staff . . .)?

9. What do you think might be some key actions/initiatives that various parties could take to improve the child care situation?

- g) Local government?

- h) The school boards?
- i) Senior levels of government?
- j) Community agencies or child care operators?
- k) Others?

10. If you had a magic wand to improve the child care situation and/or your child care operations what are the top 3 things that you would do?

11. Is there anything else that you would like to share that would assist in understanding child care needs, child care operator needs and developing a Child Care Action Plan for the (insert community) ?

SAMPLE

3. Interview Guide for Underserved and More Vulnerable Populations (can be done one-on-one, or in small groups)

Name:

Which group(s) does this interviewee identify with? (Ex. Recent immigrant, Indigenous, LGBTQ+, single parent, person with disability, parent with special needs child etc.):

Interviewed by (Name and organization):

Date/Time:

Thank you for agreeing to talk with me.

The (insert name of local Government)is working to better understand community child care needs and to develop an action plan to increase access to child care for families with children ages birth to 12 years old.

The purpose of this conversation is to help us understand your child care experiences and your child care needs. Information gathered in this interview will be used to inform the action plans. We would especially like to hear from you about what things could be done to improve access to child care for you- what would work for you.

Participating in this process is entirely voluntary and you may skip any questions you do not want to answer and end the process at any time. I should also mention that your responses will be summarized along with those of others to ensure privacy. We will not identify you - we will be pulling ideas only.

- 1. Rapport building (questions can vary, do not record): E.g. What is your name? How is your day going?**
- 2. How many children do you have? How old are they?**
- 3. What are your current child care arrangements? (i.e., family members, group child care, before and after school care etc.)**
- 4. When you think about your child care arrangements, what are you currently worried about or struggling with?**

Probe:

- What is your biggest barrier or what is the hardest about finding or using child care?

5. When you think about your child care arrangements, what are some things that are working well for you and your family?
6. If you could make changes to improve your child care situation, what would you change? What would be the perfect child care arrangement for you?
7. Do you have any other comments that you would like to share with me today?

Thank you for spending this time with me and sharing your experiences and ideas.

SAMPLE