



CENTENNIAL INFANT AND CHILD CENTRE

(for children with special needs)

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Centennial Infant and Child Centre

Parent Feedback at the end of the school year:

Spring 2018

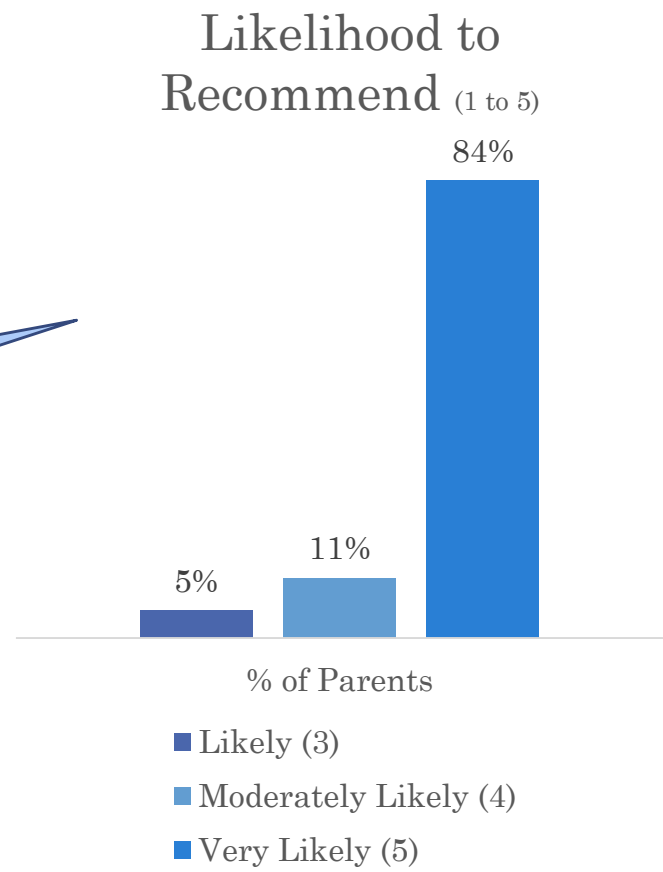
End of the year 2018 Parent Feedback: Background

- Surveys were distributed to all 56 parents whose children were attending CICC's preschool in June 2018. Note, parents with more than one child in the preschool were only given one survey to complete.
- Surveys were distributed the first week of June with two weeks to participate.
- The process was anonymous with parents filling out the paper survey and returning to a drop box in the CICC front office.
- 37 parents chose to respond for a very strong response rate of 66%

Given the opportunity, how likely are you to recommend CICC preschool?

- All Parents likely to recommend CICC's integrated preschool program
- 84% are very likely

This is the best program I can imagine for any child, not just a child with special needs. In 3-hour time at Centennial a child is getting more for their development than in a full day at a regular centre. And this statement comes from experience.

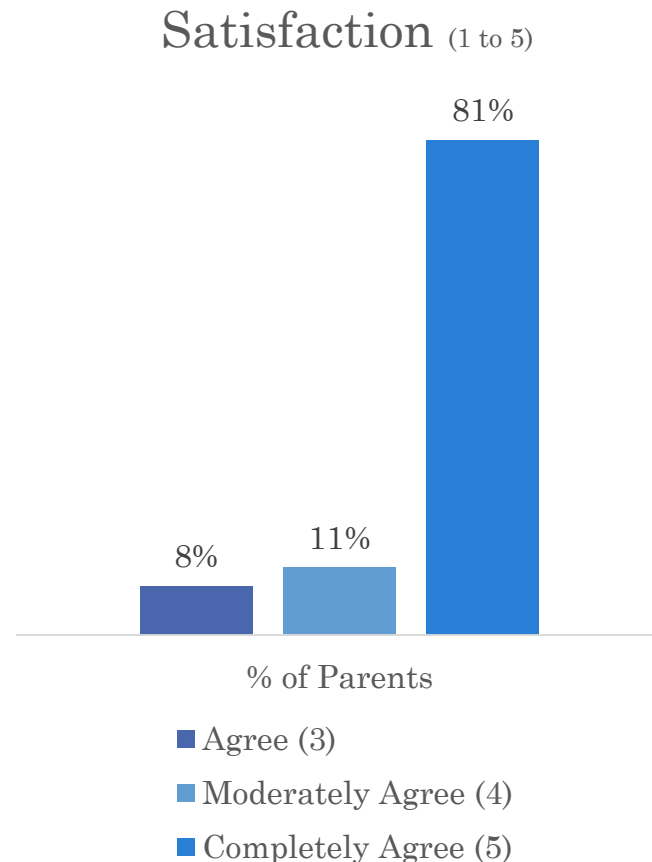


Are we achieving our goal?

CICC's mission is to:

“Strengthen families and their young children with special needs to develop the confidence and skills for the best start in life”.

- 81% of parents completely agree that we are achieving our mission.

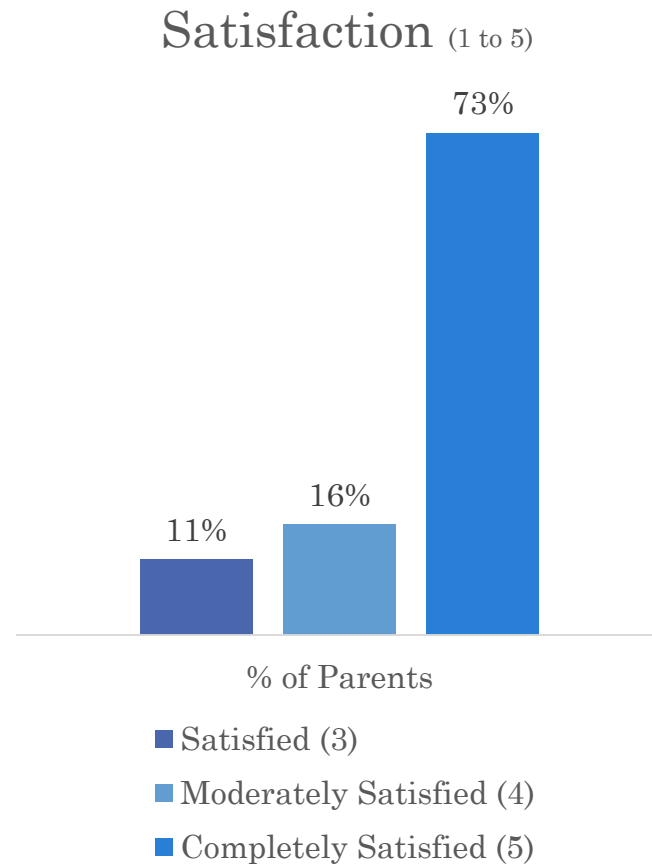


Q1. CICC's mission is to “Strengthen families and their young children with special needs to develop the confidence and skills for the best start in life”. Based on your experience at CICC so far, to what extent do you agree we are achieving this goal? (1 to 5) n=37

Overall, how satisfied are you with CICC's Preschool Program?

- Most parents are satisfied with the curriculum in the preschool.
- 73% are completely satisfied

CICC has been an amazing and enriching experience for our child. Everyone is so caring and positive. You are making a real difference in the lives of special needs children and families



Of the 73% who are completely Satisfied (score 5):

To me the centre is perfect as is. However, I wish other centres could learn somehow (maybe as part of their PD) about some of the amazing strategies and tools at Centennial and adapt them as well.

We are very satisfied with CICC's preschool program as we saw great improvement in our child

Great timetable, engaging teachers, volunteers, helpful services

Thanks so much for helping me with my son

Very satisfied but, as a working parent, found it hard to participate

Teachers were amazingly awesome! Stimulation received from the program has greatly benefitted to my son's development globally. He has cognitively developed significantly since he first joined in Feb 2017.

The program, teachers and volunteers are amazing! The place is filled with warmth and love. Every child and family is treated with the utmost respect! Special place, special program, special people

Of the 27% who are satisfied or moderately satisfied:

Overall very happy with the program but I would love more individual 1-1 for each child with OT, PT, SLP (score 4)

I'm glad to have enrolled my child in CICC's preschool program to help him grow (score 4)

I would like more consistency with volunteers. Overall I like how the program is organized and love how enthusiastic and kind the teachers are! (score 3)

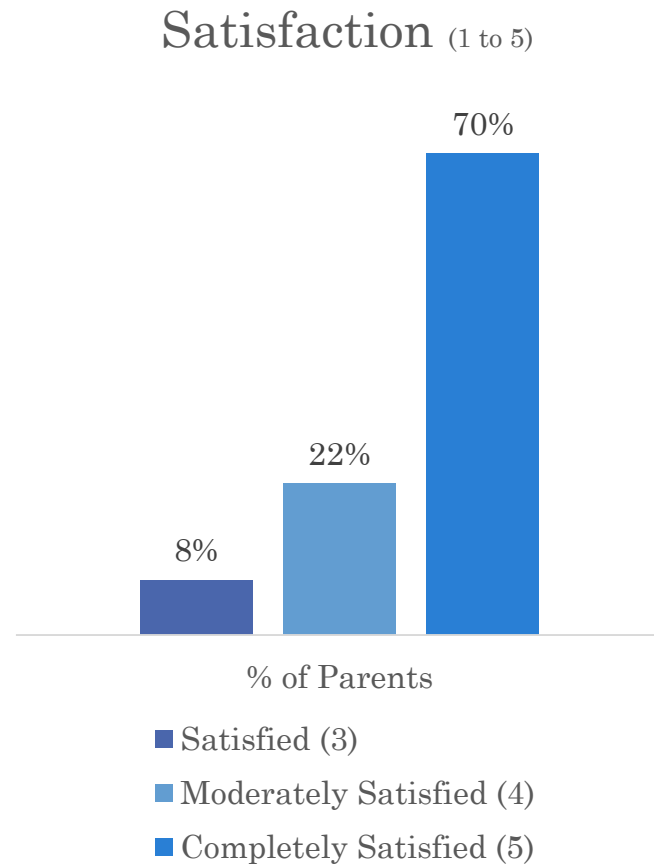
Excellent place Full of life! (score 3)

I appreciate the support of staff and volunteers but I wish I had more contact with the therapists, more parent support from them. (score 3)

How satisfied are you with the curriculum in the preschool?

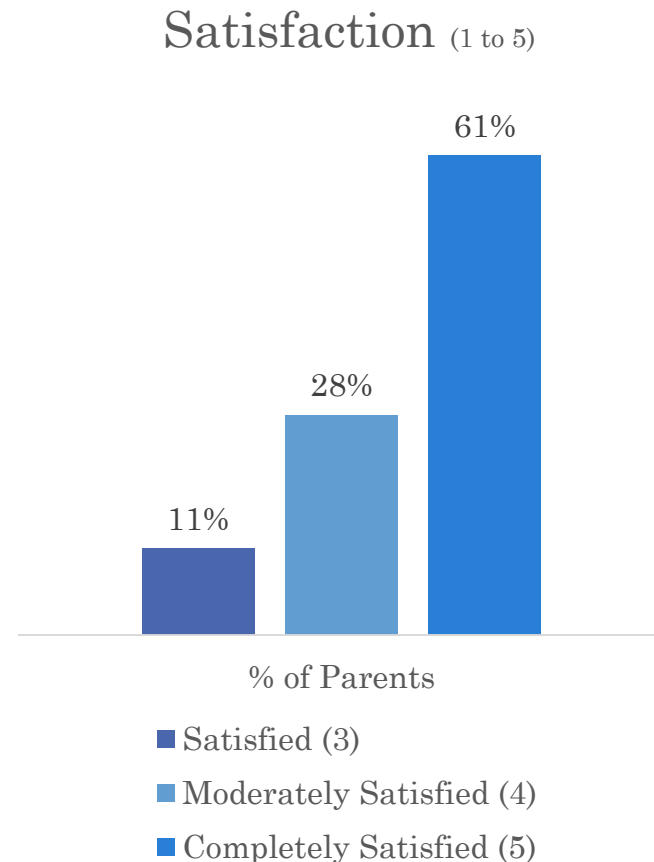
- Most parents are satisfied with the curriculum in the preschool.
- 70% are completely satisfied

CICC provides top quality programming and is a place full of love. CICC is my happy place.



How satisfied are you with the support you received regarding transition to kindergarten?

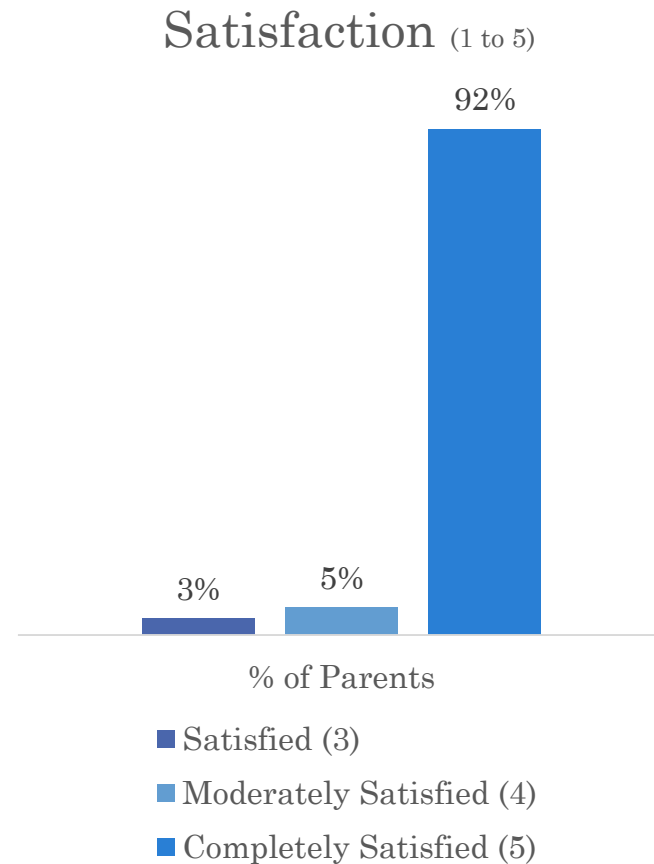
- All Parents are satisfied with the administrative aspects of CICC's such as the registration process, funding support, team meetings etc.
- 61% are completely satisfied
- Note: this question was not applicable to 19 of the parents surveys and therefore they have been excluded from the calculation.



How satisfied are you with our administration?

- All Parents are satisfied with the administrative aspects of CICC's such as the registration process, funding support, team meetings etc.
- 92% are completely satisfied

In my opinion Centennial has exceptionally good system of communication with parents such as child's journal that goes home each day, weekly emails about the theme of the week, as well as the newsletters. I really like the stories about people at centennial in the newsletters. Thank you for everything you are doing for our children! I hope to return to Centennial one day as a volunteer



Suggestions for ways to improve:

More parent activities

Bigger lounge area for parents.

Space for parents

Eliminate block sessions for speech, physio and OT. Children who need it, need it regularly throughout the year/ during the time they are enrolled.

longer program hours

larger facilities, drop off area

I know you are already working on a larger more spacious building. Perhaps offering more dedicated speech sessions, more than currently offered. Full day program?

Staff and volunteers should be required to wear indoor shoes in the class and gym especially when on the carpet. Summer program. Better parking, disability parking. Program should run over the summer months and not winter months as more virus are active during winter months