



Child and Family Centre

# Family Survey 2023 Results

**740**

Total Number of Respondents

**75%**

Completion Rate

The EarlyON Family survey is an opportunity for parents and families who have registered for EarlyON Child and Family program(s) in York Region to provide feedback on EarlyON programs and services.

## Primary location of EarlyON Child and Family Programs respondents attended

**21.4%** of respondents primarily attended an EarlyON in Richmond Hill

**16%** of respondents primarily attended an EarlyON in Markham

**12%** of respondents primarily attended an EarlyON in Woodbridge

**10.4%** of respondents primarily attended an EarlyON in Thornhill

**6.6%** of respondents have not attended an EarlyON Child and Family Program in York Region

## Top three reasons why respondents did not attend an EarlyON Child and Family Program

- Not aware of the program
- Busy/no time
- Transportation/distance



# Respondents experiences with EarlyON



## Services received

**83%** have a better understanding of their child's development



**85%** have better knowledge of community resources for their child and family

**78%** feel better able to implement strategies for their child's development

**97%** understand the value of having their child engaged in programs with other children

**84%** feel their community support network has grown as a result of attending EarlyON Child and Family program(s)

## What was most helpful

- Child activities offered during evenings and weekends
- Advice and tips shared by the staff
- Interaction and socialization opportunities with other children and families
- Learning about child development and improving communication with children
- Diverse learning and exploration opportunities
- Developing social and problem-solving skills
- Programs offered to help children gain motor skills



## How their child benefitted

**94%** of respondents reported that their child had opportunities to explore and demonstrate creativity, problem-solving, and innovation within the program

**94%** of respondents seek opportunities in their child's daily life to showcase creativity, problem-solving, and innovation

## Comments and suggestions

- Extended hours during weekends and evenings
- Additional drop-in programs and flexibility in program timings (i.e. allow for children's afternoon naps)
- Additional outdoor programs/events
- User-friendly online calendar
- More age-specific programs
- Availability of class schedules in multiple languages

