

Parent Survey

Introduction

As part of the community consultation to determine how to improve services to families with young children, a survey of parents was undertaken from April to August of 2012.

The questionnaire was produced in English, Punjabi and Spanish and could be completed either in hard copy or on line through SurveyMonkey. Parents were alerted to the project through newspaper advertisements on Surrey's *City Page* as well as on the websites of Surrey libraries, Surrey School District and the Surrey Board of Trade. As well, the June *First Call* newsletter encouraged readers to participate. Surveys were also distributed at community events and through agency programs.

In all there were 354 parents who completed the survey. 257 (72.5%) were filled out in hard copy (4 Spanish and 2 Punjabi surveys completed this way) and 97 (27.5%) were completed on line using SurveyMonkey.

Demographics of Respondents:

In all, the 354 surveys reported on a total of 443 children less than 6 years of age. There were 128 under 18 months, 122 aged 19 months to 2 years and 193 aged 3-5 years.

The majority were from South Surrey (21.8%), followed by Newton and Guildford at 17.2% each, Cloverdale at 16.1% , Fleetwood and Whalley at 8.5% and White Rock at 5.4%.

19 respondents (5.4%) did not know what community they lived in.

Respondents by Community		
Community	No.	%
South Surrey	77	21.8
Guildford	61	17.2
Newton	61	17.2
Cloverdale	57	16.1
Fleetwood	30	8.5
Whalley	30	8.5
White Rock	19	5.4
Don't know	19	5.4
Total	354	100.0

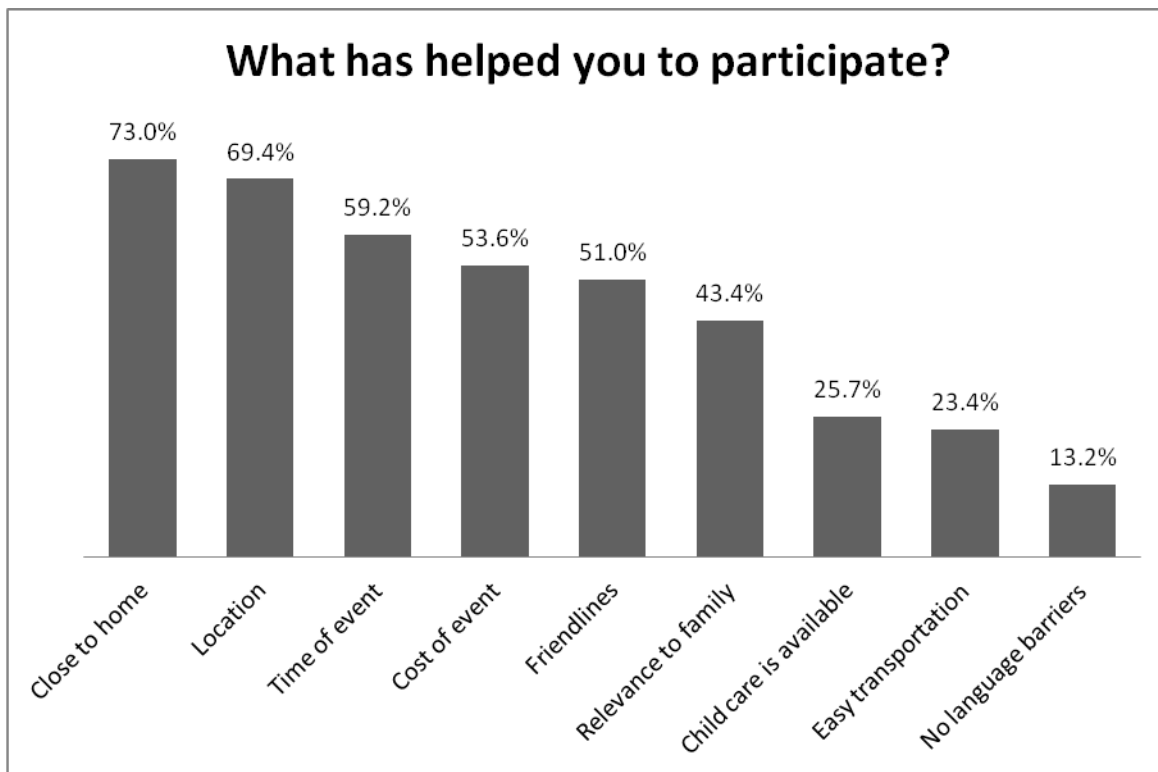
260 (80%) of respondents spoke English at home.

Of those that spoke only a non-official language at home the breakdown was:

- Chinese languages (Chinese, Cantonese, Mandarin) 19
- Punjabi 12
- Spanish 7
- Polish 5
- Vietnamese 4
- Tagalog/ Filipino 3
- Japanese 2
- Korean 2
- Farsi 1
- Hindi 1

Participation in Programs

Three quarters of all parents attend programs in their community with their children (N= 268 (75.7%)). Only one third reported that they went to programs without their children (N= 108 (31%)). See individual community analysis for details.



The most important reason given for participation in programs was that they were offered to close to home (73%). The time of the event and cost were also considerations (59.2% and 53.6% respectively).

A feeling of friendliness was cited by half of the respondents. Four out of ten (43.4%) participated because the program was relevant to their family.

A quarter (25.7%) was able to come because child care was available and 23.4% because transportation made it easy to access.

13.2% participate because there were no language barriers. By community this was most evident in Guildford and Newton.

Additional comments regarding participation were made:

- *Chance to get to know other moms. Sometimes, the weather stops me. Sometimes, I wish there was a better way to meet other ENGLISH speaking moms because so often the moms/grandmothers that show up don't speak a word of it, particularly at Family Place. I wish there was a way of encouraging them to learn more English so they can function better here. There is such a lack of English spoken that I have often felt like an immigrant in my own country.*
- *For me timing is everything! So many programs were inaccessible for us due to conflicts with nap schedules. I would go to more parenting event but I would prefer to go with my husband. Even Child care being available isn't a draw because unless my child has familiarity with the care provider chances are they won't be comfortable and it would just be distracting to go back and forth to check on them/calm them.*
- *I do not attend these things now as I work Full time but when my kids were young we attended Story times, play groups, etc. They were close to home and helped me meet other moms with kids the same age as mine*
- *My son absolutely loves the music and drop in centres in our community. They are invaluable and so important for developing early social skills, play time and to build an appreciation for music. Furthermore, Mother Goose and Alexandra House are such good supportive networks for moms to meet fellow moms.*
- *We found Strong Start to be a great way to meet parents with children the same age as our son. As he doesn't have any cousins, this is one of the few places he gets to interact with other kids on a regular basis.*

Information Sources

There are many sources of information about services or programs for families. Most use the internet to find what they want (39%), but the print medium (newspapers and leisure guides (21%)) is still important for many parents. Many rely on friends, family, program staff and health professionals.

Internet/ on-line searches	123 (39%)
Friend	74 (24%)
Leisure/ Recreation guide	47 (14%)
Health professionals (public health nurse, doctor)	26 (9%)
Newspaper	23 (7%)
Family Place	23 (7%)
Staff	21 (6%)
Library	21 (6%)
Word of mouth	18 (6%)
Family	15 (5%)
Other mothers	12 (4%)
OPTIONS	9 (2%)
Community Centre	8 (2%)

32.8% (N= 109) found it very easy to find information; 52% (N=171) found it fairly easy. 12% (N=39) thought it fairly hard and another 3.9% (N= 13) found it very hard to find out about programs. These numbers were similar regardless of whether or not English was spoken at home.

- *I just found out about community-schools partnership from working in a school. my children attend school outside their catchment and it would be nice to have this information readily available on the web. I tried searching for information relevant to my area (Sullivan) and its difficult to see what is available for my children (ages 9 & 10,5).*

40% of parents (N=130) went to programs outside their own community. Separate analyses follow to show participation by community.

Analysis by Community:

**Where do parents go with and without their children within their own communities?
Which programs do they attend outside their communities?**

1. South Surrey/ White Rock (combined) (N= 96)

Programs attended by parents with their children (rank order):

- South Surrey Recreation Centre (e.g. gym, swimming, ballet, tot soccer, “stay and play”, childminding)
- Alexandra Neighbourhood House (“stay and play”, beach house baby care)
- Camp Alexandra (e.g. Busy Bees)
- Library Story time (Ocean park and Semiahmoo Libraries)
- Semiahmoo Family Place
- Strong Start (Jessie Lee)
- Kensington Prairie (parent and baby)
- Semiahmoo Shopping Centre (Story time)
- White Rock Leisure Services
- Mother Goose
- Right from the Start
- Kwomais Music School

- *I find that the programs offered by the City of Surrey are few and far between for those parents that work full time and are looking for something in the evenings or preferably on weekends. So many programs are only offered during the day during weekdays which is great for stay at home parents but not us.*

Programs attended by parents only (rank order):

- Parenting Courses (COPEing with Toddlers, Positive Parenting, Nobody’s Perfect) at Camp Alex., Avalon Women’s Centre, KPCC
- Prenatal classes
- South Surrey Recreation Centre (pool, fitness classes)
- Support Groups (Parents of Twins, Down’s Syndrome)

Programs outside community attended by parents and their children (rank order):

- Libraries (Cloverdale, Guildford, Newton)
- Family Places (Clover Valley, Guildford)
- YMCA
- Delta Parks and Recreation (sign language course, Roaming Rascals, Sungod arena)

*“Building Neighbourhood Based Family Connections in Surrey/ White Rock”: Service Provider Survey, 2012
Survey Analysis prepared by Jennifer Cleathero, September 2012*

- French play group
- Langley Gymnastics Centre
- Newton Wave Pool
- Meditation camps for Kids, Merritt
- Science World, Aquarium, Van Dusen Gardens

2. Guildford (N=61)

Programs attended by parents with their children (rank order):

- Guildford Family Place (“stay and play”)
- Guildford Family Resource Program
- Guildford Library (Baby time, Story time, Pajama Story time)
- Guildford Recreation Centre. Sports and Leisure Complex (swim, dance, preschool, multisport, “stay and play”)
- Strong Start (Holly, Hjorth)
- SUCCESS Story time
- City Centre Library (Story time)
- Healthiest Babies Possible
- Mother Goose
- Surrey Nature Centre
- Surrey Arts Centre (art, clay)

Programs attended by parents only (rank order):

- Parenting classes (COPEing with Toddler, Triple P, library discussions)
- Prenatal classes
- Fitness classes

Programs outside of community attended by parents and their children (rank order):

- Baby time, Renfrew Library, Vancouver
- Family events throughout Surrey
- Best Babies Possible, Langley (*Better than the Surrey programs*)
- Centre for Child Development
- Fleetwood Recreation Centre
- North Surrey Pool and Recreation Centre
- Whalley Family Place
- Family events in Surrey
- Delta Parks and Recreation
- New Westminster (swimming)
- Walnut Grove, Langley (tot hockey)
- Science World

*“Building Neighbourhood Based Family Connections in Surrey/ White Rock”: Service Provider Survey, 2012
Survey Analysis prepared by Jennifer Cleathero, September 2012*

3. Newton (N=61)

Programs attended by parents with their children (rank order):

- Library Story time (Newton and Strawberry Hill)
- Newton Family Place
- Newton Recreation Centre
- Strong Start
- Newton Pool
- Mother Goose
- DiverseCity
- OPTIONS

Programs attended by parents only (rank order):

- Parenting Courses (COPEing with Toddlers, Rediscover Parenting, Right From the Start, Triple P)
- Prenatal classes
- YMCA programs (prenatal yoga)
- Community Kitchen
- Surrey Women's Centre
- SUCCESS Positive Parenting

Programs outside of community attended by parents and their children (rank order):

- Guildford Family Place (drop-in)
- YMCA (children's drop-in, gymnastics, ball sports)
- Fleetwood Recreation Centre (skating, swimming, "stay and play")
- Cloverdale Library (Ready, Set, Learn)
- North Surrey Library
- Delta Parks and Recreation programs
- Maxxine Wright
- Buddhist Temple
- Nikkei Place, Burnaby (Japanese nurse offers educational classes and pot luck meals)
- South Surrey Pool and Recreation Centre (swimming, pre-school drama)
- Whalley Kid's Play
- Spirit of the Children Men's Group

4. Cloverdale (N=57)

Programs attended by parents with their children (rank order):

- Cloverdale Health Unit (New Mom and Baby, Mommy and Me, Baby time)
- Cloverdale Library (Story time, Baby time)
- Cloverdale Recreation Centre (dance, Gym, soccer, “stay and play”)
- Cloverdale Family Resource Program
- Strong Start (Martha Currie, George Greenaway, Jessie Lee, Georges Vanier)
- Cloverdale Arena (skating)
- Don Christian Recreation Centre
- Clover Valley Family Resource Program
- OPTIONS child drop-in

- *“Several times I tried to enrol in programs in the area but there were waiting lists or they were cancelled due to lack of interest”*

Programs attended by parents only (rank order):

- Parenting classes (COPEing with Toddler, Positively Parenting Toddler)
- Prenatal and breastfeeding classes
- YMCA yoga

Programs outside of community attended by parents and their children (rank order):

- Surrey Sports and Leisure (skating, swimming)
- Semiahmoo Family Place
- Fleetwood Recreation Centre
- Strong Start (White Rock, Walnut Grove Recreation Centre)
- Mother Goose (Ocean Park Library)
- YMCA
- Fleetwood Pool
- Guildford Library (Baby time)
- “Music Together”, Elgin
- North Surrey Library
- Kensington Prairie (social recreation)
- Langley (stroller fitness, swimming at Walnut Grove community Centre and WC Blair pool)
- YMCA

5. Fleetwood (N=30)

Programs attended by parents with their children (rank order):

- Fleetwood Recreation Centre (dance, indoor soccer)
- Sports and Leisure Complex (swimming)
- Fleetwood Library (Story time, Baby time)
- Strong Start (Holly, Hjorth)
- Healthiest Babies Possible
- Holland Park (Movie under the Stars)
- Family Place

Programs attended by parents only (rank order):

- Parenting classes (COPEing with Toddler, Triple P, Right from the Start)
- Fleetwood Recreation Centre (fitness classes)
- Jim Pattison Outpatient Centre (cognitive behaviour therapy)

Programs outside of community attended by parents and their children (rank order):

- Guildford Family Place
- City Centre, North Surrey and Guildford libraries
- Guildford Recreation Centre (drop-in)
- South Surrey Recreation Centre (dance, gym)
- Community events (e.g. Party for the Planet)

6. Whalley (N=30)

Programs attended by parents with their children (rank order):

- City Centre Library (Story time, Lego time)
- Whalley Family Place
- North Surrey Recreation Centre
- PEAPS (Parent Education and Peer Support Program), Whalley
- Strong Start (James Ardiel, Forsyth)
- Mother Goose

Programs attended by parents only (rank order):

- Parenting classes (Nobody's Perfect, Right from the Start)
- Library

Programs outside of community attended by parents and their children (rank order):

- Guildford Family Place
- Guildford Library
- North Delta Recreation Centre
- Science World

Additional Comments from parents:

Family Places:

- *It would be nice to have some consistency in which day(s) it (FRP) is open. More funding.*
- *Please don't cut any more OPTIONS programs. We need more in Cloverdale.*
- *My mother and I take the kids to NFRP on a regular basis. It is a great program for kids. It is fun, informative and educational.*
- *We need more hours (at Family Place). It's so busy.*
- *Can we have more hours at Family Place?*
- *We love NFRP. We wish they were open more hours.*
- *This program (Family Place) has helped my daughter with her development. We need more programs like this.*
- *More programs for new mums and babies.*
- *I like to be part of the Family Place and the community.*
- *Guildford family Place has been a blessing for my child and myself. I come here from South Surrey. I wish they could have it on Thursdays as well.*
- *Really like the family drop-in program. Hope the hours will be back like before (10:00 to 2:30)*
- *I would like the government to provide extra funding to these programs so that more and more children and parents can attend these sorts of programs very often.*
- *It is not agreeable if the fund for family programs is cutted off due to lack of funding. This is very important for family with young children to have more programs suitable for their growing years.*
- *I would like to thank you for such a good program we really like family place. The staff work so hard for us, good programs. Lots of help, good and warm friendly environment. The staff are our friends. I have such a good feeling about this place and staff and all their hard work. I know the staff for so long I never get upset with them. They always smiley and happy and warm. Thank God for them.*
- *The Guildford Family Place has been wonderful for my daughter and the friendly staff and atmosphere makes it a great place to go and have fun together.*
- *These kind of programs are really very important for our community. We should have more of them.*
- *I appreciated the introduction to the dentist offered for my son at Guildford family place - they only counted his teeth, but it was positive!!! He also had one of his shots done there once by a public health nurse which made it pretty convenient because then I didn't have to make a separate appointment for the doctor.*
- *When our daughter was young (6months - 18 months), before she started full time daycare, we attended the drop-in at Alex House in Crescent Beach (LOVED!!!! Shelly was sooo friendly and welcoming and our daughter was so happy there), as well as the Rec Center drop in at South Surrey Rec (was also good, different atmosphere entirely), and a few times went to Semhiamoo Family Place when it was in the old location at*

24th/KGH, but we stopped quickly because it was terribly run....kids just run amok with moms sitting on benches not paying attention, always had to break up altercations between kids, my kid got run down by older kids going bonkers with nobody paying attention, etc. But the other two programs were really good and I still talk highly about them to new moms. Not sure what I would have done without them when our daughter was small saved my sanity for sure. :-)

- *We really like the program. Children enjoy here and learn how to share with other children. They play together and make friends and this makes it easier for us too. (Punjabi survey)*
- *We are really happy with the program. Children learn so much here. They have a good time so we do. (Punjabi survey)*

Mother Goose:

- *I was sad to hear the end of Mother Goose.*
- *We were disappointed that Mother Goose was cancelled. My baby is 4 months old so we only have 2 more months at Baby Group.*

Parenting Programs:

- *This program (Triple P parenting) should be mandatory for all people who are having children or who are in charge of developing or child-minding. Thanks Kim and Bearnice for sharing your expertise and passion with us.*
- *Please promote through SUCCESS for new immigrants.*
- *Thank you immensely for these invaluable and wonderful programs in our community!*
- *Parenting class is great.*

Time Crunch:

- *I work full-time and have no time. Also not enough money to pay for activities.*
- *Cannot drive and have limited income.*
- *I work full-time and have no time. I am also a single Mom and find things very difficult for people who have limited English and resources.*
- *The hours for most programming are difficult for working parents. Many activities are during the day or start at 5 which is impossible for working parents. There needs to be more evening and weekend options for working families.*

Child Care:

- *Before and after school care has been extremely difficult for me to find for my daughter who will be starting kindergarten in September going to Morgan Elementary in south surrey. I was fortunate enough to find a spot for her, but there was very little choice available. There should be more licensed care available in surrey for infants/toddlers as well - it is almost impossible to find reputable childcare for this age group. My hope is the results of this survey will work to improving this.*
- *It is important to have quality daycare -- both in terms of safety for the children as well as educational to develop their minds/bodies/social skills -- that is affordable. Many families stress over money and, if a large amount of their paycheque goes towards childcare (and perhaps not good childcare), this is a big stress. As a community, we*

should try and alleviate this by providing a place their (OUR!) children can go that is safe and affordable. I am lucky to have my child attend A Place to Grow here in Surrey. Very lucky.

Transportation Issues:

- *I am a new immigrant to Canada. It is very difficult for me to commute anywhere because I don't know driving. I have two kids. I want them to learn but I have to take them in stroller everywhere. The weather makes it harder. My kids go to school 5 days in two weeks. That is not enough but we don't have more opportunities. Govt shudder make arrangements in schools because schools are always near to homes*
- *I find there are not many programs in the white rock area that are walking distance to my home. This would be beneficial for my caregiver to be able to walk my kids to events during the day. Can we offer kids programs at kent community centre or white rock community centre for drop in? Or can we offer anything at the elementary schools such as peace arch or White rock elementary?*

Lack of Services:

- *We are in the Panorama/Sullivan area (up behind the YMCA) and it really is a forgotten little area from the perspective of community services. No library or city recreation area nearby (i.e. within walking or 5 minutes drive). So, the YMCA gets most of everyone's business. Sometimes it is just not convenient to drive the 10-15 minutes in traffic to Newton, or Cloverdale (especially with after school traffic along #10) or South Surrey. And transit is useless in this area, especially with kids (unless you have an extra couple hours to waste). Would love to have more services here -- there is land behind the IGA that the province might be selling! Maybe the City could buy it (: (:*
- *Since we moved to North Surrey we found there are not many after-school and recreational centre activities for children 0-7 to choose from. We have to go further afield to Guildford or South Surrey, which is too far to go by bus or in cold season.*
- *We need an indoor pool and new ice rink in Cloverdale. But I think everyone has known that for a long time.*
- *More preschool programs for 2-3 year olds on Sat or Sun.*
- *My kids are both older than 5 yrs old. Often I sign them up for programs in the community and then the program gets cancelled due to low registration. By then, other things are full and they have no activities. I've given up. Skating fills up too fast and you can't get spots on dates/times that work.*
- *Need more after school/weekend time slots for activities for both kids and adults. Kids are in school and adults work so how are we suppose to get them into activities when not home until dinner?*
- *We need more small children program in our community. The population at south surrey area increasing rapidly, especially young family. We do not have enough programs to meet their needs. Everywhere I goes with my little one are full of people with younger kids. We still need better programs in south surrey center for young kids.*
- *If there was any way to continue Strong Start throughout the summer (or even part of*

*""Building Neighbourhood Based Family Connections in Surrey/ White Rock": Service Provider Survey, 2012
Survey Analysis prepared by Jennifer Cleathero, September 2012*

the summer; i.e. 2-3 days per week), this would be good.

- *Surrey should have either more schools with strong start or have 2 shifts a day the classes are too full and we have to be there right at the start to attend.*

Other Comments:

- *If there were not free programs, lots of parents would miss out on great information.*
- *More child-parent participation programs.*
- *Two choices for pyjama storytime (one earlier and one at 6 or 7) If child care was included in programs at a reasonable cost it would make them more accessible. best Babies was the most significant social experience and I think Surrey would benefit from having an identical program.*
- *It would be nice to have childminding option available if parents want a quiet reading time.*
- *Usually parents pay for some kind of program and later once it's finished they do not purchase the course again. I think it's quite important to create not only short-time programs such as, for instance 10 course program, but 6 months option course with a cheaper way to pay... This way we create an ongoing participation for the child attending the program.*
- *Please promote through S.U.C.C.E.S.S., that's the easiest way for us to get the info*
- *My son LOVED Lego Club at the Whalley/Central City branch. I'd love to see it offered more often, especially on Pro-D days! One day there was an impromptu Lego Club on a Pro-D Day and it was just lovely. My son (5) also very much enjoyed School Age Stories. I'd love to see a story time geared toward slightly older children (say, 5-8) that incorporated some non-fiction with fiction and songs. My son especially liked the interactive stories that included the felt board. He also very much liked the Central City School Aged Story Librarian/Storyteller :)*
- *Would be great to continue programs like Daddy story time. Didn't know about it until it was almost over for the season.*
- *I would really like to see more drop in story time options in our community. When my son was younger we used to go to the Ocean park library drop in story time. We haven't attended any library story time since they all became registration required.*
- *Hoping according to population situation to add more children programs and locations.*
- *Cutting programs that are free and accessible to families is harmful! We love interacting with other families and having bonding time outside the home.*
- *It is easier with young children to have services within Surrey and that are available without long-term commitment.*

Appendix 1: Parent Survey



PARENT SURVEY

The Children's Partnership of Surrey / White Rock together with DIVERSEcity, OPTIONS Community Services and Alexandra Neighbourhood House are working on a project to assess how we can better serve families with children under 6 years in Surrey and White Rock. An important part of this study is this survey which gives you an opportunity to provide information about your own family's needs. All the information will be kept confidential and identifying personal information is not required.

***This parent survey can also be completed on-line at
<https://www.surveymonkey.com/s/MBLDS9J>***

1. Please indicate which community you live in?

- Cloverdale
- Guildford
- Newton
- White Rock
- Fleetwood
- Whalley
- South Surrey
- Don't know

2. Do you currently attend any programs in your community with your children? (e.g. library storytime, parent/ child drop-in, a community recreation program, family place, etc)

- Yes
- No

3. If yes, which ones do you go to? If possible, please indicate the name and location of the program.

.....

.....

.....

.....

4. As a parent, do you go to programs without your children? (e.g. parenting program, prenatal education, etc.)

- Yes
- No

5. If yes, which ones do you go to? If possible, please indicate the name and location of the program.

.....

.....

.....

.....

6. What has helped you to participate?

- Location
- Easy transportation
- Time of event
- Friendliness
- No language barriers
- Close to home
- Relevance to my family
- Cost of event
- Child care is available
- Other (specify).....

7. When you are looking for information about services or programs for your family, how do you find out about them? Who do you ask?

.....

.....

.....

.....

8. How easy is it to find the information?

- Very easy
- Fairly easy
- Fairly hard
- Very hard

9. Do you go to any programs with your young children outside of the community in which you live?

- Yes
- No

10. If yes, please tell us where you go and the name of the program.

.....

.....

.....

.....

Please tell us about your family

11. How many children do you have living with you some or all of the time?

Aged 0 to 18 months	
Aged 19 months to 2 years (child has not had their 3 rd birthday yet)	
3 to 5 years old	

What language(s) do you speak at home?

12. If you would like to add other comments, please do so here.

.....

.....

.....

.....

THANK YOU FOR TAKING PART IN THIS SURVEY