

**COOK'S SCHOOL DAY CARE INC. – SATISFACTION SURVEY**  
**COOK'S CHILD CARE PROGRAM • COOK'S HOME CHILD CARE AGENCY • VICTORIA PARK CHILD CARE CENTRE**



**Dear Parent or Guardian,**

Cook's School Day Care Inc. values your opinions. Please complete the survey below and return it to your Program office. If you have suggestions for changes, please offer your thoughts. If you are willing to assist with exploring ways to make changes that could enhance our service, your support is welcomed!

Please note that we are required to tabulate all responses and forward the results to the County of Northumberland Child Care Department. Your identity is kept completely confidential. We appreciate your feedback!

**Return Date: February 24, 2012**

AREA OF SERVICE	QUALITY RATING					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know
<b>ORGANIZATION AND ADMINISTRATION</b>						
Our Organization promotes and demonstrates high quality early learning and care.						
Administrative Staff (Supervisor/Executive Director/Other) is responsive to communications in a timely fashion.						
Receive sufficient information sharing through newsletters, written notices and/or posted notices.						
Parents receive information they need about the Programs. A detailed Parent Handbook, which outlines the Organization's policies, is provided upon enrollment and annually thereafter.						
The Organization's Licences to operate are posted for viewing.						
<b>EARLY LEARNING AND CARE PROGRAMS</b>						
Programs are developmentally appropriate, stimulating, enjoyable and fun.						
Programs have a good balance of structured/unstructured activities throughout the day; opportunities for choices are provided.						
Calendar of activities, program plan, and daily schedule are readily available for viewing.						

**COOK'S SCHOOL DAY CARE INC. – SATISFACTION SURVEY**  
**COOK'S CHILD CARE PROGRAM • COOK'S HOME CHILD CARE AGENCY • VICTORIA PARK CHILD CARE CENTRE**

AREA OF SERVICE	QUALITY RATING					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know
<b>EARLY LEARNING AND CARE PROGRAMS (continued)</b>						
My child is being well prepared to continue his/her social development and education.						
<b>CENTRE TEACHERS / HOME CHILD CARE PROVIDERS</b>						
Enjoyment of children is displayed.						
Quality interactions and communications between adults and children are observed.						
Quality interactions and communications between adults and parents/guardians are experienced.						
Quality interactions and communications between teachers are observed, if applicable.						
Sufficient Teachers are present to ensure appropriate supervision and interactions, if applicable.						
Appropriate and supportive behaviour management techniques are observed.						
Support is given to children and families (made to feel welcome; help with separation).						
Adults are non-judgemental of and sensitive to family issues.						
Teachers, Providers and Administrators demonstrate genuine concern for the well being of the children.						
<b>NUTRITION</b>						
Menus are readily available for parent/guardians to read; menu changes are posted.						
Sufficient servings are provided for snacks and meals.						
Meal and snack times are relaxed, pleasant experiences.						

**COOK'S SCHOOL DAY CARE INC. – SATISFACTION SURVEY**  
**COOK'S CHILD CARE PROGRAM • COOK'S HOME CHILD CARE AGENCY • VICTORIA PARK CHILD CARE CENTRE**

AREA OF SERVICE	QUALITY RATING					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know
<b>NUTRITION (continued)</b>						
The menu offers a good selection from all food groups. What is offered is nutritious and interesting.						
The menu is rotated on a regular basis and adjustments are made seasonally.						
When the family prepares and supplies menu items for a child with food allergies, the adults ensure the items are served appropriately.						
<b>PHYSICAL SPACE</b>						
Children and adults are provided with a safe and well-maintained space.						
Sufficient number of program supplies, toys, games and equipment are provided.						
Program supplies, toys, games and equipment are in good repair and replaced as needed.						
Activity areas are inviting, stimulating, warm and friendly						
The outdoor play space and equipment are well kept and encourage active play.						
The indoor and outdoor play spaces are monitored to ensure safety at all times.						
<b>PARENT INVOLVEMENT</b>						
Opportunities are available for parent involvement: invitation to Annual Parent/General Meeting; opportunity to join Parent/Community Member Board of Directors; assisting with special events (Dragon Boat, Golf Tournament); participating in fundraising, etc.						
It is important to give input and suggestions to help make this service the best it can be.						
Joining the Board of Directors is a good opportunity to support Cook's School Day Care Inc. in its endeavour to provide a high quality early learning and care service for community children and families.						

**COOK'S SCHOOL DAY CARE INC. – SATISFACTION SURVEY**  
**COOK'S CHILD CARE PROGRAM • COOK'S HOME CHILD CARE AGENCY • VICTORIA PARK CHILD CARE CENTRE**

AREA OF SERVICE	QUALITY RATING					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know
<b>PARENT INVOLVEMENT (continued)</b>						
Attending the Annual Parent Meeting (held in September) is a good chance to show support, find out "what's happening" with Cook's (finances/spending, new projects, etc.) and meet other families/staff.						
<b>HOURS AND DAYS OF OPERATION</b>						
Currently Cook's Home Child Care Agency offers extended hours and days of service in home-based settings (weekends, evenings, early morning, overnight). The centre-based locations (Cook's Child Care Program, Victoria Park Child Care Centre) operate Monday-Friday, 6:30am-6pm.						
The hours of operation in the centre-based programs meet my needs.						
If they do not, please say more:						
The days of operation in the centre-based programs meet my needs.						
If they do not, please say more:						
<b>THE AGES WE SERVE</b>						
Currently Cook's Home Child Care Agency offers early learning and child care for children 3 weeks to 12 years of age. The centre-based locations (Cook's Child Care Program, Victoria Park Child Care Centre) offer early learning and child care for children 12 months to 12 years.						
The ages served meet my needs.						
If they do not, please say more:						

**COOK'S SCHOOL DAY CARE INC. – SATISFACTION SURVEY**  
**COOK'S CHILD CARE PROGRAM • COOK'S HOME CHILD CARE AGENCY • VICTORIA PARK CHILD CARE CENTRE**

AREA OF SERVICE	QUALITY RATING					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know
<b>OUR WEBSITE</b>						
If you have visited our website, <a href="http://www.cooksdaycare.ca">www.cooksdaycare.ca</a> , please tell us what you think. If you have not visited our site, please check it out and tell us what you think.						
<b>OUR MISSION STATEMENT</b>						
Please read both our current Mission Statement below and the proposed revised Mission Statement.						
<b><u>1985 to Present</u></b>						
The purpose of Cook's School Day Care Inc. is to meet the needs of the children and families of Northumberland County by providing both home and centre-based early learning and child care, as well as, training and support services to the community.						
<b><u>Proposed Revision</u></b>						
Cook's School Day Care Inc. provides quality home and centre-based early learning and child care for the families in our community in a safe, engaging and inclusive environment that promotes friendship and life-long learning.						
Do you support the proposed revised Mission Statement? YES (    ) NO (    ). If no, please comment.						
<b>PLEASE TELL US MORE</b>						
<i>We welcome your comments, questions and suggestions. Thank-you.</i>						