



In order to provide the highest quality service, the CCRR is conducting a program evaluation. The survey is an integral part of a comprehensive evaluation process, and as such, we value your input and hope you will be as candid as possible. The results of this survey will help us monitor our current activities and plan for future development. Please note, the CCRR will not keep data on individual child care provider responses.

Please assist us by completing this survey and returning it to us in the self-addressed envelope by July 1st, 2008. If you have any questions regarding this survey, please contact Wendy Harvey at our Tri-Cities office at 604-937-1231.

Tell us about yourself!

Are you a member of the YMCA CCRR? Yes No

How did you hear about our Program: Advertisement Word of Mouth Fraser Health Authority
 letter of introduction from CCRR Other (Please specify):

I provide child care in:

Anmore Belcarra Burnaby Coquitlam
 New Westminster Port Coquitlam Port Moody

I am a:

Registered Licence-Not-Required Child Care provider
 Licensed Family Child Care Provider
 In-Home Multi Age provider
 Group Child Care Provider (includes Infant/Toddler; 30 months – 5 years; School Age; Preschool)
 Community Service Provider
 In the process of CCRR registration
 Other

Training:

Early Childhood Education ECE student
 Introduction to Family Child Care Good Beginnings
 Other:

I have provided child care:

Less than one year One to 5 years Over 5 years

Accessibility

The YMCA CCRR operates two offices—one located at 250 Willingdon Avenue in Burnaby, and one located at 1130 C Austin Avenue in Coquitlam.

1. Have you visited either of our offices? Yes (*proceed to 1b.*) No (*proceed to 1a.*)

1a. If you answered “No” to question 1, please indicate your reasons. Select all responses that apply.

Office hours are not convenient.
 Office location is not convenient.
 Parking is difficult.
 I have not needed to visit the office in person.
 Other (please type response):

1b. If you answered “Yes” to question 1, please rate the following:

	Poor	Fair	Good	Excellent
Location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CCRR Staff

Please rate your experience with our staff.

CCRR staff are readily available: Yes No
 CCRR staff are helpful: Yes No
 CCRR staff are welcoming/friendly: Yes No
 CCRR staff provide accurate information: Yes No

Resource & Toy Lending Libraries

The YMCA CCRR provides toy and resource lending libraries in our Burnaby/New Westminster & our Tri-Cities offices. These libraries are comprised of over 3,000 items and include toys, activities, activity boxes, felt boards, puppets, resource kits, literacy bags, CD's, and resource books. The library is accessible during regular hours of operation, which include selected evenings and Saturdays. Please rate your experiences with our library:

1. Have you borrowed from our library? Yes (*proceed to 1b*) No (*proceed to 1a*)

1a. If you answered "No" to question 1, please indicate your reasons. Select all responses that apply.

- Hours are not convenient
- Accessibility is difficult (ie, location of office, or transportation)
- Parking is difficult
- Lending policies are restrictive (ie, length of borrowing time, replacement policy)
- I have no need to access toys/resources
- Other:

1b. If you answered "Yes" to question 1, please rate the following:

	Poor	Fair	Good	Excellent
Quantity of items available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of items available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of access to items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Workshops and Training Opportunities

The YMCA CCRR offers workshops & training opportunities at both locations. Please rate your experiences with regards to workshops and training opportunities.

1. Have you attended training offered by the CCRR? Yes (*proceed to 1b*) No (*proceed to 1a*)

1a. If you answered "No" to question 1, please indicate your reasons. Select all responses that apply.

- Hours are not convenient
- Workshop(s) full
- Accessibility is difficult (ie, location of office, or transportation)
- Cost is a barrier
- I do not have time to attend training
- Childminding is not available
- Training schedule is not of interest to me
- Other:

1b. If you answered "Yes" to question 1, please rate the following:

	Poor	Fair	Good	Excellent
Frequency of training events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selection of training opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content of training opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Days/Hours of training events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate all training topics you would find of interest:

- Art Activities
- Business Practices
- Child Development
- Guiding Behaviour
- Health & Safety
- Emergent Curriculum
- Infant/Toddler
- Science
- Language/Storytelling
- Music & Movement
- Networking
- School-Age Care
- Social/Emotional Development

Additional comments or requests:

Newsletters & E-Updates

The YMCA CCRR produces two quarterly newsletters—*The Child Care Professional*, which is intended for child care providers, and *The Parent Page* which focuses on articles and activities which would be of interest to families. These newsletters are distributed quarterly by email or Canada Post.

In addition, the YMCA CCRR produces monthly electronic updates which are available to email subscribers. These updates are intended to provide caregivers with current information on government announcements, CCRR activities, community events and training opportunities. Please take a moment to rate our newsletters and e-updates.

	Poor	Fair	Good	Excellent	N/A
Overall quality of Child Care Professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usefulness of articles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content of activity pages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall quality of The Parent Page	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall quality of e-updates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Drop-In Opportunities

The YMCA CCRR has offered various drop-in opportunities over the last year. Please rate any of these opportunities you participated in.

	Poor	Fair	Good	Excellent	N/A
Child Care Provider Storytime @ the Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caregiver drop-in at Circle of Friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate your preferred location for drop-ins:

- Anmore Belcarra Burnaby Coquitlam
 New Westminster Port Coquitlam Port Moody

Additional Comments:

Please include any additional feedback you would like to share with our staff.

Thank you for taking the time to participate in this program evaluation.