



Directly Operated Early Learning & Child Care Centres

Annual Parent Survey

2021/2022 Comparison Summary

Annually, the Directly Operated Early Learning and Child Care Centres (ELCCs) in Durham Region administers a survey asking parents and caregivers of children who attend Directly Operated ELCCs to provide feedback on the quality of service. The following document provides a comparison summary of the 2021 and 2022 results. Overall, results show that high quality service continues to be demonstrated throughout our centres during the pandemic and as we transition into recovery.



Satisfaction rating out of 5 in 2021 and 2022

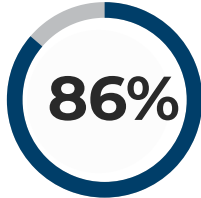


HIGH QUALITY

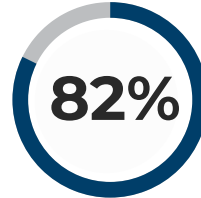
In 2022, the Directly Operated ELCC survey categories demonstrated that participants had the following high agreeableness rates compared to 2021¹



Child Experiences
compared to 89% in 2021



Classroom Educators
compared to 84% in 2021



Parent Experiences
compared to 80% in 2021

Annual Parent Survey Measurement Statements ² Level of agreement on a scale of strongly disagree (1) to strongly agree (5)		2021	2022	Directional Change
	My child's ELCC promotes the health, safety and well-being of my child.	4.7	4.8	↑
	My child benefits socially, emotionally and physically from the ELCC's positive approach.	4.7	4.8	↑
	My child feels welcomed in the centre and has a sense of belonging in the ELCC.	4.7	4.8	↑
	Classroom Educators are approachable, provide up-to-date information, and answer my questions	4.5	4.8	↑
	Classroom Educators at my child's ELCC are knowledgeable and understand the individual needs of my child.	4.7	4.7	—
	Classroom Educators are bringing new ideas/strategies into my child's classroom(s).	4.7	4.7	—
	As a parent, I am welcomed at my child's ELCC.	4.7	4.9	↑

Increase
 Decrease
 No Change

Data Notes:

Total number of survey participants 2021, n= 190 and 2022, n =195.

¹The Directly Operated ELCC Annual Parent Survey includes three categories: Child Experiences, Classroom Educators, and Parent Experiences that consists of a number of relevant measurement statements that participants are asked to rate on an agreeableness scale from (1) Strongly Disagree to (5) Strongly Agree. For the purposes of this summary, consistent statements that were included in each category were summarized to provide the average high agreeableness rate for each category. High Agreeableness Rate is the percentage of participants who indicated that they either strongly agree or agree with the measurement statements within the specified category of the survey.

²Annual Parent Survey Measurement Statements are presented as the total average rating for each statement based on the agreeableness scale from (1) Strongly Disagree to (5) Strongly Agree.