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Wee Care Manual hard copy or online version: What is used the most by licensed child care programs in Durham Region?

Wee Care Manual Survey Results



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Background

“Wee Care Manual: A Health and Safety Resource for Child Care Providers” is a 200+ page educational resource developed by the Durham Region Health Department (DRHD). The goal of the manual is to provide child care providers with practical information from various health department programs that is useful to their daily work in promoting health, safety, wellness and supporting compliance with legislative requirements.

Hard copies of the manual have been provided to all the licensed child care programs in Durham Region and are available upon request. A downloadable online PDF version was also available at durham.ca until December 2017 before the website was redeveloped, at which time the online manual was removed.

The resource was not originally created in accessible format when it was first developed as with many other health department online resources at the time. The Accessibility for Ontarians with Disabilities Act (AODA) now requires all government sectors to ensure that all existing Internet websites and web content conforms to certain accessibility standards. Since the Wee Care Manual was not in accessible format it could not be posted online on durham.ca.

To reformat the content of the manual into accessible format was assessed to be a significant task and therefore, the health department wanted to ensure that there was justifiable reason to continue offering an online accessible version.

Web traffic of the manual’s landing page on durham.ca between Dec. 11, 2015 to Dec. 11, 2017 was examined. However, the web traffic report only provided statistics on how many visits to the web page where the manual was located but not how many clicks/downloads specifically on it. As a result, the DRHD conducted a survey to find out how child care programs access the manual to determine which course of action to take.

Methods

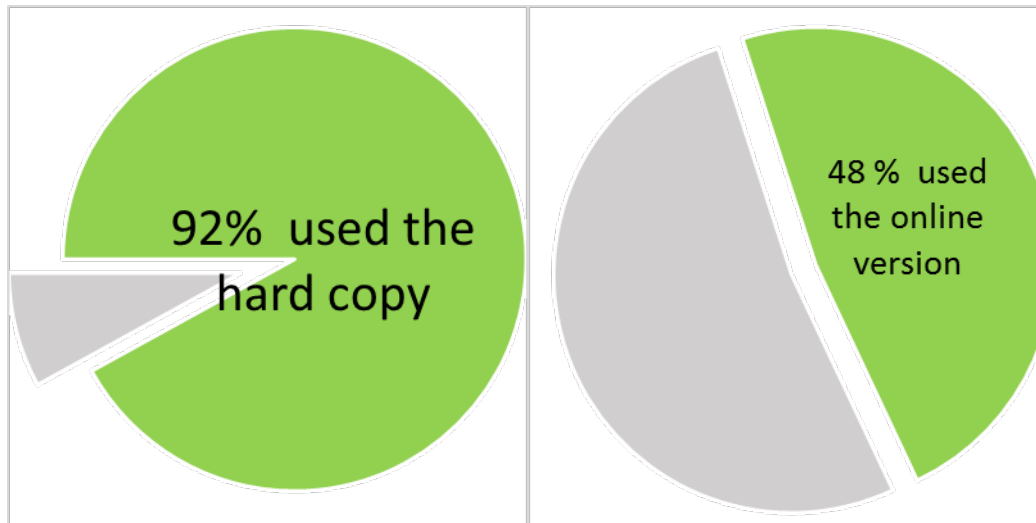
An online survey was launched between Nov. 1 to Nov. 13, 2018. The purpose of the survey was to find out how child care operators/supervisors and staff access this resource. The results would help DRHD to decide if there was value to continue offering an online version of the manual.

The online survey link was emailed to operators/supervisors of 254 licensed child care centers in Durham Region. Each child care location was asked to complete a survey. The survey was open between Nov. 1 to Nov. 13, 2018. No reminder was sent.

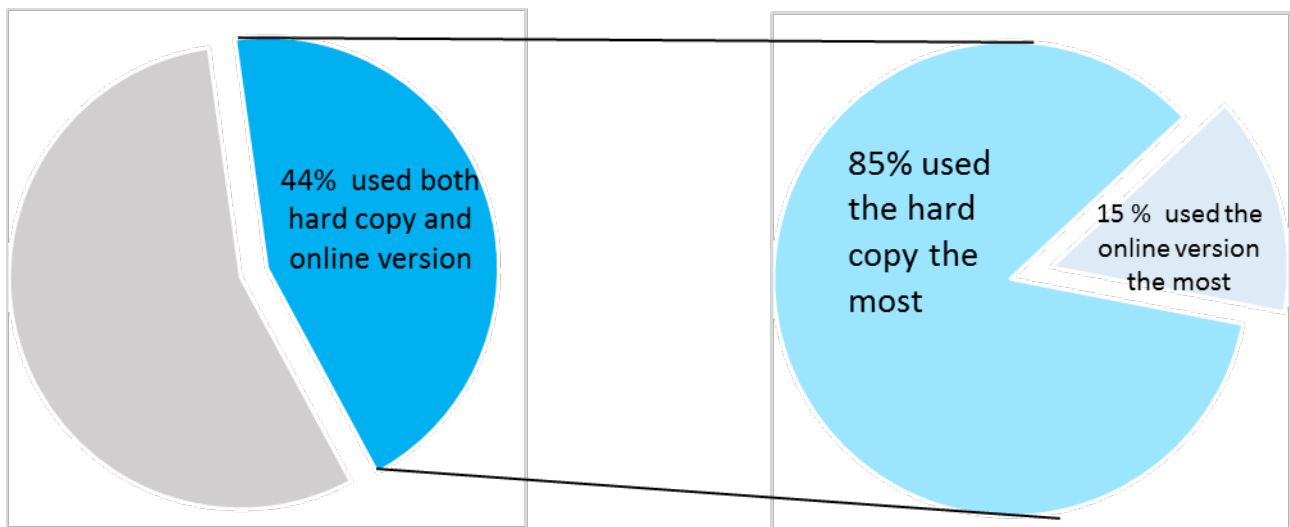
Results

- **106** child care centers completed the survey, with a response of 42%(106/254)
- **97%** (103/106) of the child care centers reported that they *had a hard copy* of the Wee Care Manual at their center
- **92%** (97/106) of the child care centers reported that staff, including operators/supervisors, used the hard copy Wee Care Manual or requested one from the health department.

- **48%** (51/106) of the child care centers reported that staff, including operators/supervisors, had used the Wee Care Manual on-line (this included going to the website to review the online PDF version or to download/print).



- **44%** (47/106) used both the hard copy and the online version.
- Among those who used both online and hard versions, **85%** (40/47) reported that they used the hard copy the most, and the rest **15%** (7/47) used the online version the most.
- Among all the respondents, only **6%** (7/106) used the online version the most.



Recommendation

The hard copy version of the Wee Care Manual is always available upon request and provided to all new licensed child care programs in Durham Region. In addition, a PDF may also be specifically provided upon request. Based on the above survey results it was recommended that an online accessible version of the Wee Care Manual not be created at

this time. In future revisions consideration may be given to developing an accessible version of the manual. This will be dependent on health department resources to ensure that we are balancing the needs of the facilities we serve with the resources we have.

Inquiries about this report may be directed to the Program Manager for Child Care Centres through the Environmental Helpline at 1-888-777-9613 or EHL@durham.ca.