



# Directly Operated Early Learning & Child Care Centres 2024 Parent Survey

We asked parents and caregivers of children who attend Directly Operated Early Learning and Child Care Centres (ELCCs) in Durham Region to provide feedback on the quality of service. Here are some of the participants' responses:



**201**  
survey  
responses



**8 of 8**  
ELCCs



**97%**  
satisfaction  
rate

**4.8**



Average rating out of 5

“My child has had a wonderful experience. The educators are knowledgeable and help support any goals I want to work on. They collaborate with me and keep me updated with any concerns. My child feels safe there.”

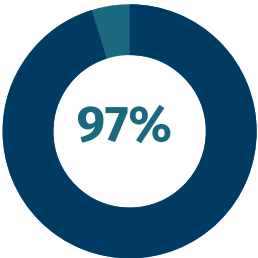


## Our Parents & Caregivers



**99%**

My child is provided with many opportunities to participate in a mix of activities, such as indoor and outdoor play, active play, quiet play, as well as the ability to communicate with others.



My child has developed positive, meaningful relationships and connections with the educators in the ELCC.



My child benefits socially, emotionally and physically from the ELCC's positive approach.



I am welcomed at my child's ELCC.



My child's ELCC promotes the health, safety and well-being of my child.

## Communication



93%

I am invited to share my opinions and information about my child at the child care program.

## What we heard from parents...

"My son looks forward to this program because of the relationships he has with the educators as well as the activities."

"It's been very rewarding and peaceful for me as a parent."

"Overall, an excellent experience. Recommend to others."



## Goals to move us forward

- Make children's role in planning visible through documentation and parent communication.
- Provide more information to parents about supports from local community partners like Grandview Kids, Kinark and Children's Development and Behavioural Supports.
- Provide more opportunities for parents to meet with educators to discuss their children's development and progress in the program.

