



2006 Yukon Child Care Survey

Report on the results of the Yukon Licensed Child Care Services User Questionnaire

September, 2006

Prepared by the Yukon Bureau of Statistics for
Child Care Services Unit
Department of Health & Social Services
Government of Yukon

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This report discusses the main design, methodology, and findings of the Yukon Licensed Child Care Services User Survey.

1. Background and Rationale

The purpose of the survey is to assist the department of Health and Social Services Child Care Services Unit to better understand:

- the concerns users of licensed child care services have with day care services
- the concerns users of licensed child care services have with the regulations governing child care services
- how the Child Care Services Unit can improve their services to the users of licensed child care services.

Information gathered through this survey will be used to plan for changes or improvements to the current system.

The following agencies were involved:

- Yukon Department of Health and Social Services, Child Care Services Unit
- Yukon Bureau of Statistics

2. Main Constraints

The main constraints in the design and interpretation of the Licensed Child Care Services User Survey are:

- Limited ability to generalize the results of the survey to all parents/guardians using licensed child care services. Respondents to the survey were limited to a random sampling of only those who receive a child care subsidy from the Government of Yukon (or had received a subsidy in the last fiscal year.)
- Veracity of respondent answers. Although respondents were assured confidentiality and anonymity by the interviewer, concerns over losing their subsidy or other ramifications may have made respondents a little less forthright in bringing forward their concerns with the Child Care Services Unit.

3. Data Collection Objectives

The key data collection objectives of the Licensed Child Care User Survey are as follows:

1. to develop a profile of licensed child care services from the users perspective:
 - reasons for selecting the type of care used
 - additional supports needed to address physical, developmental or behavioural needs
 - satisfaction with present child care arrangements
 - perception of quality of care received
 - concerns with licensed child care in Yukon
2. to assess the priorities of respondents regarding actions that could be taken with respect to licensed child care services
3. to assess the satisfaction of respondents with respect to the service received from Child Care Services Unit, and what, if anything, the unit could do to improve their service to clients.

4. Design and Operations

4.1. Questionnaire Content

The Licensed Child Care User questionnaire content follows quite closely those used in other jurisdictions. Some questions were modified to reflect Yukon priorities and the reality of living in the Yukon.

4.2 Data Collection

Telephone interviews, supplemented with face-to-face interviews where necessary, were used to collect data. Four interviewers were trained to administer the survey questionnaire. All interviews were conducted in February and March of 2006. The interviewers' normal telephone working schedule was from 9:30 am to 9:00 pm Monday to Thursday, and from 9:30 am to 4:30 pm on Saturday. A minimum of 10 call-backs were placed to unanswered telephone numbers. In addition, many individuals who refused to participate on the first contact were re-contacted by a senior interviewer in order to maximize participation.

4.3 Participation & Sample Evaluation

A sample frame was developed from a master list of individuals receiving Child Care Subsidy from the Child Care Services Unit during the 2005-2006 period. Personal contact information including name, address and phone number were used to track randomly selected respondents. The following table provides a summary of the survey operations.

Invalid contact information: non-working number, fax, cell	65
No contact: No phone number, No answer, answering machine, etc	46
Contact but no survey due to: Absent for duration, language barrier, etc	24
Non-interviews: special circumstances	3
Completed Surveys	321
Refusals	7
Total of all selected respondents	466
Refusal Rate Percentage	2.18%

For further information, please see Appendix 1.1 Detailed Operational Summary Table

5. Summary of Findings

Summary

Who participated in the Licensed Child Care User Survey?

The majority of participants responding to the questionnaire were:

- female
- single (never married)
- had only one child in child care
- the legal guardian of the child(ren) in child care
- needed child care services during regular work hours

Utilization Profile of Licensed Child Care

Respondents were divided fairly evenly between the four types of licensed child care: Family Day Home, First Nation Day Care, For Profit Day Care, and Non Profit Day Care. Most analysis in this report was done by comparing answers from these four categories.

Only 10% of respondents said that their child needed additional support to address physical, developmental or behavioural needs. Almost all of these respondents said that these needs for support were currently being met (the most common additional support required was for speech therapy).

Over four-fifths of all respondents said they chose the particular type of care that they did because 1) the overall quality of service provided was good; 2) the hours of operation met their needs; 3) the location of the operation was convenient; and 4) there was space available.

Almost all (90%) of the respondents said that they were satisfied with their present child care arrangements; and three fourths indicated satisfaction with the amount they paid for these arrangements. Concerns in these areas included: poor quality of care, staffing issues, programming at the child care centre, having to pay twice during closures/vacations, the amount required to pay 'out of pocket', and the cost effectiveness of working and being on the program.

Respondents Priorities for Action

When asked to examine the quality of care that their child received, one-third of all respondents indicated that in the past year they had been concerned that their child was getting sick as a result of being in child care. Nearly the same amount had been concerned that the regular activities or programming for the children was limited. Other concerns raised included: qualification/training of staff, proper supervision of children, the value of working when child care costs are so high, the level of government support received, and wage of child care workers.

After identifying areas that needed attention, respondents then selected actions that they felt should be taken to help improve the licensed child care services program. Respondents assigned high levels of importance to: increasing funding for children with special needs, assistance in recruitment/training/retention of child care workers, decreasing the cost for low income families, and increasing the wage of child care providers.

Respondents Review of Child Care Services Unit

In general, most respondents indicated overall agreement with statements describing their satisfaction with different aspects of the service received from the Child Care Services unit. The highest level of agreement was with the statement “Overall, I am treated fairly by the Child Care Services Unit”, and the least was with the statement “Staff go the extra mile to help me get what I need”.

About a quarter of the respondents indicated that there was nothing that the Unit could do to improve its service to them. The remaining three-fourths’ suggestions included the following themes: improve the quality of service, broaden the ‘income/means’ test, make the service more understandable, don’t cut off subsidy so quickly while taking so long to approve, increase the amount of subsidy, increase support to the industry, and improve Unit monitoring/inspection.

Along the same lines, those who reported experiencing problems with the Unit (15%) had the following issues: staff are poorly organized and provide conflicting information, staff complicate an already frustrating application process, program policies penalize clients, staff do not act in a professional manner, the complexity of the program creates difficulty for all involved, and the program is weak in enforcement.

6. Detailed Findings

6.1 Profile of Respondents to Licensed Child Care Services User Survey

Demographic Information

Of the 321 people who responded to the workshop survey, the majority were:

- Single (never married), 49%
- The legal guardian of the child, 98%

After ‘single (never married)’, the most common responses were: ‘married’ (17%), ‘separated’ (15%), ‘common-law’ (14%), ‘divorced’ (4%), and ‘widowed’ (1%).

For a further breakdown of the data see Appendix 1.4 Demographic Information Data Tables

6.2 Licensed Child Care Services User Survey - Data Summary

Details

Utilization Profile of Licensed Child Care

Type of licensed child care chosen

Clients were asked which type of licensed child care they chose to put their child(ren) in. Their answers were split somewhat evenly, with 30% of all respondents selecting ‘For Profit Day Care’, 30% selecting ‘Non-Profit Day Care’, 25% selecting ‘Family Day Home’ and 13% selecting ‘First Nation Day Care’.

Number of children in licensed child care

Slightly over half of all respondents, 59%, indicated that they had only one child in licensed child care. Another third, 35%, indicated that they had two children in child care. The remaining respondents, 6%, reported more than two children in child care.

Of those respondents with multiple children in child care, 6 respondents reported that each of their two children were in a different type of licensed child care.

Additional support needed

When asked if their child required additional support, 10% of respondents said “Yes”. Of these, the most commonly reported need was for speech therapy, 47%; the next closest being support for behavioural needs, 14%; and support for development needs, 12%. Almost all respondents with children requiring additional support, 92%, felt that these needs were currently being met.

Reasons for selecting the type of care you presently use

Respondents were provided with a list of statements describing reasons for selecting the type of care they presently use and were asked to indicate if any of the given statements was a factor in their decision on the type of care they chose. Following is a list of the percentage of respondents agreeing with each particular reason:

- the overall quality of service provided was good, 87%
- the hours of operation met my needs, 86%
- the location of the operation was convenient, 85%
- there was space available, 84%
- the cost was reasonable, 63%
- it offered needed specific programs or services, 53%
- other reasons, 44%

The most common reasons provided by clients of Family Day Homes were:

- the overall quality of service provided was good, 91%
- there was space available, 89%
- the hours of operation met my needs, 87%

The most common reasons provided by clients of First Nation Day Care were:

- the location of the operation was convenient, 88%
- the overall quality of service provided was good, 81%
- there was space available, 81%

The most common reasons provided by clients of For Profit Day Care were:

- the hours of operation met my needs, 87%
- the location of the operation was convenient, 86%
- the overall quality of service provided was good, 85%

The most common reasons provided by clients of Non Profit Day Care were:

- the overall quality of service provided was good, 88%
- the location of the operation was convenient, 86%
- the hours of operation met my needs, 86%

When asked “Of the reasons you’ve provided, which one would you say is the most important reason in selecting the type of care that you have?”, the most common reasons selected were:

- the overall quality of service provided was good, 37%
- other reasons, 22%
- the location of the operation was convenient, 17%

Hours typically required for child care services

Respondents were asked to choose from a list all times that they typically required child care services. Almost all, 78%, said they needed child care during regular work hours (e.g. 8:30 a.m. to 5:00 p.m.). 15% said ‘other times’, 4% said ‘weekends/holidays’ and 3% said ‘shift work’.

The most common specifications from all respondents for ‘other times’ were:

- after school care, 39%
- during school hours, 19%
- part time care (e.g. a couple of hours for a couple of days a week), 18%

The most common times provided by clients of Family Day Homes were,

- during regular work hours, 70%
- other times, 18%
- weekends/holidays, 8%

The most common times provided by clients of First Nation Day care were,

- during regular work hours, 87%
- other times, 15%
- shift work, 4%

The most common times provided by clients of For Profit Day Care were,

- during regular work hours, 79%
- other times, 15%
- weekends/holidays, 4%

The most common times provided by clients of Non Profit Day Care were,

- during regular work hours, 80%
- other times, 16%
- weekends/holidays, 3%

Satisfaction with present child care arrangements

Respondents were asked if, overall, they were satisfied with their present child care arrangements. Of all the respondents, 90% said 'yes' and 10% said 'no'.

Responses provided by clients of Family Day Homes were,

- yes, 92%
- no, 8%

Responses provided by clients of First Nation Day Care were,

- yes, 90%
- no, 10%

Responses provided by clients of For Profit Day Care were,

- yes, 90%
- no, 10%

Responses provided by clients of Non Profit Day Care were,

- yes, 87%
- no, 13%

The most common reasons given for why the clients were satisfied were:

- meets my needs, 31%
- quality of care is good, 22%
- it is convenient, 19%

The most common reasons given for why the clients were not satisfied were:

- quality of care is poor, 33%
- staff are unreliable, high turnover, little training, 23%
- little age-specific programs/activities, 14%

Cost of present child care arrangements

Respondents were asked if, overall, they felt that they paid too much for their present child care arrangements. Of all the respondents, 24% said 'yes' and 76% said 'no'. There were some noteworthy differences in the responses between those who utilized different types of licensed child care:

Responses provided by clients of Family Day Homes were:

- yes, 26%
- no, 74%

Responses provided by clients of First Nation Day Care were:

- yes, 9%
- no, 91%

Responses provided by clients of For Profit Day Care were:

- yes, 22%
- no, 78%

Responses provided by clients of Non Profit Day Care were:

- yes, 31%
- no, 69%

Some responses given for why the clients felt they paid too much for child care were:

- a reflection of their current financial situation—they are on a limited/fixed income, paying for some of the costs 'out of pocket' even though they were able to meet the Child Services Unit 'means' test for subsidy
- questioning the amount of the subsidy and/or the 'means' test and continued application
- indicating that without the subsidy they would be better off staying at home with the children
- concerns with how child care services were priced—i.e. what is included or not included in the price (i.e. food, activities and part-time being priced as full-time)

Respondents' Priorities for Action

Concerns about the Quality of Care Received

Respondents were asked if, in the last 12 months, they had ever been concerned with any of the following quality of care issues:

- Staff are working without proper qualification or training, 18%
- Regular activities or programming for the children are limited, 28%
- Accidents or injuries to your child go unreported, 12%
- Your child is not receiving proper nutrition, 6%
- Your child is not being properly supervised, 15%
- Your child is getting sick from being in care, 33%
- Your child may be at risk of harm by being in care, 9%

Furthermore, 30% of respondents indicated that they had other concerns that they would like to raise about licensed child care. These included:

- the high cost of day care relative to what parents made; many questioned the value of going to work, paying up to ½ of their monthly income on day care when it would make better financial sense to not go to work and live off welfare
- questions on how day care service is priced and the fairness of having to pay double the amount for day care – once to the regular day care (when the primary care centre is closed for summer/holidays), and again to the other day care that the children have to go to
- call for child care providers to get more support – financially and otherwise – from government and increase the number of spaces available, especially for babies and younger children

- call for child care workers to receive a fair wage to reflect a minimum standard of training; and compensation to reflect the value of ongoing training
- question of the unevenness in the quality of programming, activities and facilities offered by different day cares and the need for more, and better trained, staff
- question the level of monitoring/inspection/investigation by Child Care Services Unit to ensure quality of service; more transparency when complaints are made or charges laid; and better background checks on day care workers

Actions that could be taken with respect licensed child care services

Respondents were asked to rate how important the following actions were with respect to licensed child care services. Responses included:

- Increase the number of licensed child care spaces in my community
- Increase the quality of the programs offered by licensed child care services
- Increase funding for children with special needs
- Decrease the cost of licensed child care services for low-income families
- Assist in the recruitment, training and retention of child care workers
- Support the use of community schools by child care programs or after school programs
- Improve the enforcement of existing regulations governing licensed child care
- Increase the wages of child care providers

Over two-thirds of respondents gave a rating of “5”, that is they felt that it was very important to:

- Increase funding for children with special needs, 73%
- Assist in the recruitment, training and retention of child care workers, 68%
- Decrease the cost of licensed child care services for low income families, 67%

When asked “Of the actions you gave a rating of “5” to, which one action do you feel is the most important?” the top three selected actions were:

- Increase the wages of child care providers, 24%
- Decrease the cost of licensed child care services for low income families, 20%
- Assist in the recruitment, training and retention of child care workers, 12%;

Respondents Review of Child Care Services Unit

Satisfaction Rating

In general, most respondents indicate overall agreement with a given set of statements describing their satisfaction with different aspects of the service received from the Child Care Services unit. The highest level of agreement was with the statement “Overall, I am treated fairly by the Child Care Services Unit”, and the least was with the statement “Staff go the extra mile to help me get what I need’

Respondents indicated ‘agree’ or ‘strongly agree’ by answering ‘4’ or ‘5’ to their level of agreement with the following statements about the unit:

- Overall, I am treated fairly by the Child Care Services unit, 86%

- The unit provides its service in an open and accountable manner, 82%
- Staff are knowledgeable and competent, 79%
- Overall, I am satisfied with the amount of time it takes to get the service I need, 76%
- Staff are courteous, 75%
- Staff go the extra mile to help me get what I need, 70%

Responding clients with children in care in Family Day Homes indicated agreement with the statements:

- Staff go the extra mile to help me get what I need, 65%
- Overall, I am satisfied with the amount of time it takes to get the service I need, 76%

Clients with children in care in First Nation Day Cares indicated agreement with the statements:

- Staff go the extra mile to help me get what I need, 76%
- Staff are knowledgeable and competent, 88%
- The unit provides its service in an open and accountable manner, 88%

Clients with children in care in For Profit Day Cares indicated agreement with the statement:

- Staff go the extra mile to help me get what I need, 75%
- Staff are knowledgeable and competent, 81%
- Overall, I am satisfied with the amount of time it takes to get the service I need, 82%

Clients with children in care in Non Profit Day Cares indicated agreement with the statement:

- Staff go the extra mile to help me get what I need, 68%
- Overall, I am satisfied with the amount of time it takes to get the service I need, 68%
- Staff are knowledgeable and competent, 74%

Suggestions for Improvement

When asked “What can the Unit do to improve their service for you?” 23% responded ‘nothing’. Others had comments which are summarized in the following categories:

- Improve the quality of service, 16%
- Broaden the ‘income/means’ test to take more factors into consideration, 15%
- Make the service more understandable, 12%
- Don’t be so quick to cut off subsidy, and don’t take so long to approve, 11%
- Increase the amount of the subsidy, 8%
- Increase the support to industry to increase the number of spaces, 8%
- Improve the Unit’s monitoring/inspection of licensed day cares, 6%

Problems experienced using the services of Child Care Services unit

Overall, 15% of respondents reported experiencing problems using the Child Care Services unit. The most common problems these respondents reported are summarized below:

- Program policies penalize clients, 16%
- Staff are poorly organized and provide conflicting information, 25%
- Staff complicate an already frustrating application process, 22%
- Staff do not act in a professional manner, 11%
- Complexity of the program creates difficulty for both staff and clients, 10%
- Program is weak in enforcement, 3%

Appendix 1.1 Detailed Operational Summary Table

Licensed Child Care Services User Survey		
<i>Final Results</i>		
Code	Description	Totals
02	Incorrect Phone Number	36
03	Non-working number	27
06	Cell Phone	1
11	No one home / no answer	12
13	Answering machine or service – no message left	34
20	Absent for duration of survey	5
21	Interview requested in French	1
30	Duplicate household	1
53	Vacant	1
56	Out of Scope	17
70	Fully Complete	312
71	Partial Interview completed	1
72	Face to Face Interview completed	8
80	Refusal	7
90	Unusual / special circumstances	1
91	Threat to safety – Face to Face Interview	2
Survey Sample		466
Total Number of Respondents (codes: 70, 71 and 72)		321
Reason for Refusal:		
Respondent said that this was her third survey tonight and she would really appreciate it if I don't call back. Senior interviewer called but the respondent hung up at question 2.		
Respondent said she doesn't want to answer any questions at all		
Just not interested		
Not interested tried to convince him but he still refused the survey. Second refusal when contacted by Senior Interviewer.		
Respondent said she had only used the child care temporarily and she would not be a good person to talk to and she refused to do the survey because of that		
Very nice lady but she is surveyed out. She normally would but she has been hit with so many the last couple of years.		
Does not do surveys but was nice about it. Second refusal by Senior Interviewer.		
Reason for Special Circumstance:		
Face to Face file. Visit to dwelling made. To much snow in the driveway to safely gain access to the dwelling.		
Family emergency please call back in a couple of weeks		
Face to Face file. Visit to the dwelling was made. Interviewers did not feel comfortable to proceed because of the condition of the property, very dirty.		

Appendix 1.2 Survey Forms

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Licensed Child Care Services User Survey

Telephone Control Form

APPOINTMENTS	Appointment 1	Appointment 2	Appointment 3	Appointment 4
Date				
Time				

Interviewer: _____

Introduction:

Hello. This is _____ calling from the Yukon Bureau of Statistics in Whitehorse.

- May I speak to... *read contact name from label...?*
 - Yes (*continue with introduction*)
 - No (*When would be a good time to call . . . ?*).

I am calling on behalf of the Yukon Government Child Care Services Unit. We are conducting a study on users perspectives of licensed child care services. Your answers will be kept strictly confidential and used for statistical purposes only. This will only take a few minutes of your time.

Call Coverage by Time of Day and Day of Week

Time Period	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:30 – 12:00						
12:01 – 16:00						
16:01 – 19:00						
19:01 – 21:00						

Record of Calls

Date Day/ Month	Start Hour/Min.	Finish Hour/Min.	Result Code	Int. Initials	Comments	Senior Code
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02						
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Appendix 1.2 Survey Forms

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Appendix 1.2 Survey Forms

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Comments:

Appendix 1.2 Survey Forms

Licensed Child Care Services User Survey

Interviewer: _____

Edit: _____

SECTION 1: Child Care Services Information

The following questions are about your experience with licensed child care services in the Yukon.

1. How many children do you presently have in licensed child care? _____ (number)
(if none, ask – Thinking back to September 2005, have you had any children in licensed child care?)

2. Does this child require additional support to address physical, developmental or behavioral needs?

Yes → 2.1 What type of additional support is needed? d/k ref

2.2 Are these needs currently being met?

Yes No Don't Know Refuse

No

Don't Know Refuse

3. What is the name of the licensed child care provider?

 Don't Know

Refuse

4. The following statements provide reasons for selecting the type of care you presently use or have used since September 2005.

Yes No

1. The cost was reasonable

2. There was a space available

3. The hours of operation met my needs

4. The location of the operation was convenient

5. The overall quality of the service provided is good

6. It offers specific program/services that meet my needs (specify) _____

7. Other reasons (specify) _____

Don't Know Refuse

(Interviewer Note: If only one reason selected, ask Q 4.1.1- Why is . . . important in selecting this type of child care?)

Appendix 1.2 Survey Forms

4.1 Of the reasons you've provided which one would you say is the most important reason in selecting the type of care that you have?

Don't Know Refuse

4.1.1 Why is that?

Don't Know Refuse

5. When do you typically require child care services? (*read, and mark all that apply*)

During regular working hours (e.g. 8:30 am to 5:00 p.m.)

Shift work

Weekends/holidays

Other times (*specify*) _____

Don't Know Refuse

6. Overall, are you satisfied with your present child care arrangements?

Yes → 6.1 Why? Don't Know Refuse

No → 6.2 Why not? Don't Know Refuse

Don't Know Refuse

7. Do you feel you pay too much for your present child care arrangements?

Yes → 7.1 Why? Don't Know Refuse

No Don't Know Refuse

Appendix 1.2 Survey Forms

8. The following statements are about the quality of care your child (your children) receive while in licensed child care. In the past 12 months, have you ever been concerned

Yes No d/k ref

- that staff were working without proper qualification or training
- that regular activities or programming for the children are limited
- that accidents or injuries to your child (children) go unreported
- that your child is (children are) not receiving proper nutrition
- that your child is (children are) not being properly supervised
- that your child is (children are) getting sick from being in care
- that your child (children) may be at risk of harm by being in care

9. Do you have any other concerns that you would like to raise about licensed child care?

- Yes → **9.1 What are these concerns?** Don't Know Refuse

- No Don't Know Refuse

For this next question, I'm going to read a list of statements.

10. On a scale from 1 to 5 where 1 represents 'not at all important' and 5 represents 'very important', rate how important you feel the following actions are with respect to licensed child care services. (rotate starting point, then read list sequentially)

1= not at all important ... 2 ... 3 ... 4 ... 5= very important 7= d/k 8= refused

- ___ 1. Increase the number of licensed child care spaces in my community
- ___ 2. Increase the quality of the programs offered by licensed child care services
- ___ 3. Increase funding for children with special needs
- ___ 4. Decrease the cost of licensed child care services for low income families
- ___ 5. Assist in the recruitment, training and retention of child care workers
- ___ 6. Support the use of community schools by child care programs or after school programs
- ___ 7. Improve the enforcement of existing regulations governing licensed child care
- ___ 8. Increase the wages of child care providers

10.1 Of the actions you rated "5", which one do you feel is the most important?

- Don't Know Refuse

10.2 What are some of the reasons you have for selecting this action as the most important?

- Don't Know Refuse

Appendix 1.2 Survey Forms

SECTION 2: Child Care Services Unit

11. On a scale from 1 to 5, where 1 is strongly disagree and 5 is strongly agree, how satisfied are you with the service you have received from the Yukon Government Child Care Services Unit?

	<i>Strongly Disagree</i>				<i>Strongly Agree</i>	<i>Don't Know</i>	<i>Refuse</i>
	1	2	3	4	5		
a) Overall, I am satisfied with the amount of time it takes to get the service I need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Staff are knowledgeable and competent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Staff go the extra mile to help me get what I need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Staff are courteous.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Overall, I am treated fairly by the Child Care Services Unit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The Child Care Services Unit provides its service in an open and accountable manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. What can the Yukon Government Child Care Services Unit do to improve their service for you?

Don't Know Refuse

13. Have you experienced any problems using the Yukon Government Child Care Services Unit?

Yes → 13.1 Please describe the problems you experienced.

No
 Don't Know Refuse

Appendix 1.2 Survey Forms

SECTION 3: Demographics

14. What is your current marital status? Are you . . .

- Married
- Divorced
- Common-law
- Separated
- Widowed
- Single (that is, never married)
- Don't Know Refuse

15. Are you the legal guardian of the child (children)?

- Yes
- No Don't Know Refuse

SECTION 4: Comments

16. Do you have any other comments you would like to make?

Thank the respondent for their time and co-operation!

Appendix 1.2 Survey Forms

Multiple Children in Care Supplement

Form # _____
Child # _____

Interviewer: _____
Edit: _____

2. Does this child require additional support to address physical, developmental or behavioral needs?

Yes → **2.1 What type of additional support is needed?** d/k ref

2.2 Are these needs currently being met?

Yes No Don't Know Refuse
 No
 Don't Know Refuse

3. What is the name of the licensed child care provider?

 Don't Know
 Refuse

4. The following statements provide reasons for selecting the type of care you presently use or have used since September 2005.

Yes No
 1. The cost was reasonable
 2. There was a space available
 3. The hours of operation met my needs
 4. The location of the operation was convenient
 5. The overall quality of the service provided is good
 6. It offers specific program/services that meet my needs (*specify*) _____

7. Other reasons (*specify*) _____

Don't Know Refuse

(Interviewer Note: If only one reason selected, ask Q 4.1.1- Why is . . . important in selecting this type of child care?)

4.1 Of the reasons you've provided which one would you say is the most important reason in selecting the type of care that you have?

 Don't Know Refuse

4.1.1 Why is that?

 Don't Know Refuse

Appendix 1.3 Responses to Long Answer Questions

Section 1 – Child Care Services Information

	Type of Licensed Child Care				
All Respondents (n=321)	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
	%	%	%	%	%
	100*	25	13	30	30
1. Number of children in licensed child care (profile based on representative random sample)					
1 child	59	73	46	56	60
2 children	35	22	49	36	32
3 children	5	5	5	6	5
4 children	1	0	0	1	2
(not stated = 2)					

*note: Of all respondents with multiple children in care only 6 respondents, (2% of all respondents) indicated that each of their children were in a different type of licensed care. Each of these respondents had 2 children in care.

	Type of Licensed Child Care				
Total Number of children in sample (n=474)	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
	%	%	%	%	%
2. Does this child require additional support?					
Yes	10	12	15	11	5
No	90	88	85	89	95
(not stated = 0)					
2.1 summary of types of additional support is needed (some multiple responses) **					
* breathing difficulties (i.e. asthma or allergies), 8%					
* support for autism, 4%					
* support for behavioral needs (i.e. ADHD), 14%					
* support for learning disabilities (i.e. FASD, Downs), 6%					
* support for developmental needs (i.e. motor skills), 12%					
* physical therapy, 6%					
* speech therapy, 47%					
* visual impairment, 2%					

Appendix 1.3 Responses to Long Answer Questions

	Type of Licensed Child Care				
	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
	%	%	%	%	%
2.2 Are these needs currently being met? (n = 48)					
Yes	92	92	90	94	86
No	8	8	10	6	14
(not stated = 0)					

Total Number of children in sample (n=474)	Type of Licensed Child Care				
	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
	%	%	%	%	%
4. Reasons for selecting the type of care you presently use (multiple responses as 1 response per child)					
1. the cost was reasonable	63	66	74	64	54
2. there was space available	84	89	81	84	80
3. the hours of operation met my needs	86	87	79	87	86
4. the location of operation was convenient	85	81	88	86	86
5. the overall quality of service provided is good	87	91	81	85	88
6. it offers needed specific programs/services	53	40	67	57	56
7. other reasons	44	45	39	45	43

4.6 it offers needed specific programs/services Summary of Responses
* after hours/overnight care
* a variety of interesting, seasonally appropriate activities
* multicultural programs
* art and music programming
* preschool/Headstart programming
* they provide lunch and/or snacks
* employees are graduates of Early Childhood Development program
* Child Development Centre is involved
* Aboriginal Headstart programming
* Aboriginal language programming
* reading and writing programming
* infant care program
* preschool/Headstart programming

Appendix 1.3 Responses to Long Answer Questions

* after school programming
* Child Development Centre is involved
* arts, dance, and music programming
* field trips and outings
* age specific educational programming
* special needs services
* workers take children to/from school
* Aboriginal/French Language programming
* preschool/after school programming
* arts, dance, and music programming

4.7 other reasons - Summary of Responses

* my children could go to the same day care
* offered night time care
* word of mouth – good reputation
* I or someone I know works there
* only day care available in my community
* cultural programming and speak Aboriginal language
* location is convenient
* family owned and operated
* only place that would take infants
* care is provided in French
* clean, good atmosphere

Total Number of children in sample (n=474)	Type of Licensed Child Care				
	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
	%	%	%	%	%
4.1 Most important reason in selecting the care that you have (multiple responses as 1 response per child)					
1. the cost was reasonable	3	1	3	5	1
2. there was space available	5	3	10	6	3
3. the hours of operation met my needs	4	6	3	3	5
4. the location of operation was convenient	17	18	8	18	18
5. the overall quality of service provided is good	37	41	37	35	35
6. it offers needed specific programs/services	12	6	16	11	17
7. other reasons	22	24	24	21	20
* After school care, 39%					
* During school hours, 19%					

Appendix 1.3 Responses to Long Answer Questions

	Type of Licensed Child Care				
All Respondents (n=321)	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
	%	%	%	%	%
5. When do you typically require child care services? (respondents marked all that applied)					
During regular working hours (e.g. 8:30 – 5:00 pm)	78	70	87	79	80
Shift work	3	4	4	2	1
Weekend/holidays	4	8	2	4	3
Other times	15	18	15	15	16
* After school care, 39%					
* During school hours, 19%					
* Part time care, (e.g. couple of hours for a couple of days a week), 18%					
* Early morning to late evening (e.g. 12 hour shifts), 7%					
* Evening shifts, 7%					
* Evening to early morning shifts, (e.g. tavern hours), 5%					
* Seasonally, 4%					
* Court ordered, 1%					

	Type of Licensed Child Care				
All Respondents (n=321)	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
	%	%	%	%	%
6. Overall are you satisfied with you present child care arrangements?					
Yes	90	92	90	90	87
No	10	8	10	10	13
(not stated = 7)					
6.1 summary of reasons why satisfied (multiple responses) **					
* meets my needs, 31%					
* quality of care is good, 22%					
* convenient, 19%					
* staff are good, 11%					
* my child likes it there, 11%					
* meets my child's needs, 3%					
* flexible, 2%					
* no problems, 2%					

Appendix 1.3 Responses to Long Answer Questions

6.2 summary of reasons why NOT satisfied (multiple responses) **
* quality of care is poor, 33%
* staff are unreliable, high turnover, little training; 23%
* little age specific programs/activities, 14%
* not convenient, 7%
* my child is not happy there, 7%
* cost is too high, 7%
* not clean, 5%
* no snacks/lunch, 2%

Appendix 1.3 Responses to Long Answer Questions

	Type of Licensed Child Care				
All Respondents (n=321)	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
	%	%	%	%	%
7. Do you feel you pay too much for your present child care arrangements?					
Yes	24	26	9	22	31
No	76	74	91	78	69
(not stated = 13)					
7.1 some reasons why respondents feel they pay too much for child care **					
* most respondents reasons are a reflection of their current financial situation – they are on a limited/fixed income, paying for some of the costs 'out of pocket' and were able to meet the Child Services Unit means test for subsidy					
* some respondents questioned the amount of the subsidy and/or the 'means' test and continued application					
* some respondents indicated that without the subsidy they would be better off staying at home with the children					
* other respondents described concerns with how child care services were priced, what was included or not included in the price					

	Type of Licensed Child Care				
All Respondents (n=321)	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
	%	%	%	%	%
8. Have you ever been concerned ...					
that staff were working without proper qualifications or training? (not stated = 9)					
Yes	18	11	21	16	24
No	82	89	79	84	76
that regular activities or programming for the children are limited? (not stated = 16)					
Yes	28	26	29	24	34
No	72	74	71	76	66
that accidents or injuries to your child (children) go unreported? (not stated = 5)					
Yes	12	11	7	15	12
No	88	89	93	85	88
that your child is (children are) not receiving proper nutrition? (not stated = 3)					
Yes	6	4	7	6	7
No	94	96	93	94	93
that your child is (children are) not being properly supervised?					
Yes	15	12	9	18	16
No	85	88	91	82	84

Appendix 1.3 Responses to Long Answer Questions

(not stated = 8)					
that your child is (children are) getting sick from being in care?					
Yes	33	15	27	38	46
No	67	85	73	62	54
(not stated = 8)					
that your child is (children are) may be at risk of harm by being in care?					
Yes	9	5	12	10	12
No	91	95	88	90	88
(not stated = 4)					

	Type of Licensed Child Care				
	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
All Respondents (n=321)	%	%	%	%	%
9. Do you have any other concerns that you would like to raise about licensed child care?					
Yes	30	26	23	31	36
No	70	74	77	69	64
(not stated = 2)					
9.1 summary of other concerns about licensed child care **					
* the high cost of day care relative to what parents made; many questioned the value of going to work, paying up to ½ of their monthly income on day care when it would make better financial sense to not go to work and live off welfare					
* question how day care service is priced and the fairness of having to pay double the amount for day care – to the regular day care (when it is closed for summer/holidays) and again to the other day care that the children have to go to					
* call for child care providers to get more support – financially and otherwise – from government and increase the number of spaces available, especially for babies and younger children					
* call for child care workers should receive a fair wage to reflect a minimum standard of training; and compensation to reflect the value of ongoing training					
* question of the unevenness in the quality of programming, activities and facilities offered by different day cares and the need for more, and better trained staff					
* question the level of monitoring/inspection/investigation by Child Care Services Unit to ensure quality of service, more transparency when complaints are made or charges laid; and better background checks on day care workers					

Appendix 1.3 Responses to Long Answer Questions

10. Rating actions about licensed child care services (statements are edited for length **)							
All Respondents (n=311)	Average	s.d.*	1 not at all important	2	3	4	5 very important
			%	%	%	%	%
1. increase the number of spaces in my community	4.1	1.15	5	5	16	22	52
2. increase the quality of programs offered	4.1	1.05	3	5	19	24	49
3. increase funding for children with special needs	4.6	0.78	2	1	5	19	73
4. decrease the cost for low income	4.4	1.04	4	3	8	18	67
5. assist in recruit/train/retain child care workers	4.5	0.88	2	3	9	19	68
6. support the use space in community schools	4.4	0.83	1	2	10	26	61
7. improve the enforcement of existing regulations	4.1	1.07	2	6	18	22	52
8. increase the wages of child care providers	4.4	0.95	3	2	11	20	64
Family Day Home Clients (n=76)							
	Average	s.d.*	1 not at all important	2	3	4	5 very important
			%	%	%	%	%
1. increase the number of spaces in my community	4.3	1.01	3	3	16	17	62
2. increase the quality of programs offered	4.1	0.99	1	4	24	25	46
3. increase funding for children with special needs	4.6	0.81	1	3	4	16	76
4. decrease the cost for low income	4.4	1.07	5	3	6	22	64
5. assist in recruit/train/retain child care workers	4.4	0.97	1	5	11	20	63
6. support the use space in community schools	4.4	1.00	4	3	7	26	60
7. improve the enforcement of existing regulations	4.0	1.21	4	10	20	18	48
8. increase the wages of child care providers	4.3	1.12	6	1	16	16	61
First Nations Day Care Centre Clients (n=43)							
	Average	s.d.*	1 not at all important	2	3	4	5 very important
			%	%	%	%	%
1. increase the number of spaces in my community	3.9	1.23	7	5	21	21	47
2. increase the quality of programs offered	3.9	1.21	7	5	17	29	43
3. increase funding for children with special needs	4.9	0.35	0	0	0	14	86
4. decrease the cost for low income	4.2	1.35	12	0	5	15	68
5. assist in recruit/train/retain child care workers	4.6	0.79	2	0	5	19	74
6. support the use space in community schools	4.5	0.91	2	2	7	21	67
7. improve the enforcement of existing regulations	4.2	1.10	3	5	20	13	59
8. increase the wages of child care providers	4.6	0.88	2	0	10	15	73

Appendix 1.3 Responses to Long Answer Questions

For Profit Day Care Clients (n=94)	Average	s.d.*	1 not at all important	2	3	4	5 very important
			%	%	%	%	%
1. increase the number of spaces in my community	4.2	1.04	2	4	18	19	57
2. increase the quality of programs offered	4.2	1.07	3	5	14	25	53
3. increase funding for children with special needs	4.6	0.76	1	1	7	21	71
4. decrease the cost for low income	4.4	1.07	3	5	9	13	70
5. assist in recruit/train/retain child care workers	4.5	0.88	2	1	10	20	67
6. support the use space in community schools	4.6	0.69	0	2	5	24	69
7. improve the enforcement of existing regulations	4.2	1.00	2	3	19	26	50
8. increase the wages of child care providers	4.4	0.83	1	2	8	27	62
Non Profit Day Care Clients (n=100)							
	Average	s.d.*	1 not at all important	2	3	4	5 very important
			%	%	%	%	%
1. increase the number of spaces in my community	3.9	1.29	10	6	13	28	43
2. increase the quality of programs offered	4.1	1.02	1	6	20	22	51
3. increase funding for children with special needs	4.5	0.88	3	0	7	23	67
4. decrease the cost for low income	4.5	0.85	1	2	10	21	66
5. assist in recruit/train/retain child care workers	4.5	0.86	1	3	9	16	71
6. support the use space in community schools	4.4	0.76	0	0	17	30	53
7. improve the enforcement of existing regulations	4.2	1.00	1	6	15	25	53
8. increase the wages of child care providers	4.4	0.94	2	3	10	18	67

*note: s.d. is the abbreviation for standard deviation

Appendix 1.3 Responses to Long Answer Questions

	Type of Licensed Child Care				
All Respondents (n=321)	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
	%	%	%	%	%
10.1 Of those actions rated '5', which do you feel is most important? *					
1. increase the number of spaces in my community	9	17	5	7	6
2. increase the quality of programs offered	11	11	10	10	10
3. increase funding for children with special needs	11	10	10	13	9
4. decrease the cost for low income	20	24	18	24	15
5. assist in recruit/train/retain child care workers	12	11	23	6	14
6. support the use space in community schools	6	4	3	9	7
7. improve the enforcement of existing regulations	7	6	3	8	8
8. increase the wages of child care providers	24	16	28	22	32
(not stated = 38)					

Appendix 1.3 Responses to Long Answer Questions

SECTION 2: Child Care Services Unit

11. Rating service you received from Child Care Services Unit (statements are edited for length **)							
All Respondents (n=313)	Average	s.d.*	1 strongly dis- agree	2	3	4	5 strongly agree
			%	%	%	%	%
a. Overall, satisfied with the amount of time it takes	4.1	1.12	5	4	16	23	53
b. Staff are knowledgeable and competent	4.1	1.06	4	4	13	31	48
c. Staff go the extra mile to help me	4.0	1.14	4	7	19	23	47
d. Staff are courteous	4.4	0.97	2	4	9	24	61
e. Overall, I am treated fairly by the unit	4.4	0.96	3	3	9	23	63
f. The Unit provides its service in an open way	4.3	1.02	4	2	12	24	58

Family Day Home Clients (n=80)	Average	s.d.*	1 strongly dis- agree	2	3	4	5 strongly agree
			%	%	%	%	%
a. Overall, satisfied with the amount of time it takes	4.1	1.16	5	4	23	18	51
b. Staff are knowledgeable and competent	4.0	1.21	6	8	9	31	46
c. Staff go the extra mile to help me	3.9	1.30	6	10	18	17	48
d. Staff are courteous	4.2	1.20	6	5	10	20	58
e. Overall, I am treated fairly by the unit	4.2	1.19	6	4	14	18	59
f. The Unit provides its service in an open way	4.2	1.19	6	4	12	22	56

First Nations Day Care Centre Clients (n=42)	Average	s.d.*	1 strongly dis- agree	2	3	4	5 strongly agree
			%	%	%	%	%
a. Overall, satisfied with the amount of time it takes	4.5	0.89	2	2	5	29	62
b. Staff are knowledgeable and competent	4.4	0.87	2	0	10	30	58
c. Staff go the extra mile to help me	4.3	1.04	3	3	18	16	60
d. Staff are courteous	4.6	0.81	2	0	5	25	68
e. Overall, I am treated fairly by the unit	4.5	0.90	2	2	5	24	66
f. The Unit provides its service in an open way	4.5	0.88	2	0	10	20	68

Appendix 1.3 Responses to Long Answer Questions

For Profit Day Care Clients (n=95)	Average	s.d.*	1 strongly dis- agree	2	3	4	5 strongly agree
			%	%	%	%	%
a. Overall, satisfied with the amount of time it takes	4.4	1.02	3	3	11	20	62
b. Staff are knowledgeable and competent	4.2	0.93	2	2	15	33	48
c. Staff go the extra mile to help me	4.1	0.99	2	3	20	30	45
d. Staff are courteous	4.5	0.84	0	5	6	21	67
e. Overall, I am treated fairly by the unit	4.5	0.76	1	1	6	26	65
f. The Unit provides its service in an open way	4.4	0.80	1	1	9	29	59

Non Profit Day Care Clients (n=97)	Average	s.d.*	1 strongly dis- agree	2	3	4	5 strongly agree
			%	%	%	%	%
a. Overall, satisfied with the amount of time it takes	3.9	1.21	7	5	20	28	40
b. Staff are knowledgeable and competent	4.0	1.10	5	3	17	31	44
c. Staff go the extra mile to help me	3.9	1.19	5	8	19	26	42
d. Staff are courteous	4.3	0.91	1	4	11	29	55
e. Overall, I am treated fairly by the unit	4.4	0.92	2	3	8	25	62
f. The Unit provides its service in an open way	4.2	1.11	5	2	15	22	55

12. What can the Yukon Government Child Care Services Unit do to improve their service for you? (Summary of comments on how Child Care Services unit can improve their service (by Type of Licensed Care))

(multiple responses)

Family Day Home Clients (n= 50 responses)

* nothing, 20%

* improve overall quality of service, 20%
(i.e. improve courtesy, understanding, professionalism)

* make the service more understandable, 16%
(i.e. clearer explanation of guidelines, application process, subsidy)

* increase the amount of the subsidy, 16%
(i.e. 'tough to make ends meet')

* broaden the 'income test' to take more factors into consideration, 14%
(i.e. need to take more information into account, what about self employed, casual work; too many hoops)

* increase support to industry to increase number of spaces, 8%
(i.e. through training, subsidy, incentive)

* don't be so quick to cut off subsidy, and take so long to approve, 6%
(i.e. critical of the re-application process meeting its requirements)

Appendix 1.3 Responses to Long Answer Questions

First Nations Day Care Centre Clients (n= 24 responses)
* nothing, 29%
* improve overall quality of service, 17% (i.e. improve courtesy, understanding, professionalism)
* increase the amount of the subsidy, 13% (i.e. 'tough to make ends meet')
* increase support to industry to increase number of spaces, 13% (i.e. through training, subsidy, incentive)
* broaden the 'income test' to take more factors into consideration, 8% (i.e. need to take more information into account, what about self employed, casual work; too many hoops)
* make the service more understandable, 4% (i.e. clearer explanation of guidelines, application process, subsidy)

For Profit Day Care Centre Clients (n= 82 responses)
* nothing, 18%
* broaden the 'income test' to take more factors into consideration, 22% (i.e. need to take more information into account, what about self employed, casual work; too many hoops)
* don't be so quick to cut off subsidy, and take so long to approve, 13% (i.e. critical of the re-application process meeting its requirements)
* make the service more understandable, 12% (i.e. clearer explanation of guidelines, application process, subsidy)
* increase the amount of the subsidy, 11% (i.e. 'tough to make ends meet')
* improve overall quality of service, 10% (i.e. improve courtesy, understanding, professionalism)
* improve Unit's monitoring/ inspection of licensed day cares, 7% (i.e. more timely, frequent visits, tighter regulations)
* increase support to industry to increase number of spaces, 6% (i.e. through training, subsidy, incentive)

Non Profit Day Care Centre Clients (n= 84 responses)
* nothing, 27%
* improve overall quality of service, 19% (i.e. improve courtesy, understanding, professionalism)
* make the service more understandable, 12% (i.e. clearer explanation of guidelines, application process, subsidy)
* broaden the 'income test' to take more factors into consideration, 11% (i.e. need to take more information into account, what about self employed, casual work; too many hoops)
* improve Unit's monitoring/ inspection of licensed day cares, 10% (i.e. more timely, frequent visits, tighter regulations)
* increase support to industry to increase number of spaces, 10% (i.e. through training, subsidy, incentive)
* don't be so quick to cut off subsidy, and take so long to approve, 13% (i.e. critical of the re-application process meeting its requirements)

Appendix 1.3 Responses to Long Answer Questions

All Respondents (n=321)	Type of Licensed Child Care				
	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
	%	%	%	%	%
13. Have you experienced any problems using the Child Care Services Unit?					
Yes	15	19	14	13	15
No	85	81	86	87	85
(not stated = 2)					
13.1 summary of problems experienced with the Child Care Services unit *					
program policies penalize clients, 29% (clients are told, "that's the way it is"; clients question what is the purpose of the program given their experience in dealing with the program and program staff)					
staff are poorly organized and provide conflicting information, 25% (little or limited follow-up with clients; staff give poor or conflicting 'advice' to clients))					
staff complicate an already frustrating application process, 22% (staff lose/misplace forms, make mistakes calculation subsidy, problems sorting out subsidy)					
staff do not act in a professional manner, 11% (clients' project or staff reflect or feed the fears, insecurities of client)					
complexity of program creates difficulty for both staff and clients, 10% (difficult for staff to explain and clients to understand, difficult to meet eligibility, little consistency in application)					
program weak in enforcement, 3% (staff are slow to follow-up on complaints and enforce regulations)					

Appendix 1.4 Demographic Information Summary Tables

	Type of Licensed Child Care				
	ALL	Family Day Home	First Nation Day Care	For Profit Day Care	Non Profit Day Care
	%	%	%	%	%
All Respondents (n=321)					
14. What is your marital status?					
Married	17	10	14	15	25
Divorced	4	5	..	6	3
Common-law	14	8	16	17	15
Separated	15	24	14	14	11
Widowed	1	1	2
Single (never married)	49	51	53	49	46
(not stated = 4					

15. Are you the legal guardian of the child (children)?					
Yes	98	96	95	98	100
No	2	4	5	2	0
(not stated = 11					