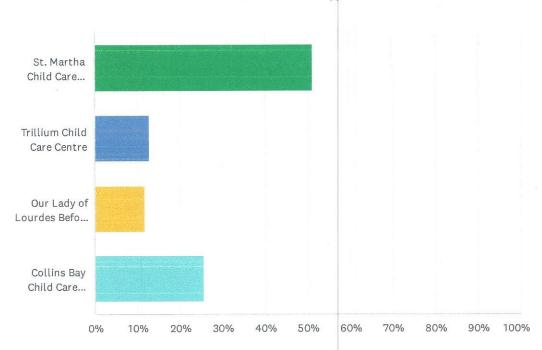
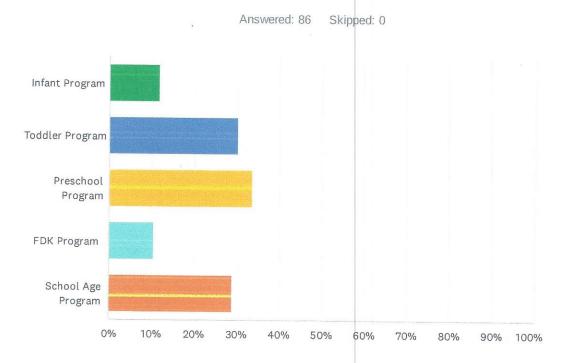
Q1 My child(ren) is enrolled at:





| ANSWER CHOICES | RESPONSES | |
|--|-----------|----|
| St. Martha Child Care Centre | 51.16% | 44 |
| Trillium Child Care Centre | 12.79% | 11 |
| Our Lady of Lourdes Before and After School Programs | 11.63% | 10 |
| Collins Bay Child Care Centre | 25.58% | 22 |
| Total Respondents: 86 | | |

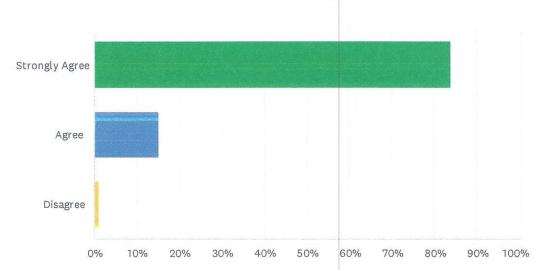
Q2 My child(ren) is enrolled in the:



| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|----|
| Infant Program | 11.63% | 10 |
| Toddler Program | 30.23% | 26 |
| Preschool Program | 33.72% | 29 |
| FDK Program | 10.47% | 9 |
| School Age Program | 29.07% | 25 |
| Total Respondents: 86 | | |

Q3 Kingston Day Care provides a warm and welcoming environment for my child(ren).





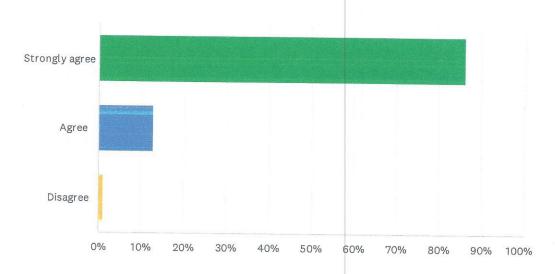
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Strongly Agree | 83.72% | 72 |
| Agree | 15.12% | 13 |
| Disagree | 1.16% | 1 |
| TOTAL | | 86 |

| # | PLEASE COMMENT: | DATE |
|----|--|---------------------|
| 1 | Your staff are wonderful and you've been so so accommodating! | 11/16/2022 9:41 PM |
| 2 | It looks a cozy and friendly environment | 11/16/2022 4:13 PM |
| 3 | Drop offs continue to be a challenge given the chaotic state the toddler room always seems to be in. It is evident that many of the children are not settled. It seems like there is a new staff member in the toddler room every day that I don't recognize. Consistent, competent staff would help the children develop trusting relationships and feel feel more safe and secure. | 11/15/2022 11:54 AM |
| 4 | Our son loves to go to the daycare and he settled down easily because of the environment that educators provided for him | 11/15/2022 10:18 AM |
| 5 | We were transferred from another Daycare due to moving this September, I prepared a week or two for my son to adapt in. However, he was happy at St. Martha since the very first day! Thanks to the teachers, and the wonderful kids in preschool, my son really enjoy going to daycare. | 11/15/2022 9:26 AM |
| 6 | Great staff and my child seems very happy!!! | 11/15/2022 8:58 AM |
| 7 | The educators are amazing - calm and kind, patient and caring. We couldn't be happier. THANK you for all you do! | 11/14/2022 9:13 PM |
| 8 | Wonderful staff, always welcoming | 11/14/2022 9:03 PM |
| 9 | Everybody treats my child with such love and care | 11/14/2022 5:07 PM |
| 10 | Sarah is amazing! | 11/14/2022 4:51 PM |

| - <u>-</u> K | Cingston Day Care Client Survey | SurveyMonkey |
|--------------|--|---------------------|
| 11 | Kristen, Lisa and Kayla are phenomenal! | 11/14/2022 12:36 PM |
| 12 | Educators and staff are friendly and considerate. My little one definitely likes them. They are very informative regarding how little ones Do and grow during the week too. | 11/8/2022 10:50 AM |
| 13 | Everyone that I have spoken to since Wyatt and will started going have been wonderful | 11/8/2022 7:30 AM |
| 14 | Our daughter loves going to daycare, and we believe that she is in a loving and welcoming environment. She is happy to go to daycare each day. | 11/7/2022 11:47 AM |
| 15 | Love the toddler teachers- so welcoming!! And loving ♥ My older children also love their FDK teachers | 11/5/2022 7:36 PM |
| 16 | The teachers in the infant and toddler program have been amazing. They are so caring - you can tell they love their job and the kids which is so happy to see as a parent. They are wonderful! | 11/3/2022 3:12 PM |
| 17 | Everyone is genuinely invested in the children. They greet us at the door, and give us a summary almost every day, even though my child has been there for over a year now. They give a summary of the positives, but when needed, are open to discussing things to work on at home. | 11/3/2022 12:05 PM |
| 18 | Riyaarth looks forward to attend his after school time with Kristin:) | 11/3/2022 11:49 AM |
| 19 | Kids both love it there Very quick adjustment period | 11/2/2022 8:07 PM |
| 20 | All of the staff is very friendly and welcoming whenever we arrive at daycare for drop off or pick up. | 11/2/2022 7:15 PM |
| 21 | We feel very warm and welcome at St. Martha's. | 11/2/2022 12:49 PM |
| 22 | My son loves to go to daycare every day. | 11/2/2022 12:44 PM |
| 23 | Always warmly welcomed, my little one has many tough mornings and is always lovingly greated by his care providers. | 11/2/2022 11:54 AM |
| 24 | The staff is extremely kind, welcoming and caring for my children | 11/2/2022 11:49 AM |
| | | |

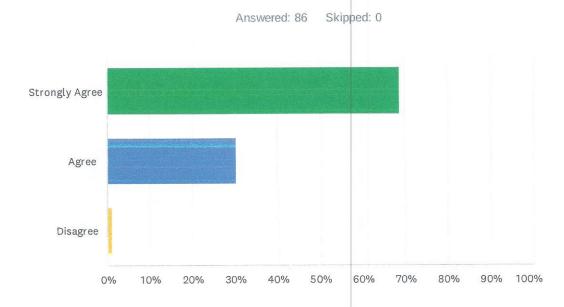
Q4 Kingston Day Care provides an environment that gives each child a sense of belonging and wellbeing.





| ANSWER (| CHOICES | RESPONSES | |
|-------------|---|---|---------------------|
| Strongly ag | ree | 86.05% | 74 |
| Agree | | 12.79% | 11 |
| Disagree | | 1.16% | 1 |
| TOTAL | | | 86 |
| # | PLEASE COMMENT: | | DATE |
| 1 | See previous comments. | | 11/15/2022 11:54 AM |
| 2 | Definitely my child enjoys coming to the centre | | 11/14/2022 5:07 PM |
| 3 | Maggie looks forward to going to before and after care every day. | | 11/14/2022 12:36 PM |
| 4 | My little one is happy about going to daycare every morning. | | 11/8/2022 10:50 AM |
| 5 | I believe that our daughter feels a sense of belonging at daycare. | | 11/7/2022 11:47 AM |
| 6 | Child independence is encouraged, and individuality is praised. | | 11/3/2022 12:05 PM |
| 7 | My child is happy to go to daycare everyday | | 11/2/2022 8:12 PM |
| 8 | My son absolutely loves going to daycare. | | 11/2/2022 7:15 PM |
| 9 | My son is always talking about his friend, his toys, their games, a the environment. | and teachers. That speaks to | 11/2/2022 12:44 PM |
| 10 | The sense that they are all genuinely cared for is very apparent. T and always have informative updates | hey know our children well | 11/2/2022 11:54 AM |
| 11 | My child is struggling since moving to the preschool program - she in toddler room and loved her teachers. Now, it is struggle to get h is always in tears. | e loved going to school when er to go and leaving her, she | 11/2/2022 11:51 AM |

Q5 Kingston Day Care provides stimulating learning experiences for my child(ren) that considers their interests and choices.



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Strongly Agree | 68.60% | 59 |
| Agree | 30.23% | 26 |
| Disagree | 1.16% | 1 |
| TOTAL | | 86 |

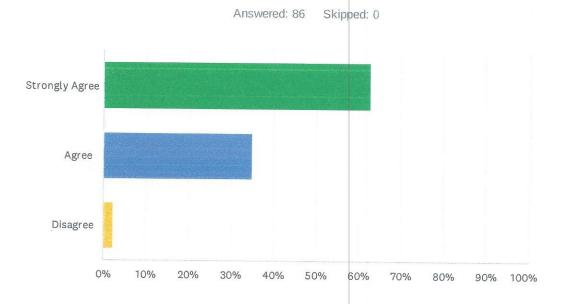
| # | PLEASE COMMENT: | DATE |
|----|---|---------------------|
| 1 | I believe they are but I don't get enough information just at pickup to be able to have a good understanding of this. I would really love to hear more about what my son is doing in the day. | 11/16/2022 10:01 PM |
| 2 | Agree, however I would like to hear more about the activities the kids do in a day. I believe they are doing activities that align with their interest but I actually don't know enough from just pick up and drop offs about what they do in a day to answer this. | 11/16/2022 9:41 PM |
| 3 | We're always thrilled to hear about the adventures and activities of the day. | 11/14/2022 9:13 PM |
| 1 | Love seeing photos and the light in my child's eye while doing activities. | 11/14/2022 5:07 PM |
| 5 | Kristen creates activities that are geared toward the children's interests. | 11/14/2022 12:36 PM |
|) | I am amazed at the activities that the children experience in a day. The ECE's do a great job at coordinating diverse experiences each day. | 11/7/2022 11:47 AM |
| 7 | Absolutely, and they can do this because they truly know my child. Educators from other programs also seem to know my child and just genuinely enjoy him, whether he is having a good day or a "bad" day. He is comfortable in saying "I don't like this" and they are receptive. | 11/3/2022 12:05 PM |
| 8 | I believe so. It may be helpful to know more about the activities the children do/if there are themes they cover (ie. learning about specific things, how often they do crafts, do reading etc | 11/3/2022 9:52 AM |
|) | Even when my son was in infant program he did lots of messy arts and crafts | 11/2/2022 8:07 PM |
| LO | I would love to see more updates and photos on the activities. | 11/2/2022 12:49 PM |
| | | |

11

I'd love to hear more about learning experiences, games, and activities they do in class. I realize time is limited but a general plan would be good for me to know what skills they are working on. For example, till the end of the summer, I didn't know they go to the gym in St. Marth school. I noticed my son is talking a lot about it but I thought he was referring to stories, books, and his cartoons, not his actual experience.

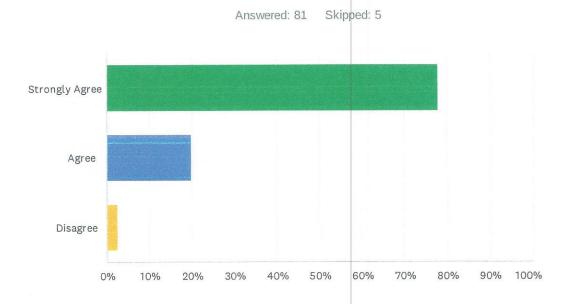
11/2/2022 12:44 PM

Q6 Kingston Day Care prepares my child(ren) for each stage of learning.



| ANSWER C | HOICES | RESPONSES | |
|--------------|--|---|---------------------|
| Strongly Agr | ee | 62.79% | 54 |
| Agree | | 34.88% | 30 |
| Disagree | | 2.33% | 2 |
| TOTAL | | | 86 |
| # | PLEASE COMMENT: | | DATE |
| 1 | Same comment as above | | 11/16/2022 10:01 PM |
| 2 | Same as previous comment | | 11/16/2022 9:41 PM |
| 3 | Would be nice to hear more about sharing with the parents what tworking on. | their child has been learning or | 11/15/2022 9:46 AM |
| 4 | My older child went here as well and we found he was very well p even learns so many clever tasks to help him dress for outside. | repared for school. My child | 11/14/2022 5:07 PM |
| 5 | My little one superises me from time to time by knowing somethi | ng new. :) | 11/8/2022 10:50 AM |
| 6 | It would be really nice to get an idea or showcase what skills they for each toddler as I know each of their development is unique. T further development at home if we can align with what the daycar | his will also help encourage | 11/3/2022 3:12 PM |
| 7 | I think there is less academic activities in the preschool program but I am not necessarily unhappy about this. I think children will I their alphabet in JK, but a head start isn't a bad thing either. I'm o pre-schoolers should have academic work and is probably case-b would be phased out in the early summer for the graduating kids to September so that they are used to staying awake during the day | earn to hold a pen and recite n the fence about whether y-case. I do wish that naps that will be starting school in | 11/3/2022 12:05 PM |

Q7 Kingston Day Care ensures the social/emotional wellbeing of my child(ren) is supported and maintained.

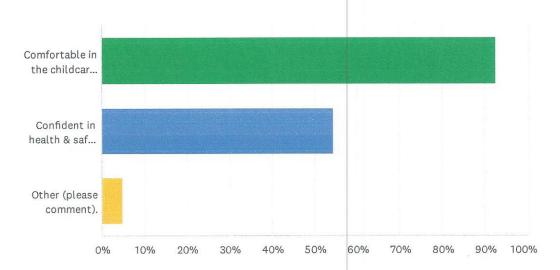


| ANSWE | R CHOICES | RESPONSES | | |
|----------|---|--------------|-----------------|----|
| Strongly | Agree | 77.78% | | 63 |
| Agree | | 19.75% | | 16 |
| Disagree | | 2.47% | | 2 |
| TOTAL | | | | 81 |
| # | PLEASE COMMENT: | | DATE | |
| 1 | One million percent. The staff have been so understanding | and patient. | 11/14/2022 9:15 | PM |
| | | | | |

| # | PLEASE COMMENT: | DATE |
|---|--|--------------------|
| 1 | One million percent. The staff have been so understanding and patient. | 11/14/2022 9:15 PM |
| 2 | Yes they are very supportive | 11/14/2022 5:09 PM |
| 3 | 100% - I can't emphasize enough how caring and empathetic everyone is, but are also balanced with a sense of authority/ security and teaching values and principles of kindness. | 11/3/2022 12:11 PM |
| 4 | If there is ever an issue, the staff brings it to your attention in a supportive manor. | 11/2/2022 7:18 PM |
| 5 | Hi teachers, particularly, Allison and Beckie supported my son a lot with his emotional needs. | 11/2/2022 12:50 PM |

Q8 How are you feeling post-COVID?

Answered: 81 Skipped: 5



| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Comfortable in the childcare setting. | 92.59% | |
| Confident in health & safety protocols. | 54.32% | 44 |
| Other (please comment). | 4.94% | 4 |
| Total Respondents: 81 | | |

| # | PLEASE COMMENT: | DATE |
|---|--|---------------------|
| 1 | I'm confident in the daycares protocols and cleaning but still fairly nervous about the illnesses currently circulating and the fact that children's hospitals are filling up. I feel like I can't protect my child as well as I would like and wonder if there's anything that can help that. | 11/16/2022 10:11 PM |
| 2 | The childcare center is doing a great job at keeping everyone and everything as clean and safe as possible. | 11/16/2022 2:29 PM |
| 3 | Always worried about my child catching a virus from daycare. Would like to be reassured that care providers are vaccinated, or general reassurance as such. | 11/14/2022 10:21 PM |
| 4 | I'm very happy things are returning to 'normal' . I love being able to entire the daycare again and talk to the educators. It feels so much more welcoming post covid. | 11/5/2022 7:38 PM |
| 5 | Does an excellent job of risk assessment and keeping parents updated. | 11/3/2022 12:11 PM |

Q9 How can we help families develop a sense of belonging to their child care program and become active partners in their child's care and early learning?

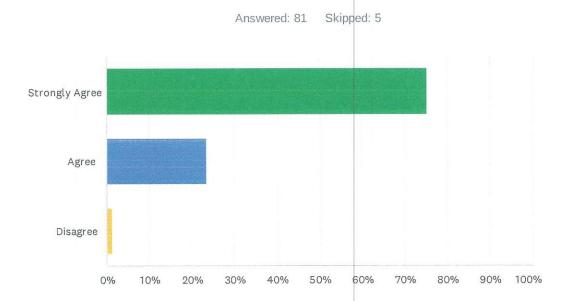
Answered: 37 Skipped: 49

| # | RESPONSES | DATE |
|----|---|---------------------|
| 1 | The center has been so accommodating and welcoming! The only thing I would say is that I would love to know what interests they're seeing in my child, what observations they may have about how they interact and what activities they do day to day. | 11/16/2022 10:11 PM |
| 2 | Providing some more feedbacks abiut the children days, friendships and activities | 11/16/2022 4:15 PM |
| 3 | We are happy with how we as parents connect with the preschool teachers. Removing the covid barriers (e.g. the front entrance table) has really helped in getting to know the educators and being able to communicate with them and get to know them. While we know there is a preschool curriculum and we can tell it's very good, because we see the results in our child, it might be nice to get an idea of what it is, so we know what our child is learning weekly. We get some idea through casual conversations though. | 11/16/2022 2:29 PM |
| 4 | Daily updates and photos | 11/16/2022 12:14 PM |
| 5 | I think the daycare is doing the best it can at this point with covid to try and engage parents with our pictures, update on the app and sharing about our children's day. I really appreciate these and look forward to the day we are able to actually come into the space and see where our children are learning! | 11/15/2022 8:40 PM |
| 6 | Share information regarding staffing changes and perhaps provide a brief introduction on their experience/qualifications working in childcare. It would help me feel more involved if I knew more about the people I am trusting my daughter with ~40 hours/week. | 11/15/2022 12:11 PM |
| 7 | Share with parents what you are working on with our children. | 11/15/2022 9:47 AM |
| 3 | everything is good | 11/15/2022 9:38 AM |
| 9 | you've done good. | 11/15/2022 9:30 AM |
| 10 | It would be great to have some in class time with the kids. I'd love to see how my boys interact with the other kids. Like a parent/ student hour or something? | 11/15/2022 9:19 AM |
| 11 | Keep communicating and sending pictures of children's weekly activity. | 11/15/2022 4:20 AM |
| 12 | We would like daily logs and reports. This has been non existent. The sandbox system does not work as we do not receive any updates regarding our child's day, diet, or development. | 11/14/2022 10:21 PM |
| 13 | Communication needs to be improved - as parents we do not feel communication from the top, we are not notified of staff changes, program changes and routines, CWELCC program etc. | 11/14/2022 9:05 PM |
| L4 | More photos and take home crafts | 11/14/2022 6:50 PM |
| .5 | Better snack and meal options. Families should be allowed to give input on the menu | 11/14/2022 5:50 PM |
| L6 | I feel this is done well already | 11/14/2022 5:09 PM |
| .7 | Keep doing what you are doing! | 11/14/2022 1:31 PM |
| .8 | I feel like you are already the gold standard at this. | 11/14/2022 12:37 PM |
| .9 | I find that both rooms at Our Lady of Lourdes are so positive and welcoming. | 11/9/2022 9:27 PM |
| | | |

| | sometime? | |
|----|--|--------------------|
| 22 | Continue with daily updates on the infant and toddler rooms, communication daily with parents, and opportunities for parents to be more updated if needed | 11/5/2022 7:38 PM |
| 23 | It would be really nice to get an idea or showcase what skills they are developing or working on for each toddler as I know each of their development is unique. This will also help encourage further development at home if we can align with what the daycare is teaching. We'd love to be aware of some of the new skills she is picking up on in daycare to be able to work with her on them. | 11/3/2022 3:17 PM |
| 24 | More updates from preschool teachers! | 11/3/2022 1:51 PM |
| 25 | Open a before/ after school program so my other child can benefit from this amazing environment and my one in the program now can stay! :) | 11/3/2022 12:11 PM |
| 26 | Parent teacher night? Is that a thing? | 11/3/2022 9:53 AM |
| 27 | Would be nice to be able to know more about the other kids there, and who my child likes to play with and connect with the parents | 11/2/2022 8:09 PM |
| 28 | Increased face to face communication with child care staff. When we were in both infant and toddler groups I felt this was well done. I don't feel the pre-school group does this as well. | 11/2/2022 4:06 PM |
| 29 | Already feel involved in my daughters development, activities and pictures showing them participating in the updates are great for me to see how she's developing | 11/2/2022 1:54 PM |
| 30 | increase feedback communication. it can be digital instead of burdening staff with daily oral reports | 11/2/2022 12:54 PM |
| 31 | I would recommend using the sandbox app more often. Showing what the kids are learning etc | 11/2/2022 12:50 PM |
| 32 | I love to have an open play hour that parents can attend volunteer, help teachers and get to see what a day in daycare looks like. | 11/2/2022 12:50 PM |
| 33 | More reporting on daily activities pertaining to learning, milestones etc. | 11/2/2022 12:50 PM |
| 34 | More communication between teachers and parents, perhaps more updates on what their child does in a day, photos or monthly check ins. | 11/2/2022 12:24 PM |
| 35 | Would love more photos and updates on what the little ones do throughout the day | 11/2/2022 11:56 AM |
| 36 | More information about how/what they do throughout the day. I miss the daily reports we got in the toddler program | 11/2/2022 11:53 AM |
| 37 | I feel as though the program offers whatever level of support the family needs. Everyone requires a different level of attention and this program offers it all | 11/2/2022 11:52 AM |
| | | |

ANSWER CHOICES

Q10 I am comfortable speaking with the staff about my child(ren)'s development.

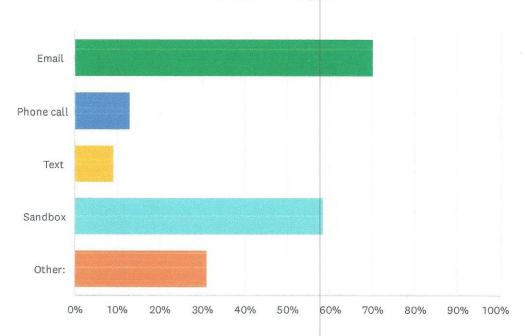


| Strongly Agi | ree 75 | 5.31% | 61 |
|--------------|--|-------------------|---------------------|
| Agree | 23 | 3.46% | 19 |
| Disagree | 1.: | 23% | 1 |
| TOTAL | | | 81 |
| # | PLEASE COMMENT: | | DATE |
| 1 | Your staff are wonderful | | 11/16/2022 10:11 PM |
| 2 | Collins Bay staff are extremely supportive! | | 11/16/2022 2:29 PM |
| 3 | Love our staff!! | | 11/15/2022 8:40 PM |
| 4 | Sara and Lisa always make themselves available to answer question | s and give input. | 11/15/2022 9:00 AM |
| 5 | Yes they are very friendly and open | | 11/14/2022 5:09 PM |
| 6 | I would like to have "Ages and Stages" assessments or something si educators because children typically perform more accurately when a assessment. | | 11/3/2022 12:11 PM |
| 7 | Maybe meetings once or twice a year to discuss the child's progress | | 11/2/2022 8:17 PM |
| 8 | I am comfortable talking about the development, I would like to see n development. | nore reporting on | 11/2/2022 12:50 PM |

RESPONSES

Q11 I regularly receive updates through: (please select all that apply)





| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|----|
| Email | 70.13% | 54 |
| Phone call | 12.99% | 10 |
| Text | 9.09% | 7 |
| Sandbox | 58.44% | 45 |
| Other: | 31.17% | 24 |
| Total Respondents: 77 | | |

| # | OTHER: | DATE |
|---|--|---------------------|
| 1 | Quick chat at drop off or pick up | 11/16/2022 12:14 PM |
| 2 | I am really enjoying sandbox, it is very user friendly ! | 11/15/2022 8:40 PM |
| 3 | I do not receive any updates, except for closures. There are no email or sandbox updates for my child. | 11/14/2022 10:21 PM |
| 4 | In person | 11/14/2022 9:09 PM |
| 5 | I never receive any updates | 11/14/2022 9:05 PM |
| 6 | As required | 11/14/2022 5:09 PM |
| 7 | face-to-face | 11/14/2022 12:37 PM |
| 8 | Conversation | 11/9/2022 9:27 PM |
| 9 | When our daughter was in the infant program, we received regular updates from the team, and | 11/7/2022 11:52 AM |

When our daughter was in the infant program, we received regular updates from the team, and I appreciated the personal connection of being able to hear about her day. I recognize that this is more challenging when children move to the toddler room. However, I would love to receive more updates/pictures if there is the possibility.

| 10 | The sandbox app is a great tool however it is very inconsistent in terms of the amount of information that is displayed and a lot of days the app doesn't even load. If this could get sorted out, it would be a great tool for updates throughout the day and communication with the teachers. | 11/3/2022 3:17 PM |
|----|---|--------------------|
| 11 | Yes | 11/3/2022 1:51 PM |
| 12 | In person | 11/3/2022 12:11 PM |
| 13 | Communication with Kristin daily | 11/3/2022 11:50 AM |
| 14 | no updates | 11/3/2022 10:57 AM |
| 15 | Every morning or afternoon. © | 11/3/2022 10:56 AM |
| 16 | While in the toddler program we received some feedback through sandbox (mostly about potty, food, naps). Not much feedback is given in preschool unfortunately, but also understandably given the amount of children in the class. | 11/2/2022 8:17 PM |
| 17 | In person when you pick up your child | 11/2/2022 8:09 PM |
| 18 | The only thing I wish was more photos or specific updates on my child's day other than the daily log. | 11/2/2022 7:18 PM |
| 19 | At drop off and pick up | 11/2/2022 5:01 PM |
| 20 | In person at drop off and pick up | 11/2/2022 1:54 PM |
| 21 | I like to get more photos or videos of my son. I share that with his teacher and they share as much as they could. But with the high turnover rate, it's missed sometimes. | 11/2/2022 12:50 PM |
| 22 | I would like to see more updates | 11/2/2022 12:50 PM |
| 23 | None | 11/2/2022 11:53 AM |
| 24 | Verbally | 11/2/2022 11:52 AM |

11/14/2022 7:24 PM

11/14/2022 5:50 PM

11/7/2022 11:52 AM

is not ideal.

month so a heads-up would be helpful.

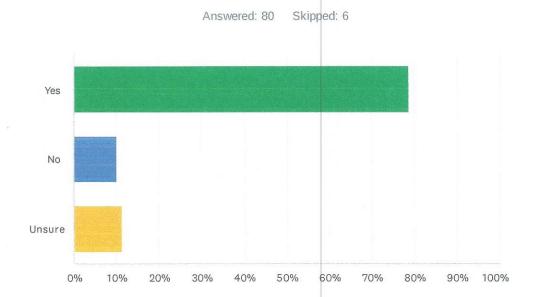
events, except the United Way campaign.

6

7

8

Q12 Do you feel our methods of communication (e.g. invoicing, reminders, special events etc.) are effective?



| ANSWER | CHOICES RES | SPONSES | |
|--------|--|-------------------------|---------------------|
| Yes | 78.7 | 75% | 63 |
| No | 10.0 | 00% | 8 |
| Unsure | 11.2 | 25% | 9 |
| TOTAL | | | 80 |
| # | PLEASE COMMENT: | | DATE |
| 1 | Sometimes it takes a while to get responses on the sandbox and child the phone, making quick communication harder. | care is hard to pick up | 11/16/2022 4:15 PM |
| 2 | The communications method works for us well enough. | | 11/16/2022 2:29 PM |
| 3 | It would be much more effective to be able to pay invoices online with an email that doesn't allow for immediate action or a printed piece of pacubby which I may or may not notice at pickup isn't the most effective invoices. | aper in my daughters | 11/15/2022 12:11 PM |
| 4 | I would like to get more regular invoices. I would love to be able to pay | via EFT | 11/15/2022 9:21 AM |
| 5 | For invoicing, it would be preferred to have an email delivered the first | of the month regarding | 11/14/2022 10:21 PM |

the exact dollar amount. The rest of the communication is acceptable via email. As stated earlier, we do not receive any updates regarding our child's day on sandbox, or via email. This

Staff so great with quick communication at pick up. I like the emails and invoices through

Invoices should go out on either the first day of the month, or the last day. Costs vary each

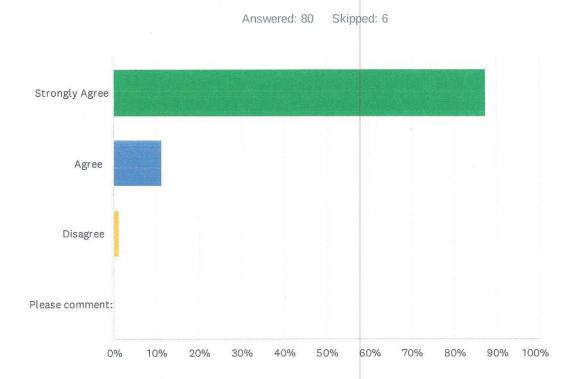
I feel that email updates about the daycare centre are sufficient. However, it would be helpful

to receive reminders of how much is owed each month. I have not been aware of any special

16/22

| | Kingston Day Care Client Survey | SurveyMonkey |
|----|---|--------------------|
| 9 | Love the invoice being emailed to me monthly | 11/5/2022 7:38 PM |
| 10 | It would be great to see more communication/transparency around the child care subsidy program as I know this is very significant to parents and any type of communication would be helpful and appreciated to keep us in the loop. | 11/3/2022 3:17 PM |
| 11 | Would love to be able to pay online and with a credit card. | 11/3/2022 12:11 PM |
| 12 | Not a fan of the app. Find it too difficult to locate and hard to navigate. | 11/2/2022 4:32 PM |
| 13 | I prefer direct emails. | 11/2/2022 4:06 PM |
| 14 | invoices currently do not include a due date. A date should be clearly labeled to avoid confusion or burden staff with reminder calls/emails. | 11/2/2022 12:54 PM |
| 15 | I'd love to get a copy of the food plan and announcements for the month on the sandbox app or through email. My husband does pick up and drop off and sometimes he misses the announcements on the walls :) | 11/2/2022 12:50 PM |
| 16 | Challenges with sandbox app at times, glitching. Would love email invoices and options to e-transfer | 11/2/2022 11:56 AM |
| 17 | Online options for payment would be very helpful for lots of parents. Quick and easier way to make monthly payments and on time. | 11/2/2022 11:54 AM |
| 18 | Please setup Sandbox to accept payment - it can take me a full week to make a payment. It would save everyone time and I would be able to pay faster. | 11/2/2022 11:53 AM |
| 19 | It would be nice to be able to do e-transfers for payment | 11/2/2022 11:52 AM |
| 20 | All good except payment would be better if credit card, direct deposit or email transfer | 11/2/2022 11:52 AM |

Q13 I would feel comfortable recommending Kingston Day Care to family or friends.



| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|----|
| Strongly Agree | 87.50% | 70 |
| Agree | 11.25% | 9 |
| Disagree | 1.25% | 1 |
| Please comment: | 0.00% | 0 |
| TOTAL | | 80 |
| # PLEASE COMMENT: | DATE | |
| There are no responses. | | |

Q14 Do you have any additional comments?

Answered: 22 Skipped: 64

| # | RESPONSES | DATE |
|----|--|--------------------|
| 1 | We are very pleased and thankful for the warm and supportive environment that our child receives at Collins Bay. It really is part of our family! | 11/16/2022 2:30 PM |
| 2 | NA | 11/15/2022 9:39 AM |
| 3 | If there is a program to see some pictures showing how are the kids behave at school, that would be even better. | 11/15/2022 9:31 AM |
| 4 | Payment via EFT/ email would help timely payments. I am a late pick up and there is rarely anyone available to process my debit payment. | 11/15/2022 9:21 AM |
| 5 | Thank you! | 11/14/2022 9:10 PM |
| 6 | Please reconsider alternative methods of payments for fees that are already present at most other daycares - e-transfer in particular | 11/14/2022 9:07 PM |
| 7 | Thank you for the hard work that you do! | 11/14/2022 7:24 PM |
| 8 | Some of your new staff seem inexperienced and often present in an immature manner. It would be nice to NOT see them carrying or checking their cell phones, while they're supposed to be watching my children. | 11/14/2022 5:53 PM |
| 9 | Thank you for your dedication and exemplary level of care | 11/14/2022 5:10 PM |
| 10 | The staff are so kind, friendly and welcoming. My children love attending the before and after school program! | 11/9/2022 9:28 PM |
| 11 | I love the staff at st Martha's. | 11/5/2022 7:38 PM |
| 12 | Truly amazing program. We are so happy and comforted to have our child here! | 11/3/2022 3:19 PM |
| 13 | A huge THANK YOU for everything you do to make these very important developmental years positive. | 11/3/2022 1:22 PM |
| 14 | Kathryn misses all of you and hopefully we will be back in the swing of things soon. | 11/3/2022 10:57 AM |
| 15 | Thank you for a great start to a new school year - super positive and welcoming each morning and night! | 11/3/2022 10:42 AM |
| 16 | Love what the staff do for my daughter. It's unfortunate there's been a high turnover rate recently but my daughter seems to adapt to each new teacher quite well. | 11/2/2022 10:00 PM |
| 17 | We have been very happy with our child's care at St. Martha. The staff is incredible and our child is very happy and thriving. | 11/2/2022 8:19 PM |
| 18 | Would be nice to lay by credit card | 11/2/2022 8:10 PM |
| 19 | Na | 11/2/2022 12:57 PM |
| 20 | Nope | 11/2/2022 12:50 PM |
| 21 | Online payments or e-transfers for monthly payments highly recommend! | 11/2/2022 11:55 AM |
| 22 | There's needs to be a better payment system. No one writes Cheques anymore. You need an e transfer option. | 11/2/2022 11:53 AM |