



UMBRELLA FAMILY AND CHILD CENTRES OF HAMILTON

NEWSLETTER

• FALL 2016 •



WELCOME!

As we work on this newsletter, we have almost completed the third week of school. It is our hope that you and your child/ren are enjoying the Umbrella Program that you have registered in, whether you are a returning family or brand new to the Umbrella.

SUMMER CAMPS... HOT, HOT, HOT!



Summer 2016 was one of the hottest summers we have experienced in some time. Children and staff enjoyed cooling off in the lake at Fifty Point Conservation area and wherever they could find water! This included wading pools in the programs, splash pads and Wildwater Works.



CHRISTMAS BREAK 2016

- As detailed in the Umbrella Family Program Handbook, available at your program or on our website, Umbrella Family programs close to celebrate statutory holidays
- USUALLY** the days we close would be as follows:

New Year's Day	Family Day
Good Friday	Easter Monday
Victoria Day	Canada Day
Thanksgiving	Christmas Eve – pm
Christmas Day	Boxing Day
New Year's Eve – pm	
- THIS YEAR** Christmas Eve, Christmas Day, New Year's Eve and New Year's Day all fall on weekends and the holiday closures will be as follows:
 - Monday, December 26th
 - Tuesday, December 27th
 - Friday, December 30th (in lieu of two 1/2 days)
 - Monday, January 2nd



DECEMBER 2016						
SUN	MON	TUE	WED	THU	FRI	SAT
25	26 Centres Closed	27 Centres Closed	28	29	30 Centres Closed	31
JANUARY 2017						
1	2 Centres Closed	3	4	5	6	7

STAY CONNECTED!

UMBRELLAFAMILY.COM

@UMBRELLAFAMILYANDCHILD

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WE ASKED... YOU TOLD US!

In June 2016, we surveyed our Umbrella parents, kindergarten and school age children; 529 parents representing 617 children and 426 children responded to the anonymous surveys conducted in the programs on iPads.

The survey tool used allows us to tabulate overall results, which are those below, but we can also isolate issues and concerns by program, allowing follow-up and goal setting in individual locations.

Parent Survey Results

Answer Options	Response Percentages				
	Excellent	Good	Satisfied	Unsatisfied	Not sure
Quality of care	78%	21%	2%	0%	0%
Staff	82%	16%	2%	0%	0%
Activities planned	62%	31%	5%	1%	1%
Communication with Centre Staff	69%	26%	4%	1%	0%
Food served (breakfast, lunch, snacks)	60%	30%	7%	1%	3%
Hours of operation	79%	19%	2%	1%	0%
Ease of payment	82%	16%	2%	0%	1%
Cost of programs	47%	33%	16%	2%	2%
Space where programs operate	62%	31%	6%	1%	0%
Special events	55%	29%	8%	1%	8%
Child's enjoyment	70%	26%	4%	0%	0%
Child's safety	74%	24%	2%	0%	0%
Students on placement	49%	24%	4%	0%	23%
Registration process	64%	29%	5%	1%	1%
Parent survey process	64%	30%	4%	1%	1%
Communication with Head Office	45%	28%	11%	1%	15%
Rate the overall service	72%	27%	1%	0%	0%

The results speak for themselves... **100% of responding parents said that overall they were satisfied with the service...** overwhelming satisfaction and a special recognition for our wonderful staff! (We think they are pretty special too!) Thank you for giving us the opportunity to care for your children... we do not take your confidence in us for granted and we promise to look at the issues that were raised around communication, the registration process and other administrative issues. It would also appear that we have some work to do around ensuring parents have information about the food we serve, our special events and our Student on Placement program. When it comes to fees,

we don't expect everyone to be happy with the fees... early learning and child care are expensive for parents. We are gratified that most parents are at least satisfied and happy and that the majority believe they receive good value for their money.

Child Survey Results

Answer Options	Response Percentages				
	Excellent	Good	Satisfied	Unsatisfied	Not sure
Staff	53%	36%	7%	1%	3%
Daily activities	44%	41%	10%	2%	3%
Special events	53%	27%	8%	1%	11%
Toys/sports equipment	41%	40%	10%	5%	4%
Food	43%	42%	9%	2%	3%

The two lower scoring areas in the child responses were the toys/sports equipment and the food. Over 80% of the children who completed the survey were from the 6-9 age group and their requests were for more games and sports equipment for older children, which is certainly achievable. Two percent (2%) of children were not happy with the food. One of our favourite comments was the request for more egg salad sandwiches, complete with a happy face at the end of the sentence!

DID YOU KNOW?

- All Umbrella Family and Child Centre programs are licensed by the Ministry of Education under the Child Care and Early Years Act (2014)
- All Umbrella Family and Child Centre programs operate in Hamilton Wentworth District School Board schools
- Full day sites offer care for toddler and preschool children, as well as extended day care for kindergarten and school age children
- Satellite locations offer care before and after school for kindergarten and school age children
- Full day programs are offered for kindergarten and school age children on non-school days, including PA Days, Christmas and March Breaks and during the summer in select locations
- For a complete listing of our locations and the programs offered, visit our website at **www.umbrellafamily.com**
- Every program has a Supervisor, a Program Leader and a Program Manager available to answer questions or address concerns
- If you wish to speak to one of the above mentioned staff, please let the staff in your program know this and they will ensure you are followed up with or call our Head Office at 905-312-9838