

LMNH 2016-2017 Survey Results



2016 - 2017 Survey Results

624

TOTAL Responses



69
Child
Satisfaction



522
LMNH
Satisfaction

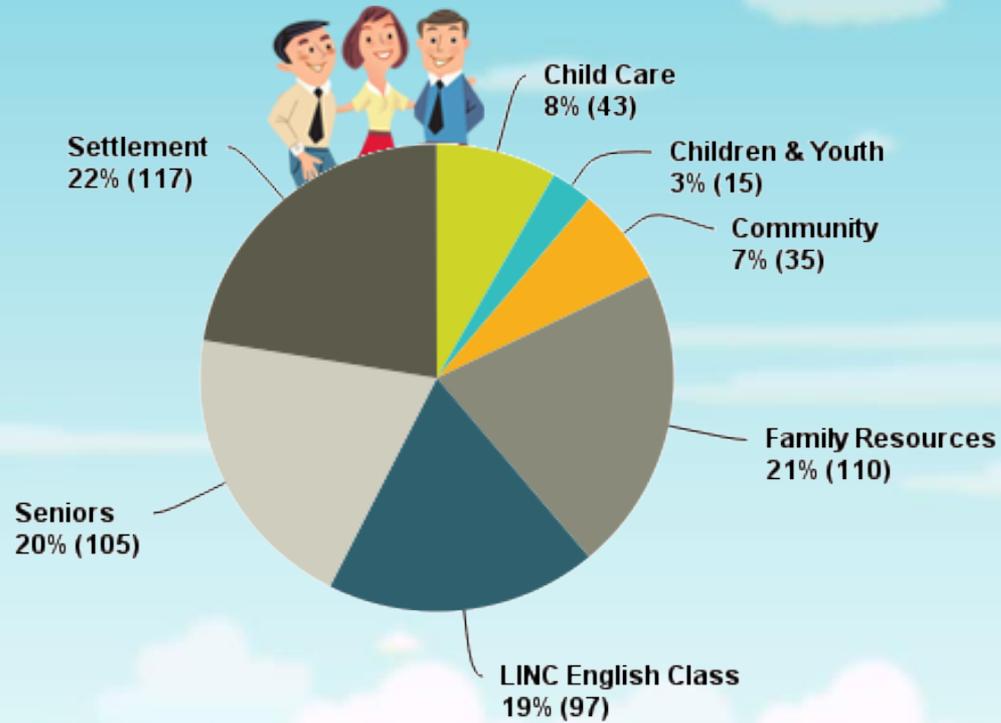


33
Volunteer
Satisfaction

How will the data be used?

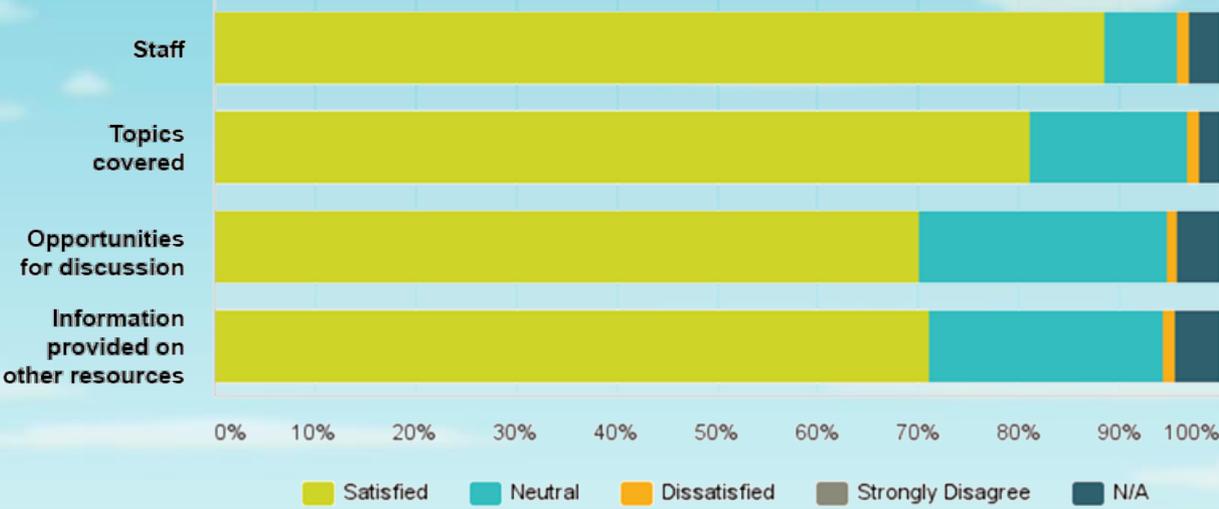
- Responses are tabulated
- Results are distributed to each program manager
- Feedback is evaluated & communicated to staff for implementing quality improvements
- Tied to outcomes and impacts

LMNH Satisfaction Survey by Department

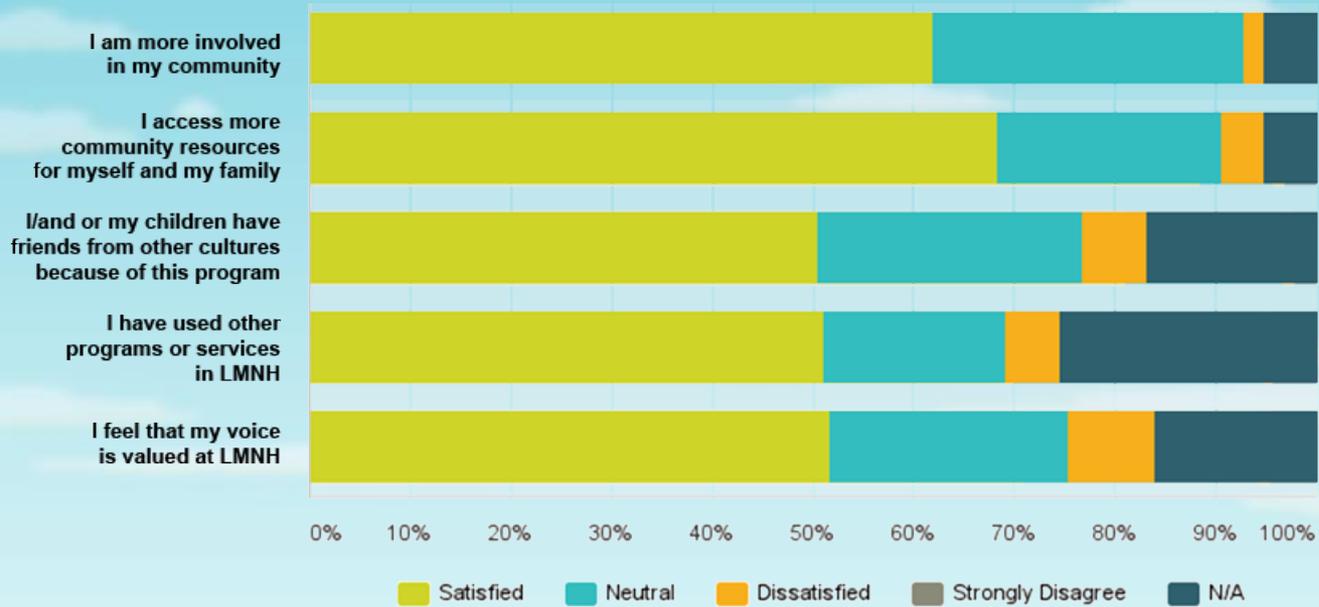


*34 programs, 7 year olds to seniors

Program Satisfaction Levels



Client Enhancement Levels



[Survey Highlights] Across Agencies

“The teacher is patient and is professional. The Little Mountain Neighbourhood is a kind family. The service is very good”

✓ **89% were satisfied with the staff,
and only 1% were dissatisfied**

“We improved our English and our relationships with people. We met new friends from different countries.”

- The most significant change as a result of this program.

“The love that all the staff have for their work, the effort, care and positive energy that goes into their day”

- What did you most like about the program?

“More chance to practice oral English”

“More field trip”

- How would you improve the program?

[Survey Highlights]

Child Care

“I am more open / less intimidated to speak with other parents, and am getting to know more families in the community. Eased stresses around drop off / pick-ups due to the great hours. Nice to see children making friends and being supported.”

CDC

“We feel true sense of communities & we love how the daycare integrates into the neighbourhood & supports the kids & families”

LMOSC

“For 5 years LMOSC has been the constant in my children's life. They provide love and support to my family - amazing care, young adult involvement (staff). My kids are socialized, happy kids and LMOSC has been a big part of that!”

MOSC

“The staffs are fabulous. I don't mind paying more so that they are paid more. This city is expensive and good staffs are hard to come by. I recommend ensuring they are paid more so that MOSC can keep them long term.”

3 programs surveyed; 111 respondents

[Survey Highlights]

Family Resource Programs

“I consider the Family Drop in a highly valuable resource in my community. The staffs are wonderful and welcoming. I sincerely appreciate the low cost, but I would pay more if needed. I am so thankful that this resource is in my neighbourhood and I suspect we will be coming for several years. Many thanks!!”

“The toddler is more social, and less shy. My little one is very interactive as a result of coming to the program.”

“WE can improve it by increasing days in a week”

“I wish you had more counsellors on staff for better hours, accessibility, and so more people could access this service. I really appreciate it.”

14 programs surveyed; 110 respondents

[Survey Highlights] Children and Youth

“The fact that the teachers were so caring and wanted to help us in any way we needed. They also provided us with snacks which was very kind because many of us are kind of starving by the end of school.”

“I feel overall homework club is an incredibly brilliant thing that brings us students together and helps us out with things we may be struggling in. A great place to have a fun time, but not the best for homework completion...”

“how fun and low stress these programs are, they're always so fun to attend and its always a new opportunity to meet new people”

“I think there should be an area for people that are just hanging out and for people who are doing homework.”

2 programs surveyed; 15 respondents
Separate survey done for Special Services

[Survey Highlights]

Community

“Motivation of cooking more variety of foods at home. Family bonding by participation with my child. Networking new friends & helping their bit transition (ex; job search, hobby, emotionally). My child recognized homemade cooking is fun. As a single parent eating in a big group makes happy & connected & team work .”

“Thanks for such a wonderful program that allow me share experiences with different people and make me feel part of the community”

“Opened & welcoming environment. Marta is very patient to many different cultural backgrounds, with is not easy when team work is required. I am quite impressed by her warm personality”

“It was a pleasure meeting everyone and participating in this program. I would never have been able to come without the child minding available. Thank you so much - my kids had so much fun! (heart).”

3 programs surveyed, 35 respondents

[Survey Highlights] Seniors

“We sang good old songs that I heard when I was young. At LMNH I found happiness. Such kind of life is so sweet and wonderful..”

“I learned easy conversation in English. We feel more included in the society and made some friends”

“Chi Kung class. Very friendly atmosphere”

“Line dance, I would like to dance by myself. If we dance with partner, worry to hurt other people. That is one thing I want to change”

“LMNH cares about us. They provide a variety of programs. There are many volunteers helping the program. I should follow their examples”

“I hope that you ensure that we have enough chairs to use. We are seniors, and it is not easy for us to climb up and down for chairs. When we found there are no chairs in the beginning of the class, it affects our emotions too. Please help us, so the class can run smoothly.”

6 programs surveyed; 105 respondents

[Survey Highlights] Settlement

“The CCFS creates an opportunity for building positive relationships, is critical for newcomer refugees to feel safe and comfortable in their new home. The people participating this program indicate the success of smiles laughter & conversations for all the hard work”

“I like the food. I feel respect. I like the mood in the program. All the hard work to provide the food the Syrians prefer(Halal)”

“I liked about how they teach lessons. When they do slideshows, and the quizzes. It teaches you stuff and easy to remember”

“I am more likely to talk to my neighbours more often. I feel supported in my community. I have friends I can count on”

“I have learned so much more about our Canadian history and so much more. I've learned more about Canada in general. They (family) have also learned and become interested in Canada and what is going on with it.”

9 programs surveyed; 117 respondents

[Survey Highlights]

LINC

“I like everything the teacher, student and my kids like it. It is teaching us everything”

“I like learning here about communicating with people, shopping and going to see doctor”

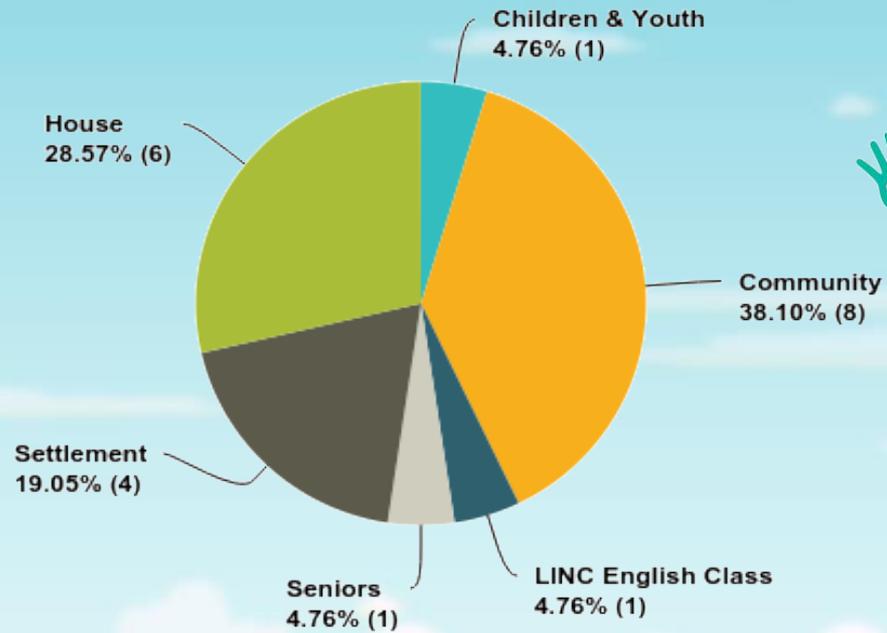
“Dental care, resume writing, recycle of garbage, BC election, social news from newspaper”

“My most significant change is I know many new words and I can speak English. I can watch BBC TV. I can read newspaper.”

“I felt my English having improved .so I can do have some conversation with others. I felt very excited”

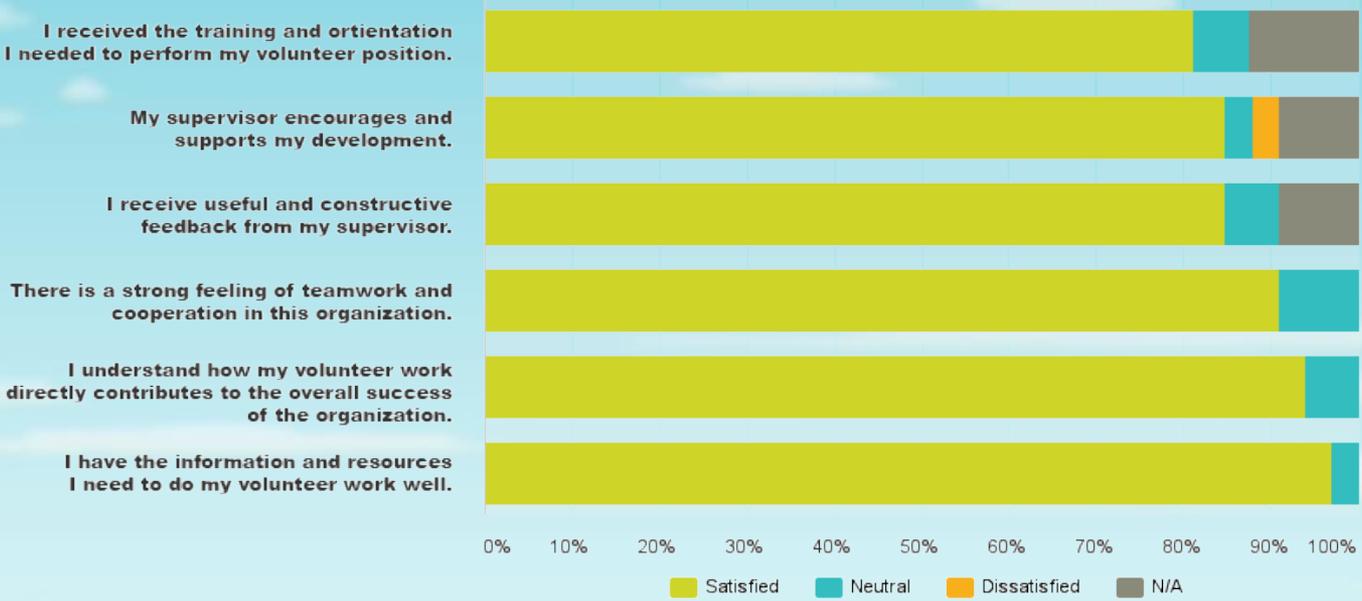
6 programs surveyed; 93 respondents

Volunteer Satisfaction Survey By Department

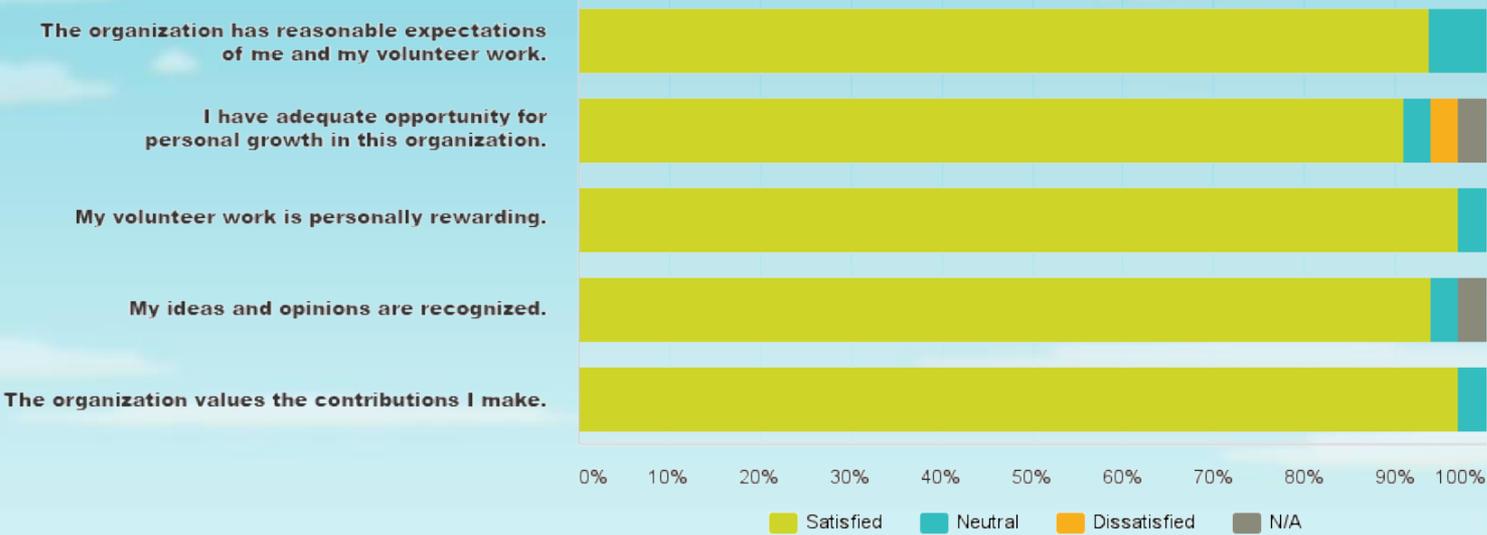


12 year olds to senior volunteers across all programs

Volunteer Enhancement Level (Part 1 of 2)



Volunteer Enhancement Level (Part 2 of 2)



[Survey Highlights] Across Agencies

“Youth Council has taught me valuable skills that I can apply to my life. I really enjoy this”

“Great Organization! Enjoy working with people in Riley Park project!”

“I'm very grateful for the opportunity you have given me. You have made easier my first six month in Vancouver. I Thank you :)”

“If a meeting at neighbourhood house is cancelled there should be a system in place that informs would be attendees before they travel to the house”

33 respondents gathered from Volunteer Appreciation Night

Child Satisfaction Survey



69 Total Respondents

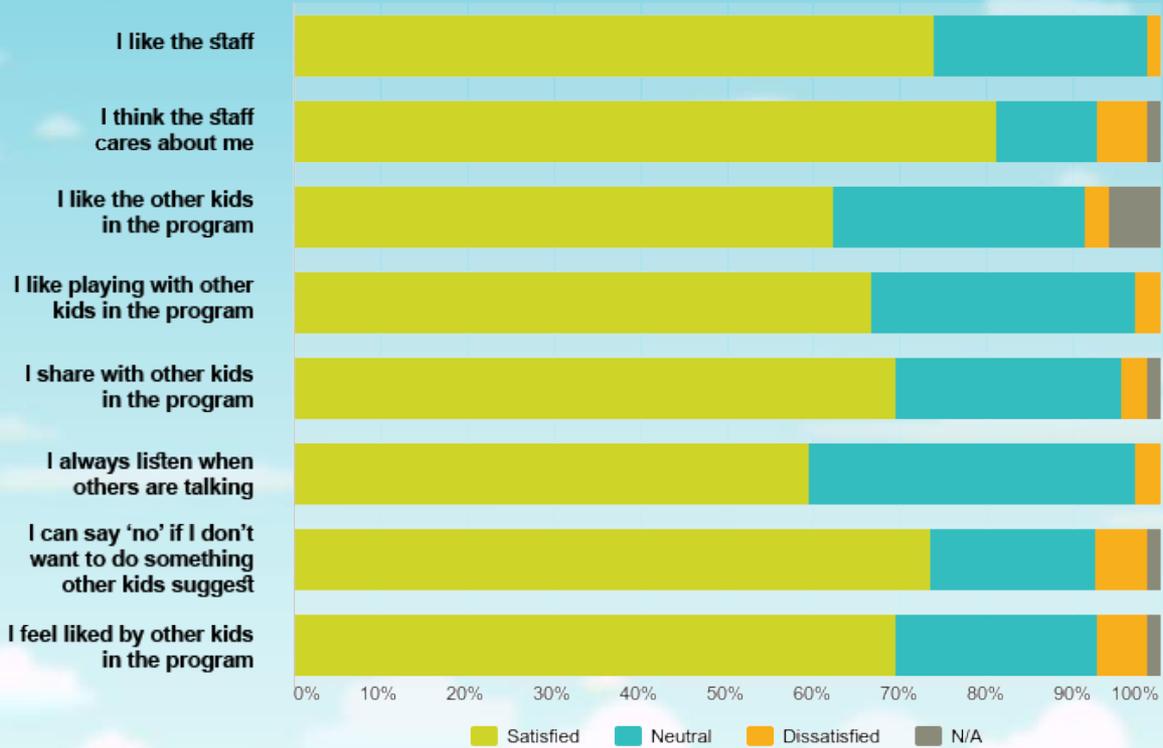
51 respondents
out of 62 children
Little Mountain
Out of School Care
(LMOSC)

18 respondents
out of 30 children
Marguerite
Out of School Care
(MOSC)

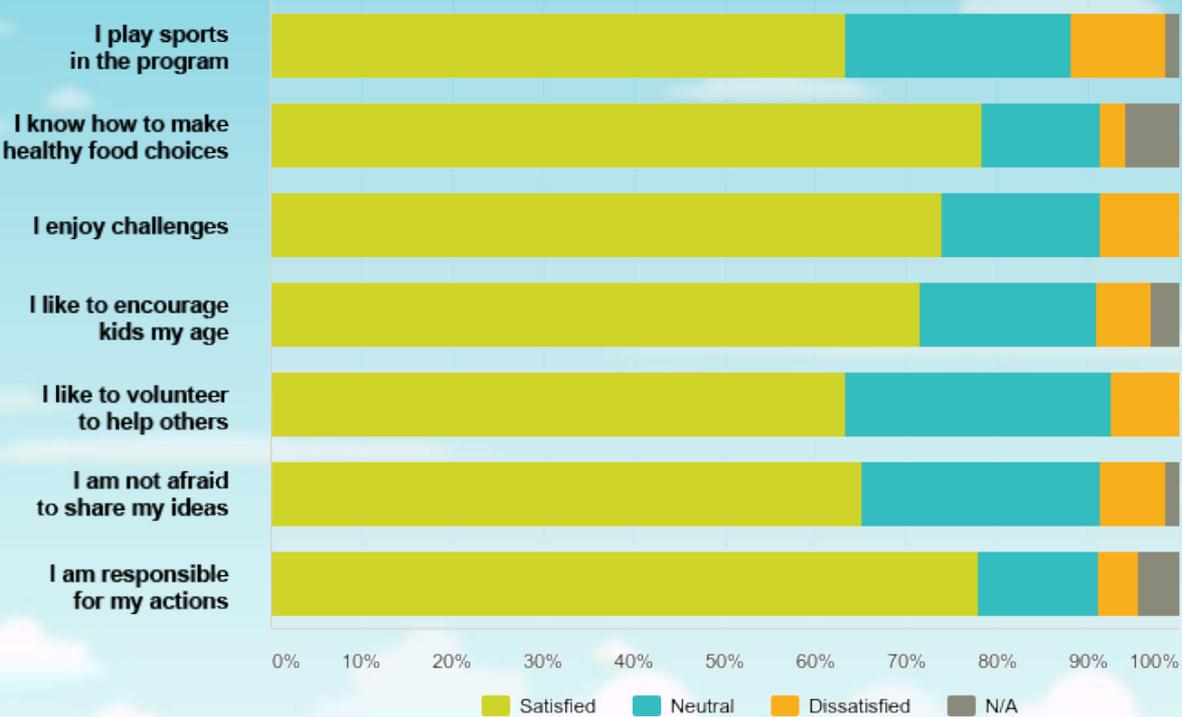
6 to 12 year olds

Children who participate in our 2 school age child care programs

Child Enhancement Level (Part 1 of 2)



Child Enhancement Level (Part 2 of 2)



Survey Highlights

LMOSC

“I like how you take care
of us when we are heart
- 8 yrs old”

“I really like the
activities we do in
summer and spring. I
love laser tag and rock
climbing and playland
and Canada games pool.
I also think it's cool that
we get T-shirts
- 9 yrs old”

“I love summer camp. I
really want to go to
laser tag again. Thanks
for serving me
breakfast.
- 7 yrs old”

MOSC

I WANT MORE I-PAD
TIME!!!! :) JK LOL YOLO

End of Survey Presentation

