

SERVICE PROVIDER SURVEY

SECTION A: Connections Between Programs & Services

In the following questions, we are gathering your perceptions on how well service providers are connected to each other. When thinking about these questions, please consider all types of programs and services for children and families including early learning and kindergarten programs, child care programs, services to support children (e.g., resource consultants, speech & language, etc.) and services to support programs (e.g., The Halton Resource Connection, Program Support Services Team (PSST), etc.).

	ed on your own experiences, to what extent ne following evident in Halton?	To no Extent	To a Small Extent	To a Good Extent	To a Great Extent	To a Very Great Extent	Don't Know
1.	Sharing clear and up-to-date information on what kinds of assistance agencies offer.	O ₁	O ₂	O ₃	O ₄	O ₅	O ₆
2.	Creating opportunities for joint planning between service providers/agencies.	O ₁	0,	O ₃	O ₄	O ₅	$O_{\scriptscriptstyle 6}$
3.	Preventing children and families who require multiple services from "falling through the cracks" between agencies.	O ₁	O ₂	O ₃	O ₄	O ₅	O_{ϵ}
4.	Fostering a "big picture" understanding of service system and roles/responsibilities of agencies that constitute that system.	O ₁	O ₂	O ₃	O ₄	O ₅	O ₆
5.	Ensuring that all service providers/agencies have timely access to information in ways that do not violate client confidentiality/rights.	O ₁	O ₂	O ₃	O ₄	O ₅	O ₆
6.	Minimizing or eliminating conflicting mandates and barriers between service providers/agencies.	O ₁	O ₂	O₃	O ₄	O ₅	O ₆
7.	Developing agreements/protocols among agencies at the direct service delivery level to avoid needless duplication of effort.	O ₁	O ₂	O ₃	O ₄	O ₅	O ₆
8.	Coordinating services across agencies to meet the individual needs of children and their families.	O ₁	O ₂	O ₃	O ₄	O ₅	O ₆
9.	Ensuring meaningful discharge planning to ensure transitions between services is easily accomplished.	O ₁	O ₂	O ₃	O ₄	O ₅	O ₆

Based on your own experiences, to what extent is the following evident in Halton?	To no Extent	To a Small Extent	To a Good Extent	To a Great Extent	To a Very Great Extent	Don't Know				
 Sending information to other agencies for coordination, planning or evaluation purposes. 	O ₁	O ₂	O ₃	O ₄	O ₅	$O_{\scriptscriptstyle{6}}$				
11. Receiving information from other agencies for coordination, planning or evaluation purposes.	O ₁	O ₂	O ₃	O ₄	O ₅	$O_{\scriptscriptstyle{6}}$				
 Understanding that your program or agency is part of a system of support for children and families. 	O ₁	O ₂	O₃	O ₄	O ₅	$O_{\scriptscriptstyle{6}}$				
13. Understanding that your program or agency is responsible for connecting to the system.	O ₁	O ₂	O ₃	O ₄	O ₅	$O_{\scriptscriptstyle{6}}$				
14. Knowing about other supports and services available to the children and families you serve.	O ₁	O ₂	O ₃	O ₄	O ₅	$O_{\scriptscriptstyle{6}}$				
15. How often do you <u>formally</u> network or mee with other services providers?16. How often do you <u>informally</u> network or me with other service providers?	oı t	ess than nce/year	3-4 times/ye	C	onthly Week	, O ₅				
	Overall, how well do early learning and child care services for children in Halton perform in the following Very Fairly Fairly Very Don't activities? Poor Poor Adequately Well Well Know									
needs of children and their families.		O ₁	O_2	O ₃	O ₄ ($\mathcal{O}_{\scriptscriptstyle{5}}$ $\mathcal{O}_{\scriptscriptstyle{6}}$				
18. Making extra supports available to children special needs.	With	$O_{\scriptscriptstyle 1}$	O ₂	O_3	O_4	O ₅ O ₆				
 Avoiding excessive waiting lists or long delar scheduling. 	y in	O ₁	O ₂	O ₃	O ₄ C	O ₅ O ₆				
20. Keeping "red tape" to a minimum in enrollir children and families into services.	ng	O ₁	O ₂	O ₃	O ₄ () ₅ O ₆				
21. Placing services in accessible locations.		O ₁	O ₂	O ₃	O ₄ C	O ₅ O ₆				
22. Giving priority to services for children with he needs.	nigh	_	O ₂	O ₃) ₅ O ₆				

SECTION B: Transitions

This section of questions relate to your program's or agency's effort in ensuring successful transitions of your children and families to another service provider/agency. For example, transitioning children from your program to school or a child with special needs who is moving from your program or service to another service provider. With this in mind, please answer the following questions.

			Don't	Not
Do you have or provide any of the following?	No	Yes	Know	Applicable
 A written policy specifically related to transitioning children between your program and other service providers/agencies. 	O ₁	O ₂	O ₃	O_4
 A written protocol for staff to complete when transitioning children between service providers/agencies. 	O ₁	O ₂	O ₃	O ₄
25. Opportunities for the child/family to visit their new program.	O ₁	O ₂	O_3	O_4
Service coordination for children and families in transition when appropriate.	O ₁	0,	O_3	O_4
27. Designated staff that are specially trained to handle transitions.	$O_{\scriptscriptstyle 1}$	O ₂	O ₃	O_4
28. At least one meeting between key staff of both agencies and the family before the transition takes place, when appropriate.	O ₁	O ₂	O ₃	O ₄
29. Training of your staff in how to create successful transitions for children and families.	O ₁	O ₂	O ₃	O ₄

SECTION C: Governing Practices

This section of questions is about your Board of Directors in the case of not-for-profit service providers and owners in the case of for-profit agencies.

To what extent does your Board	Not at	To some	To a Good	To a Great	Don't
Members/Owners do the following?	All	Extent	Extent	Extent	Know
30. Conduct strategic planning	O ₁	O ₂	O ₃	O ₄	O ₅
31. Involve themselves in the program delivery or daily operations	O ₁	O ₂	O_3	O_4	O ₅
Keep informed about policy changes that impact your program(s)	O ₁	O ₂	O_3	O_4	O ₅
33. Support efforts for your agency to become a partner within the early learning and child care community	O ₁	O ₂	O ₃	O ₄	O _s

SECTION D: Supports for Programs

In Halton, there are many supports in place that can help service providers/agencies to provide the best service they can to children and families. These supports include things like Quality First, the Halton Resource Connection, resource consultants, behavioural consultants, occupational therapists, support facilitators, speech and language supports, professional learning funding, health and safety funding and mental health and behavioural supports.

Have you ever heard of the following supports available to your program or agency?	No	Yes
34. Quality First	O ₁	O ₂
35. The Halton Resource Connection (THRC)	$O_{\scriptscriptstyle 1}$	O ₂
36. Halton Region Program Support Services Team (PSST)	$O_{\scriptscriptstyle 1}$	O_{2}
37. Resource consultants	$O_{\scriptscriptstyle 1}$	O_{2}
38. Behavioural consultants	$O_{\scriptscriptstyle 1}$	O_2
39. Occupational therapists	$O_{\scriptscriptstyle 1}$	O_2
40. Support facilitators	$O_{\scriptscriptstyle 1}$	O_{2}
41. Speech & language supports	$O_{\scriptscriptstyle 1}$	O_{2}
42. Mental health supports (ROCK)	$O_{\scriptscriptstyle 1}$	O_2
43. Professional learning	$O_{\scriptscriptstyle 1}$	O_{2}
44. Health & safety funding	$O_{\scriptscriptstyle 1}$	O_{2}
45. Wage enhancement	$O_{\scriptscriptstyle 1}$	O_{2}
46. Child care stabilization funding	$O_{\scriptscriptstyle 1}$	O_2
47. Centralized intake at THRC	$O_{\scriptscriptstyle 1}$	O_{2}

How easy are these supports to access?	Very Difficult	Difficult	Easy	Very Easy	Don't Know
48. Quality First	O ₁	O ₂	O ₃	, O ₄	O _s
49. The Halton Resource Connection (THRC)	$O_{\scriptscriptstyle 1}$	O_{2}	O₃	O_4	O ₅
50. Halton Region Program Support Services Team (PSST)	$O_{\scriptscriptstyle 1}$	O_{2}	O_{3}	O_4	$O_{\scriptscriptstyle{5}}$
51. Resource consultants	$O_{\scriptscriptstyle 1}$	O_{2}	O_{3}	O_4	$O_{\scriptscriptstyle{5}}$
52. Behavioural consultants	$O_{\scriptscriptstyle 1}$	O_{2}	O_{3}	O_4	$O_{\scriptscriptstyle{5}}$
53. Occupational therapists	$O_{\scriptscriptstyle 1}$	O_{2}	O_3	O_4	O_{5}
54. Support facilitators	$O_{\scriptscriptstyle 1}$	O_{2}	O_3	O_4	O_{5}
55. Speech & language supports	$O_{\scriptscriptstyle 1}$	O_{2}	O_3	O_4	O_{5}
56. Mental health supports (ROCK)	$O_{\scriptscriptstyle 1}$	O_{2}	O_3	O_4	O_{5}
57. Professional development funding	$O_{\scriptscriptstyle 1}$	O_{2}	O_3	O_4	O_{5}

Hou	, and were these supports to access?			/ery fficult D	ifficult	Facu	•	Don't
58.	veasy are these supports to access? Quality health & safety funding			O_1	O ₂	Easy O ₃	Easy O ₄	$\frac{Know}{O_{5}}$
59.	Wage enhancement			O_1	O_2	O ₃	O ₄	O ₅
60.	Child care stabilization funding			O ₁	O ₂	O ₃	O ₄	O ₅
61.	Centralized intake at THRC			O ₁	O ₂	O ₃	O ₄	O ₅
							<u> </u>	
	often in the past 12 months have you dithese supports?	Never	1-2 times in the past year	3-11 ti in the yea	past	Monthly	Weekly	/ Daily
62.	Quality First	$O_{\scriptscriptstyle 1}$	O_{2}	0	3	O_4	O_{5}	O_{6}
63.	The Halton Resource Connection (THRC)	O ₁	O ₂	0	3	O_4	O ₅	$O_{\scriptscriptstyle 6}$
64.	Halton Region Program Support Services Team (PSST)	O ₁	O_2	0	3	O_4	O ₅	$O_{\scriptscriptstyle{6}}$
65.	Resource consultants	$O_{\scriptscriptstyle 1}$	O_{2}	0	3	O_4	O ₅	O_{6}
66.	Behavioural consultants	$O_{\scriptscriptstyle 1}$	O_{2}	0	3	O_4	O ₅	O_{ϵ}
67.	Occupational therapists	$O_{\scriptscriptstyle 1}$	O_{2}	0	3	O_4	O ₅	O_{6}
68.	Support facilitators	$O_{\scriptscriptstyle 1}$	O_{2}	0	3	O_4	O ₅	O_{ϵ}
69.	Speech & language supports	$O_{\scriptscriptstyle 1}$	O_{2}	0	3	O_4	O_{5}	O_{ϵ}
70.	Mental health supports (ROCK)	$O_{\scriptscriptstyle 1}$	O_{2}	0	3	O_4	O_{5}	O_{6}
71.	Professional development funding	$O_{\scriptscriptstyle 1}$	O_{2}	0	3	O_{4}	O_{5}	O_{ϵ}
72.	Quality health & safety funding	$O_{\scriptscriptstyle 1}$	O_{2}	0	3	O_4	O_{5}	$O_{\scriptscriptstyle 6}$
73.	Wage enhancement	$O_{\scriptscriptstyle 1}$	O_{2}	0	3	O_4	O_{5}	O_{ϵ}
74.	Child care stabilization funding	$O_{\scriptscriptstyle 1}$	O_{2}	0	3	O_4	O_{5}	O_{ϵ}
75.	Centralized intake at THRC	O ₁	O ₂	0	3	O ₄	O ₅	O ₆
	ubig of an impact do these supports hav program or agency?	e on N	Very Little Impact				-	ignificant npact
76.	Quality First		$O_{\scriptscriptstyle 1}$	O_2	O_3	O_{4}	(O ₅
77.	The Halton Resource Connection (THRC	C)	$O_{\scriptscriptstyle 1}$	O_{2}	O_3	O_4	(O ₅
78.	Halton Region Program Support Service Team (PSST)	es	O ₁	O ₂	O ₃	O_4	(O ₅
79.	Resource consultants		$O_{\scriptscriptstyle 1}$	O_{2}	O_3	O_4	(O ₅
80.	Behavioural consultants		$O_{\scriptscriptstyle 1}$	O_{2}	O_3	O_4	(O ₅
81.	Occupational therapists		$O_{\scriptscriptstyle 1}$	O_{2}	O_3	O_4	(O ₅
82.	Support facilitators		O ₁	O ₂	0,	O_4	(O ₅

How big of an impact do these supports have on	Very Little				Very Significant
your program or agency?	Impact				Impact
83. Speech & language supports	O ₁	O ₂	O₃	O ₄	O ₅
84. Mental health supports (ROCK)	$O_{\scriptscriptstyle 1}$	O_{2}	O_3	O_4	$O_{\scriptscriptstyle{5}}$
85. Professional development funding	$O_{_1}$	O_{2}	O_3	O_4	O ₅
86. Quality health & safety funding	O ₁	0,	O ₃	O ₄	O ₅
87. Wage enhancement	$O_{\scriptscriptstyle 1}$	O_{2}	O_3	O_4	$O_{\scriptscriptstyle{5}}$
88. Child care stabilization funding	$O_{\scriptscriptstyle 1}$	O_2	O_3	O_4	$O_{\scriptscriptstyle{5}}$
89. Centralized intake at THRC	$O_{\scriptscriptstyle 1}$	O_2	O ₃	O_4	O ₅

SECTION E: Engaging Your Families

This section of questions is interested in understanding what your program/agency does to engage and involve parents in the programs you offer for their children.

To what extent are the following being achieved in your program?	Not at all	To Some Extent	To a Good Extent	To a Great Extent	Don't Know	
90. New families receive written information on your program philosophy, policies, procedures.	O ₁	O ₂	O ₃	O ₄	O ₅	
91. Your program offers information on parenting practices and child development.	O ₁	O ₂	O_3	O_4	O ₅	
92. Your program provides information and activities to families to extend children's learning experiences to home.	O ₁	O ₂	O₃	O ₄	O ₅	
93. Your program provides information to families on community resources /activities.	O ₁	O ₂	O_3	O_4	O ₅	
94. Your program provides opportunities for staff and families to get to know one another.	O ₁	O_{2}	O ₃	O_4	O ₅	
95. Your program shares information with families regularly about their child's activities, interests, and behaviour in the program.	O ₁	O ₂	O ₃	O ₄	O ₅	
96. Families receive information on their child's progress on a regular basis, using a formal mechanism such as a report or parent conference.	O ₁	O ₂	O ₃	O ₄	O ₅	
97. Families are included in planning and decision making for your program.	O ₁	O ₂	O_3	O ₄	O ₅	
98. Your program asks families about their child's activities, interests, and behaviour at home.	O ₁	O ₂	O ₃	O_4	O ₅	
99. Families have a variety of opportunities available to take part in their child's program.	O ₁	O ₂	O ₃	O_4	O ₅	

		T 6	To a	To a	5 /
To what extent are the following being achieved in	Not at	To Some	Good	Great	Don't
your program?	all	Extent	Extent	Extent	Know
100. Your program staff take time to get to know what the family's goals are for their children.	$O_{\scriptscriptstyle 1}$	O_2	O_3	O_4	O_{5}
101. Families understand how your program works to support their child's development and learning.	O ₁	O ₂	O ₃	O ₄	O ₅
102. Families feel that their concerns are taken seriously and that their questions are answered.	O ₁	O ₂	O ₃	O ₄	O ₅
103. Families are kept informed of changes in your program.	O ₁	O_{2}	O_3	O_4	O_{5}
104. All staff members within the program communicate well with each other about needs of individual children.	O ₁	O ₂	O ₃	O ₄	O ₅
105. Families are asked to evaluate the program at least annually.	O ₁	O ₂	O ₃	O ₄	O ₅

SECTION F: Professional Learning

What is your level of agreement with the following statements? 106. I am confident in my skills to build a quality program 107. My professional learning needs are met 108. My needs for professional learning are eas accessed 109. I have done a lot of searching to find good professional learning opportunities 110. There are plenty of quality professional learning opportunities available in Halton 111. I have a strong preference for professional learning offered by The Halton Resource	of O_1 O_1 O_2 O_3 O_4 O_4	•	Neither Disagree or Agree O 3 O 3 O 3 O 3 O 3 O 3	Agree O ₄ O ₄ O ₄ O ₄ O ₄ O ₄	Strongly Agree O ₅ O ₅ O ₅ O ₅ O ₅
b. c.	Not at all nterested	Somewhat Interested	Interested	Very Interested	Don't Know
112. Leadership	O₁	O ₂	O ₃	O ₄	O ₅

How interested are you in receiving					
professional learning opportunities on the following topics?	Not at all Interested	Somewhat Interested	Interested	Very Interested	Don't Know
113. Child Care Early Years Act for leaders	O ₁	O,	O ₃	O ₄	O ₅
114. How Does Learning Happen for leaders	O ₁	O ₂	O ₃	O ₄	O ₅
115. Customer service excellence	$O_{\scriptscriptstyle 1}$	O_2	O₃	O_4	O ₅
116. Building strong connections	O ₁	O ₂	O ₃	$O_{\scriptscriptstyle 4}$	0,
117. Budgeting	O ₁	0,	O ₃	O_4	0,
118. Performance measures	O ₁	0,	O ₃	O_4	O ₅
119. Inclusion for leaders	0,	Ο,	O ₃	O ₄	0,
120. Staff performance management	O ₁	Ο,	O ₃	O ₄	0,
121. Dealing with difficult situations	O ₁	0,	O ₃	O_4	O ₅
122. Building a Culture of Excellence	O ₁	O ₂	O ₃	O_4	O ₅
123. Components of quality early learning and child care for leaders	$O_{\scriptscriptstyle 1}$	O_{2}	O_3	O_4	O ₅
124. Business leadership	$O_{\scriptscriptstyle 1}$	O_{2}	O_3	O_4	O ₅
125. Occupational standards for administrators	$O_{\scriptscriptstyle 1}$	O_{2}	O_3	O_4	O ₅
126. College of Early Childhood Educators	O ₁	Ο,	O ₃	$O_{\scriptscriptstyle 4}$	O ₅
127. Policy writing	O ₁	Ο,	O ₃	O_4	0,
128. Business writing	O ₁	Ο,	O ₃	O ₄	0,
129. Coaching	O ₁	O,	O ₃	O_{4}	O ₅
130. Other (please specify)	O ₁	O ₂	O ₃	O ₄	O ₅

SECTION G: About Your Agency

To help us understand the agencies who are participating in this study, we would like to ask a few questions about your agency. When we ask about your agency, we are referring to your organization or child care centre or program. If you have multiple sites or locations that are all operated by a single agency, please consider this as one agency.

131.	What best describes your agency? (select only one)		
	$O_{\scriptscriptstyle 1}$	Licensed child care centre	
	O_{2}	Licensed home-based child care	
	O_3	Early learning program (e.g., kindergarten programs, family resource programs, drop	
		in programs, literacy programs)	

	O_4	Service support to agencies and families (e.g., resource consultants, psychologists, social workers, speech pathologists, resource supports to programs)	
132.	About how many full-time equivalent (FTE) staff does your agency/child care centre employ? For example, if you have 10 people working full-time, count that as 10. If you have 10 people all working half-time, count that as 5.		
	$O_{\scriptscriptstyle 1}$	1 - 5 FTEs	
	O_{2}	6 – 25 FTEs	
	O_{3}	26 – 50 FTEs	
		51 – 100 FTEs	
	O_{5}	More than 100 FTEs	
133.	Is your agency considered "not-for-profit" or "for-profit".		
	O ₁	Not-for-profit O ₂ For-profit	
134.		ently offer any of the following programs? (check all that apply)	
		Full-day child care program	
	_	Before/After school child care program	
	O ₃	Nursery school program	
135.	How long has your agency been in operation?		
	$O_{\scriptscriptstyle 1}$	Less than 5 years	
	O_{2}	5 – 10 years	
	O_3	10 – 15 years	
		15 - 20 years	
	O_{5}	More than 20 years	
136.	Do you provide transportation to your services?		
	$O_{\scriptscriptstyle 1}$	No	
	O_{2}	Yes	
137.			
	O ₁ N		
	O ₂ Ye	2S	
138.	How many o	children under the age of 12 months are you currently serving?	

		(enter number)
139.	-	oposed regulations related to age groupings change to 0-12 months for the infant room the likelihood that you would continue to offer infant spaces?
	$O_{\scriptscriptstyle 1}$	Not at all likely
	O_{2}	Somewhat likely
	O_3	Likely
	O_4	Very Likely
	O_{5}	Don't know
	$O^{\scriptscriptstyle{6}}$	We do not currently offer infant spaces
140.	license this re	rovince is proposing regulation changes that would allow recreation programs to be ed to provide care for children 9-12 years as an alternative to before/after school care. It gulation was available, how interested would your agency be in providing licensed itional programming for children 9-12 years?
	$O_{\scriptscriptstyle 1}$	Not at all interested
	O_{2}	Somewhat interested
	O_3	Interested
	O_4	Very Interested
	O ₅	Don't know
141.	license this re	rovince is proposing regulation changes that would allow recreation programs to be ed to provide care for children 9-12 years as an alternative to before/after school care. If gulation was available, how interested would your agency be in partnering with a stion provider to offer licensed recreational programming for children 9-12 years?
	$O_{\scriptscriptstyle 1}$	Not at all interested
	O_{2}	Somewhat interested
	O_3	Interested
	O_{4}	Very Interested
	O ₅	Don't know
142. 143.		nany 24-space preschool rooms do you currently operate? (enter number) nany 16-space preschool rooms do you currently operate? (enter number)

If you have anything further you would like to add, please provide your comments below.