

# Annual Family Survey

Indicate your child's age group:      Infant      Toddler      Preschool      School-age

Each year our program conducts a written survey from all families in the areas of communication, health and safety and the educational and learning experiences for the children in our care. Your honest opinion and observations provide us with important information that helps us improve our overall program. Thank you for your time and please return this survey to the office in the envelope provided by this Friday.

Please indicate how long your family has been enrolled in our program:

- Less than six months     Six months to one year     One year to two years     More than two years

**The following questions should be answered by the family member that has the most contact with our program on a daily basis.**

There is space provided at the end of the survey to make additional comments or to expand on questions that you answered in the survey.

Please read each question and check the appropriate box: Yes, No, US (unsure) or NA for (not applicable)	Yes	No	US	NA
Before I enrolled my child, I was given the opportunity to tour the facility and observe the program. I was able to meet and ask the teachers about the daily schedules and discuss other information about the classroom.				
Before I enrolled my child, I was given information on the qualifications for the teachers and on-going training activities and education for all staff.				
Upon enrollment, I was given a parent handbook that included the programs philosophy, curriculum, health and safety policies and procedures, arrival and departure procedures and how the program handles emergencies.				
Upon enrollment, we were asked to provide important information about our child and family, along with important about any type of allergy or medical condition that would require special care. We provided a Care plan in order for the program to effectively handle any potential emergencies.				
The Director and my child's teacher provided my child and our family with a friendly and complete orientation to the program.				
I feel that my child's teacher is educated, knowledgeable of child development and capable of providing my child with a caring, educational environment while in their care.				
I receive weekly informal feedback on my child. If my child is an infant, I am provided with a written infant report to take home daily.				
I feel that the educational learning experiences that are provided to my child are challenging and appropriate for my child's age group.				
I am invited to participate in family activities in my child's classroom as well as program wide events such as parent education groups, family dinners and celebrations.				
I am given an annual or monthly plan of the programs goals and activities in advance, via newsletters, emails, monthly calendars, a letter, parent information board, etc.				
Classroom and program events are designed to be opportunities for our family to meet other families and be a part of the larger program community.				
I feel that the programs Director, teachers and other staff treat my child and family with respect. I can share comments and concerns about my child or my child's care and know that the staff will work in partnership with me for the best possible care and environment for my child.				

Please read each question and check the appropriate box: Yes, No, US (unsure) or NA for (not applicable)	Yes	No	US	NA
I am provided with a bi-annual written assessment of my child's development. At that time, I am given an opportunity to meet with my child's teacher to discuss those assessments.				
If I or the program staff observe difficult or behavior that is atypical or abnormal for my child's age, the teacher completes a behavior log and detailed assessment of my child. Parents are referred to outside professionals if needed.				
The teachers are aware and ask questions about the special needs of our child or family. An example of this would be that the teachers take the extra time to find out if other languages are spoken in our home.				
The program's facility and the surrounding areas are safe and clean. The classrooms are filled with adequate amount and variety of age appropriate supplies.				
Based on my observations, staff members teach and model appropriate health and safety procedures with the children. The teachers and staff make extra efforts to quickly identify and exclude ill children and staff.				
I am provided with information any type someone in my child's class has been diagnosed with a communicable disease.				
Based on my experiences, the Director is competent and demonstrates effective leadership to teachers, the support staff and the overall program.				
Information about my child and our family is kept confidential.				
The program staff is knowledgeable of and works with our family based on special dietary needs, restrictions or food allergies.				
The program has a parent lending library with books and information on child development, common parent topics, child health, etc.				
The Director and teachers are knowledgeable and able to help if our family has questions on basic child development, education and care.				
I would recommend this program to friends, neighbors and family that are looking for quality child education and care for their children.				

Comments:

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I have additional comments about the information in this survey that I would like to share in person with the Director. Please contact me so I may schedule an appointment or time to discuss them.

Name: \_\_\_\_\_ Telephone number: \_\_\_\_\_