



LAMP Early Years Services

2016 Annual Program Evaluation Report

Your feedback is important to us! We welcome your suggestions and comments at any time. As well, each year we conduct a survey to find out about your experience with our programs. In October we conducted a program-wide survey and got over 127 responses. **THANK YOU** to everyone who took the time to complete the survey!

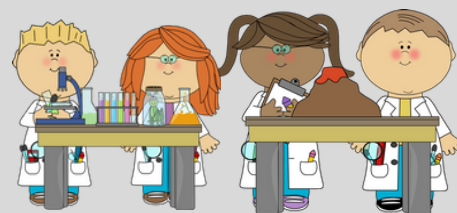
Here is some of the positive feedback we received:

Our programs have been beneficial to you as parents/caregivers, by providing a safe space to socialize, learn about a variety of topics, and improve parenting skills.



Our programs have been beneficial to the children who attend by offering them a variety of toys and activities they don't have at home, and by providing a space to interact with other children.

Families at all of our sites have enjoyed the variety of creative, math and science activities provided.



93 % of participants feel welcome and accepted in our programs!

91 % feel they have benefited from our programs!

92 % would recommend our programs to a friend!

The information we get from all those surveys is incorporated into annual reports to our funders and to the LAMP Board, and used in planning for high quality, evidence based programs.

Read on to find out about changes we will be making to each site, based on your feedback!

Thanks to your feedback, we're making changes at all of our sites!



LAMP Family Centre
Programs
(185 Fifth Street)

- We will move our circle time to 11:00 AM, to allow families to leave as needed for naps, lunch etc.
- The outdoor playground space will be open and available for use on Mondays throughout the year!

LAMP Baby Club
(185 Fifth Street)

- Our new Baby Club calendar will be available during the last week of each month on our website and Facebook Page
- We will incorporate story time into our circle times, and will have regular visits from our local librarian

Franklin Horner
(432 Horner Avenue)

- Our special guests (Oak Learners, Alderwood Librarian, Little Kickers & Miss Mandi from Sing Music Studio) will continue to visit on a regular basis. For detailed information about these visits, please see program staff.

Mimico Library
(47 Station Road)



- Our craft area will be kept well stocked!
- We will provide more information on topics such as speech & language, mental health and wellbeing, and community information
- Staff will remind families about our open snack, which is available from 10:30 to 12:30

St. Louis
(11 Morgan Avenue)

- Staff will facilitate a longer circle time!

Long Branch
(3381 Lakeshore Blvd.)

- A pamphlet rack/bulletin boards will be created to share a wider variety of information
- Indoor shoes will be made available for adults and children.

Second Street
(71 Second Street)

- We will provide more coffee for families!
- Indoor shoes will be made available for adults and children.

John English
(95 Mimico Avenue)

- We will work on making our web pages as user friendly as possible within our current limitations.
- Indoor shoes will be made available for adults and children.

We also received 39 online surveys! The results from those surveys were shared with the appropriate programs.

Here are some program-wide changes we will be making based on your feedback:

- Toys will be rotated on a quarterly basis, and books will be rotated on a monthly basis.
- Program guidelines and expectations will be streamlined as much as possible across sites, and equally enforced across all programs. This includes policies such as our Sick Policy, Indoor Shoes Policy, and our Cell Phone Use Policy.
- Resources that interest you, especially those about Speech & Language and Mental Health & Wellbeing, will be posted at all sites and on our website and Facebook page.

Lastly, here is some information that we would like to share with you!

- All toys and surfaces are washed and sanitized on a weekly basis. Toys are washed in the sanitizer on a rotating schedule after each program. Toys that are not washed are sanitized with a bleach solution or sanitary wipes. Any toys that have been put in children's mouths are washed after each program, so if your child has put a toy in their mouth, please put it in our "Mouthed Toys" bin!
- Quarterly parenting courses are offered in partnership with Toronto Public Health. These programs address child development and provide parenting education. See our calendar for dates and times!

There are some things that we currently cannot change, such as our program times and locations, which depends on staff availability, which is determined by our current funding. However we offer programs at 7 different locations in South Etobicoke, so we encourage you to check out our calendar, and visit a new location!

"LAMP's programs have given me an opportunity to connect with knowledgeable staff and create a sense of community around my child and her needs. I am extremely grateful. The staff go so far as to support the parents when needed, not just the children, and they facilitate friendships and foster a sense of community and inclusion."

- Online Survey Participant

"Being new parents is obviously challenging. We're really fortunate to be able to come to LAMP and learn. We're less anxious and more confident. If we have questions, we know where to go, whom to speak to. The support we have and friends we've made are amazing. The programs take care of both parents and babies, mentally and physically."

- Baby Club Participant

"The Horner drop-in has been our doorway into the community as a whole. Everyone we have met here and became friends with is linked to Horner. This is a BRILLIANT program that deserves to be replicated throughout this city. It is an example of how a city cares for its children."

- Franklin Horner Drop-In Participant

For more information about donations, volunteering opportunities, and any other general information, please speak to program staff, or contact us:

Phone (416) 252-8293

Email: oeyc@lampchc.org

 Facebook: LAMP Ontario Early Years

