



## Child Friendly Community Survey

# Health Brief

Enclosed please find information about our Child Friendly Community Survey. We have included information about the survey, its general findings, and all the responses that specifically pertain to health.

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Ministry of  
Children and Family  
Development

*DeltaKids is funded by the Ministry  
of Children and Family Development*



United Way  
Lower Mainland

*The Delta Child Friendly Community  
Survey was funded by the United Way*

# Survey Background

**Who:** DeltaKids is a coalition of the non-profit and government partners who work with Delta children and families. Together we plan, implement, and support opportunities for the optimum development of children from conception to age twelve.

**What:** DeltaKids conducted a Child-Friendly Community Survey. The survey was inspired by the work of the Society for Children and Youth of BC and was funded by the United Way. Information about the general findings and specific results about Health is enclosed.

**Why:** We offer this data in the hope that it will assist you in your work with Delta children and families, and in the spirit of prompting further discussion, research, and collaboration. Together we can make Delta an even more family friendly community than it is already.

*If you have questions about the survey or would like additional details please be in touch with:*

Jason Hodgins: [jhodgins@deltasd.bc.ca](mailto:jhodgins@deltasd.bc.ca)

*If you would like to arrange a presentation, explore opportunities to collaborate with DeltaKids, or share ways you have found this information useful please be in touch with:*

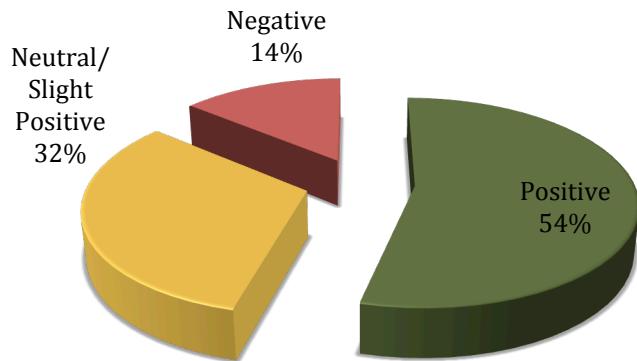
Andrea Lemire: [coordinator@deltakids.ca](mailto:coordinator@deltakids.ca)

About the Survey	Results
Where: The survey was conducted online, at community programs, events, and in schools during 2015	 <b>500 Parent Responses</b> (majority collected at programs and recreation centres)
What: Qualitative questions with three possible responses and the option to add comments.	 <b>54% of the time parents selected the most positive option</b> (community factors)
Who answered: Results are representational of Delta families, geographically and by child's age group	 <b>Responses from 1- 2 % of families in each of the Delta neighbourhoods</b> <b>2.5% of each age cohort represented, newborn to 12 years old, based on 2011 census</b>
Were kids asked? Yes!	 <b>50 responses to age 3-5 interview</b> <b>30 responses to age 6-12 survey</b>
<b>7 questions on about Health Professionals and Early Screening</b>	 <b>Almost all health access questions received very negative responses compared to other community factors</b>

## General Survey Findings: Community Factors

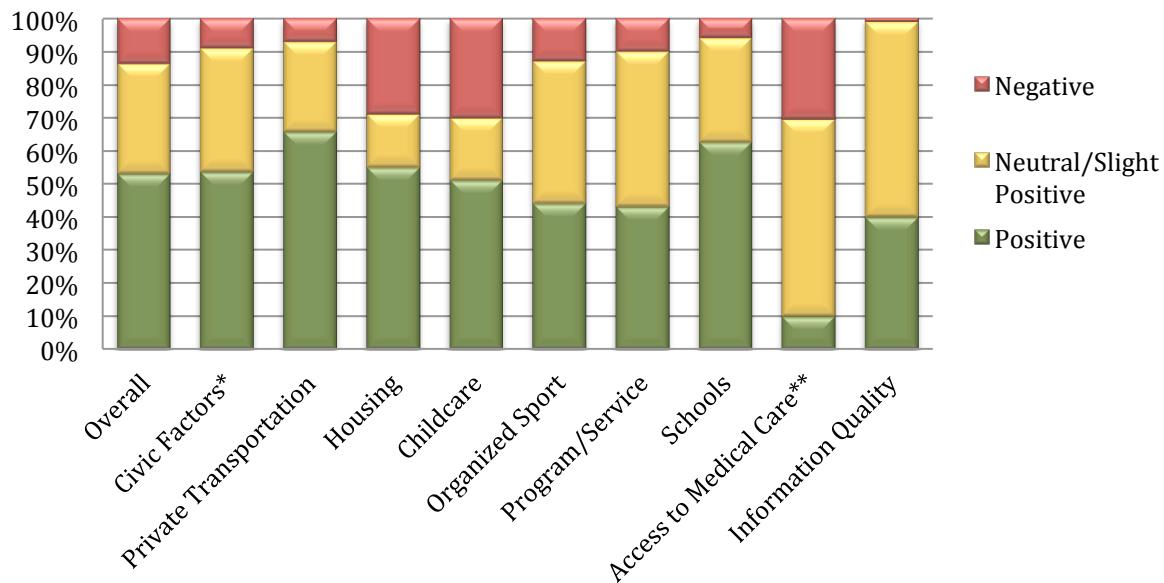
The survey included questions about the children's home environment/parent beliefs, and questions about the wider community. There were 29 questions covering a broad range of factors that impact families' experience of living in Delta. The choice of answers included a positive, negative and neutral/slight positive answer.

### Community Factors



These 29 questions can be grouped into 9 categories. Questions specific to health make up the Access to Medical Care Section.

### Community Factors by Section



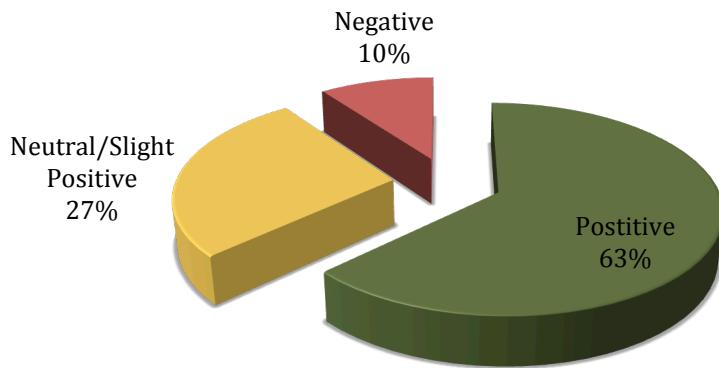
\* Civic Factors include access to play and outdoor spaces, feelings of safety, media coverage, involvement of children in decision-making, and experiences with local businesses.

\*\* The questions in 'Access to Medical Care' did not follow the typical question format. For most of those questions, the most positive response was a neutral one.

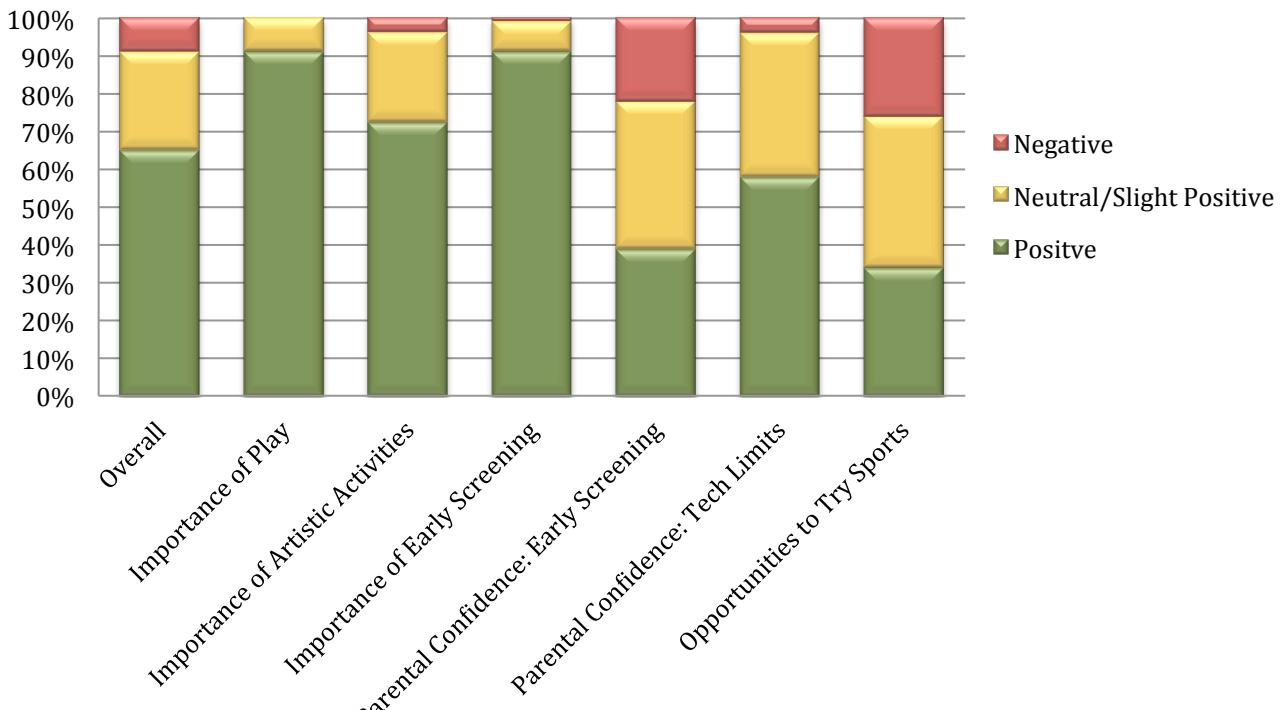
## General Survey Findings: Home Factors

Six Home Factors were surveyed. The survey asked about the importance of play, the importance of artistic/creative opportunities for children, the importance of early screening, parental confidence knowing when to access early screening, parental confidence setting limits on technology, and whether children had opportunities to try various sports activities. There were three possible answers: a positive response, a neutral/slight positive response, and a negative response.

### Home Factors



### Home Factors



# 10 Highest Rated Community Questions

On average, parents responded to questions about their community with the most positive response available 54% of the time. These are the top ten community factors.

<i>Rank</i>	<i>Item</i>	<i>Response</i>
1		How convenient is it to drive a car around your community with children? 84% : Convenient
2		How welcome do you feel at your child's school? 78% : Very Welcome
3		My child has regular access to outdoor spaces where he/she can explore, create and interact with the environment. 77% : Agree
4		How welcome do you feel with children in Delta stores, restaurants and other businesses? 76% : Very Welcome
5		There are lots of different places in my community for children to play. 69% : Agree
6		How convenient is it to walk around your community with children? 67% : Convenient
7		My community is a safe place to raise children. 67% : Safer than Average
8		How available are recreation programs for children? 62% : Many Programs are Available
9		There are many community/cultural events for my family to participate in. 59% : Agree
10		How difficult was it to get your current home? 58% : Relatively Easy

## 10 Lowest Rated Community Questions

On average, parents responded to questions about their community with the least positive response available 14% of the time. These are the ten lowest rated factors.

<i>Rank</i>	<i>Item</i>	<i>Response</i>
1		How easy has it been to access Doctors in the community while living in Delta? 46% : Difficult
2		How easy has it been to access Mental Health Workers in the community while living in Delta? 40% : Difficult
3		Compared to other family activities, how stressful is it to shop, eat out, or take care of family business when you are with your children? 30% : More Stressful
4		My community involves children and youth in making decisions that affect the whole community. 20% : Disagree
5		How easy has it been to access pre-natal care in the community while living in Delta? 18% : Difficult
6		How hard has it been to make arrangements for the care of your children when you as parents are not able to provide care? 18% : Very Hard
7		How easy has it been to access Public Health Nurses in the community while living in Delta? 16% : Difficult
8		How available are groups and services that offer help to parents when they want it? 15% : Few Programs are Available
		How convenient is it to ride bicycles around your community with children? 15% : Not Convenient
10		Is your child able to participate in the sports that you would like him/her to? 13% : No

## Health Specific Survey Findings

The parent survey asked about access to 6 types of medical services/professionals. It is important to note that this section's question format varied from the rest of the survey. These survey questions began with a neutral option not a positive option.

*Q1: How easy has it been to access pre-natal care in the community while living in Delta?*

- a. Not too difficult                  b. Difficult                  c. Not applicable

*Q2: How easy has it been to access Doctors in the community while living in Delta?*

- a. Not too difficult                  b. Difficult                  c. Not applicable

*Q3: How easy has it been to access Dental care in the community while living in Delta?*

- a. Not too difficult                  b. Difficult                  c. Not applicable

*Q4: How easy has it been to access Public Health Nurses in the community while living in Delta?*

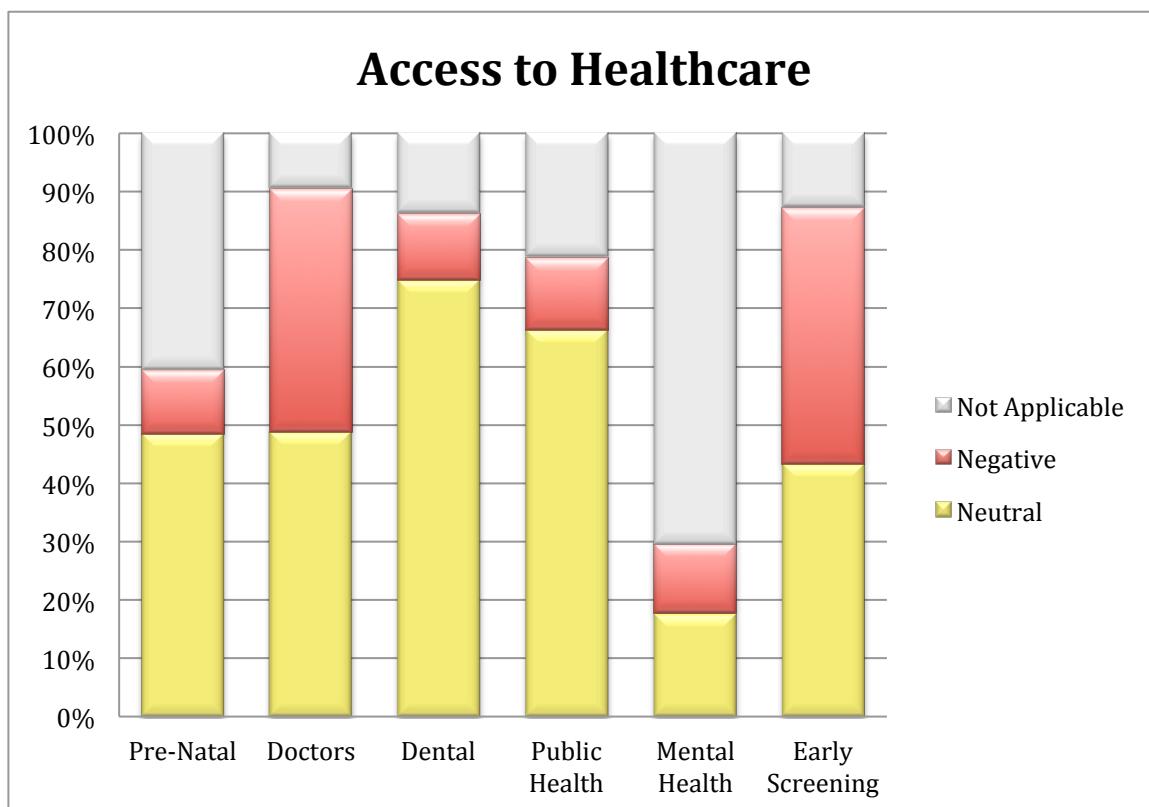
- a. Not too difficult                  b. Difficult                  c. Not applicable

*Q5: How easy has it been to access Mental Health Workers in the community while living in Delta?*

- a. Not too difficult                  b. Difficult                  c. Not applicable

*Q6: When needed how easy has it been to access Early Screening Services?*

- a. Not difficult                  b. Some difficulties                  c. Very difficult



## Health Specific Survey Responses (Early Screening)

In addition to Early Screening Accessibility, the survey also asked parents about their beliefs in the importance of Early Screening and their confidence knowing when to access Early Screening. While few disagreed with the idea of Early Screening, many were not confident knowing when it might be needed.

On the survey Early Screening was defined for parents as follows:

*Early Screening helps to identify children who may need extra support. Examples of early screening include hearing, eyesight, speech, emotional and mental health*

*Q1: How important do you think early screening is for healthy child development and emotional and mental health*

- a. Very Important      b. Somewhat important      c. Not very important

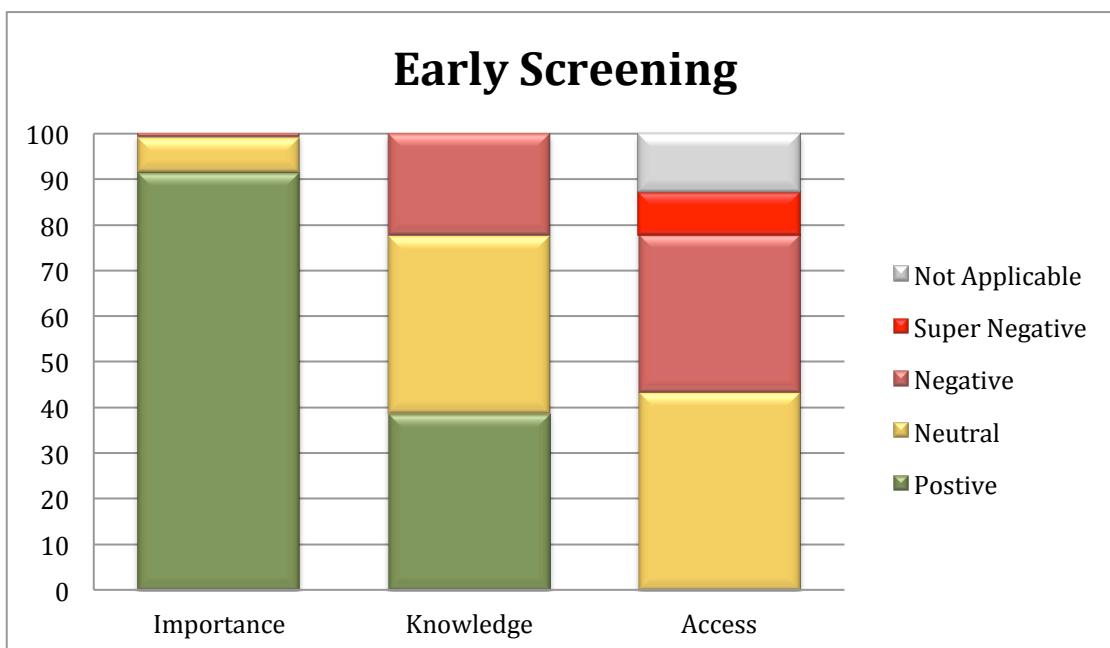
*Q2: How confident are you knowing when to access Early Screening for healthy development, emotional and mental health concerns?*

- a. Not too difficult      b. Difficult      c. Not applicable

*Q3: When needed how easy has it been to access Early Screening Services?*

- a. Not difficult      b. Some difficulties      c. Very difficult

*(parents that skipped this question were counted as not applicable)*



## Survey Findings: Information Access

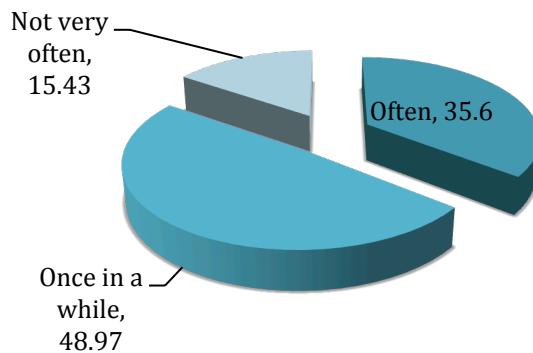
Given the important role that Health Professionals play in distributing information to families we have included the section on Information Quality and Access.

*Q1: How often do you seek out information on child development, learning and parenting?*

a. Often

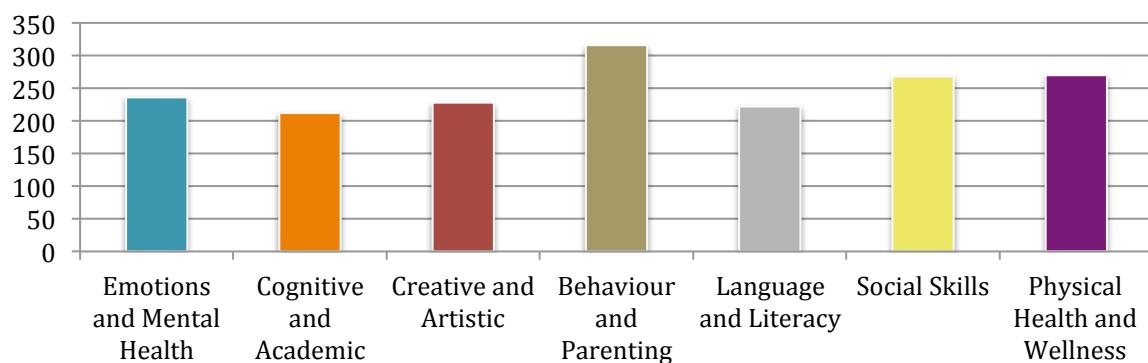
b. Once in a while

c. Not very often



*Q2: Which areas of learning and development are you most interested in?*

(could select more than 1)

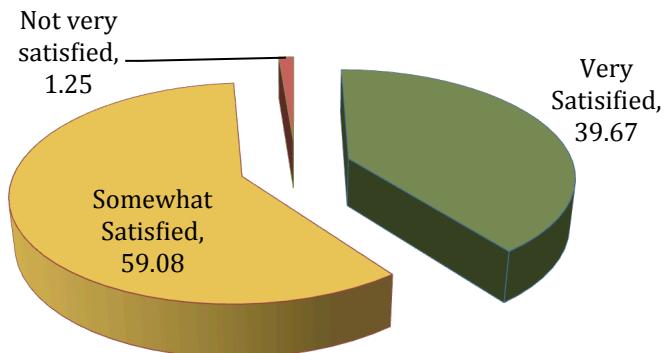


*Q3: How satisfied are you with the amount of information you have found on child development, learning and parenting?*

a. Very Satisfied

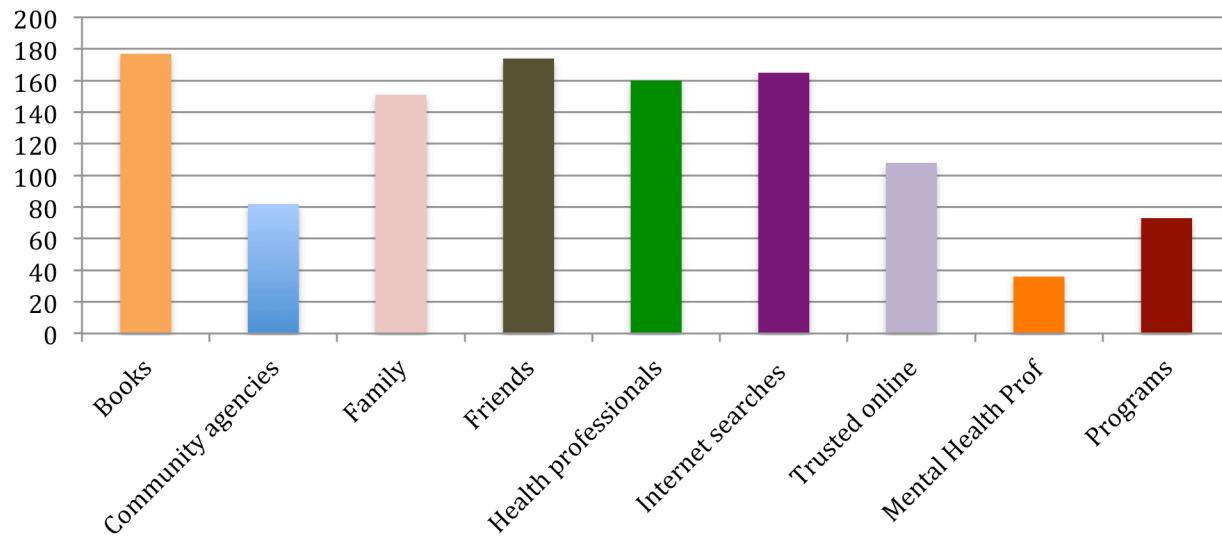
b. Somewhat satisfied

c. Not very satisfied



## Survey Findings: Information Access

*Q4: What sources of information do you rely on when seeking out information on child development, learning and parenting?  
(could select more than one)*

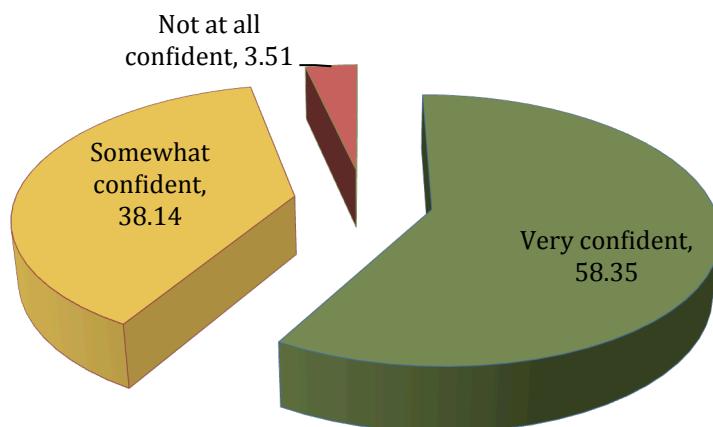


*Q5: How confident are you setting limits/rules on technology use in your family that will keep your children healthy and safe?*

a. Confident

b. Somewhat confident

c. Not at all confident



## Appendix I: Parent Survey Comments (Health)

Question: *How easy has it been to access pre-natal care in the community while living in Delta?*

child born in White Rock, did not know of any services in Delta

Choose prenatal care in Surrey for midwife. Also delivery at peace arch for better facilities

\_\_\_\_\_ is an amazing teacher. We learned a lot and felt very good about the knowledge that we learned

did not live here during pregnancy

Everyone I know goes to Surrey.

family doctor

For all medical questions, moved from Richmond last year and have not switched medical professionals

Had to go to Richmond for midwives

Healthiest babies was very enjoyable

I go to vancouver

I was not pregnant when I moved to Delta

I was referred to Richmond, and yet, literally saw 6 stand-in doctors during most recent pregnancy.

moved here recently

No comment

None in community, hard when don't have a car.

nurses use to come to the house not anymore many women go thru post partem very few opportunities

requires longer drive from north delta to south delta communities

Traveling to Richmond often was required.

Very accessible through my midwife in Ladner

We adopted

We need a delivery unit at Delta hospital! Imagine needing to drive so far while in labour!!! Even far more remote communities with less population than us have better access. This must be fixed.

Went to BC Women's Hospital after baby diagnosed with Down Syndrome and later serious heart defect

Went to Surrey

went to white rock for their maternity clinic

Surrey Memorial,-other family DR in delta

there should be a response option of "easy" > this set of answers feels skewed

## Appendix I: Parent Survey Comments (Health)

Question: *How easy has it been to access Doctors in the community while living in Delta?* (page 1 of 2)

Finding an English speaking doctor has been difficult

family doctor in white rock

Had to go to Surrey to get a family Dr.

We are having a very hard time finding a family doctor since moving to North Delta last spring.

Very Difficult to find a female doctor that is taking patients

Have to go outside Delta to find available family doctor

We are having a very hard time finding a family doctor since moving to North Delta last spring.

Somewhat difficult

we use Walk in clinics and haven't had a problem

Go to Vancouver for family doctor, but going for blood pressure it is cONVENIENT IN DELTA

I continue to go to our family doctor in White Rock, which is where we moved from

North Delta is different than Ladner etc and needs to be treated that way. Dr's are ridiculously hard to find. We still go to our Dr in Burnaby and have lived in Delta for 4 years now. Specialists are all in Surrey

Just our family dentists are in delta

found a new doctor across Scott road in Surrey

Only drop-ins, not many doctors.

I wish I had a family doctor.

It is impossible to find a family doctor!!!

Have doctor in Surrey for many years.

Took years to find a family doctor. Had to make too many visits to walk-in clinics.

No family doctors available

We have been lucky my Dr. took my husband when his Doctor retired - our whole family sees her.

All of my family members have doctors outside of Delta.

Difficult to find a family doctor. We are staying with a doctor just because they are available. I believe it's important to have a steady dr for my kids.

husband born in Ladner so easy to get doctor

We usually have to travel to Vancouver for specialists

female doctors have a long wait list for new patients

not enough family doctors and the waiting time is so long

have to leave delta for specialists

Option wb somewhat difficult

## Appendix I: Parent Survey Comments (Health)

Question: *How easy has it been to access Doctors in the community while living in Delta?* (page 2 of 2)

As with everywhere it is darn near impossible to find a GP.

I have a young inexperienced male dr whereas I would prefer a female dr with experience.

It's hard to find on the weekend.

My family doctor often is book and doesn't have appointments for at least a week

Hope that delta hospital can add more surgical assistant to their team of doctors

My doctors are in surrey

Not enough

Family Dr is in Burnaby

And wait times in drop ins way too long

Long waits

We go to surrey for a family doctor

Very difficult at times, shortage

Still use family Dr in Vancouver

although long waiting times

Dr. is in Vancouver

family doctor is in White Rock

very difficult, not enough doctors, no family doctors available

Doctors are great

my 'family' doctor won't take my kids

There are fewer Mandarin speaking doctors in Delta

## Appendix I: Parent Survey Comments (Health)

Question: *How easy has it been to access Dental Care in the community while living in Delta?*

Finding an English speaking dentist has been difficult

Very expensive

very expensive

Very expensive

Very expensive

Haven't Looked yet

our dentists are in Vancouver & bby.

love Angel Care Dental

In Vancouver

Go to BCCH for son's dental needs and orthodontist for special needs in Kerisdale

many dentists available

Need more one-on-one doctors who can watch children grow. Not part-time doctors and walk-in doctors who don't seem to care as much.

Dentist in Surrey for 30+ years

Go outside of Delta.

no coverage

dentist is in Surrey

most do not offer times that work for our family

have to go to langley for paediatric dentist

We go to richmond

Dentist is in surrey

It's expensive

go to pediatric dentist in Richmond

There are fewer Mandarin-speaking dentists in Delta.

n/a

dentist in Vancouver

## Appendix I: Parent Survey Comments (Health)

Question: *How easy has it been to access Public Health Nurses in the community while living in Delta?*

More nurses with more office hours would be great. That way the wait wouldn't be as long  
Public Health nurses have been wonderful!

We haven't had to yet

No after-business hours for working families

I haven't really tried so I don't know.

No after-business hours for working families

North Delta Public health nurses near George Mackie library have been fantastic

Long wait times for later hours

The challenge is that they stopped providing some of the services they once did. IE: flu shots to 6 year olds

But hearing needs must be met in north delta. 45 minutes at least from tsawwassen. That is too far.

Health Authority at 84 and 112 and have found them to be helpful and efficient when I have used their services, particularly vaccinations

Need more.

Changes in Delta: Health Unit

The waitlists are ridiculous

unsure

Have to book very far in advance. That's why a family dr is so important.

It hasn't been too difficult in the past however now that it's going to a central answering system I think it will be very difficult going forward

it would be nice if they were open on the weekend

Long wait for appointment

Came to strong start

available appointment times are hard to schedule with work

Haven't looked in delta

VERY!!!!!! Not enough nurses

I went more before the cutbacks. Now I use my doctor more

I don't know how to access this

We go to the Fraser Health centre in Ladner. They are great.

new phone system is difficult

did not have visit in Delta

Great nurses!

again these answer options are incomplete; they feel skewed

## Appendix I: Parent Survey Comments (Health)

Question: *How easy has it been to access Mental Health Workers in the community while living in Delta?*

6 month wait list to see a counselor for my 6 year old daughter. Prior to that I didn't know where to start to get help

interested, but I don't know where to look

had to go to Surrey

- though, I know of several people who can't get in long term with a psychiatrist at South Delta Mental Health because they are seen short term and then triaged back to GP when they have serious psychiatric diagnoses that should stay longer within the system - cutbacks and maybe don't insist that they stay to be better monitored

Need more availability and time on weekend.

No comment

Deltaassist is a bit of a joke for mental health issues

Waited 7 months until my referred appointment after last pregnancy.

haven't tried

Psychiatrist in Tsawwassen is overwhelmed with requests for service

Long waiting lists; appointment time are all during school so kids miss class time or I miss work

Waiting for teacher to connect me with school counsellor

Have never looked for one

Expensive

Not sure

I don't know how to access

Seeing child psych in Surrey

They are great!

Question: *How important do you think Early Screening is for healthy child development, emotional and mental health.*

Still waiting for the 3 year hearing assessment for my daughter she is 8

Some - Special needs children can greatly impact the learning of the kids who don't require that extra attention but having the teacher distracted can be a major issue.

Not applicable for me.

More important for parents/schools/activity leaders to know the warning signs.

Needs to be done earlier

Sooner you know, the sooner you can adapt and help him / her if they need it.

Too many evaluations of kids let them be kids

Aggressive or inappropriate behaviors show up on the playground. Kids behaviors & overall emotional development are continuously evolving. If unhealthy dynamics are addressed & supported, the benefits extend to the school community.

not applicable

## Appendix I: Parent Survey Comments (Health)

Question: *How confident are you knowing when to access Early Screening for healthy development, emotional and mental health concerns?*

I would ask at public health if I thought screening was needed. They would probably direct me where to go.

I am an RN so this is biased

It's part of my job description at work

I have no idea? google it?

Some teachers have provided excellent advice and recommendations

see above about Health Authority

No comment

unsure where

I have had concerns about my daughter for a while now and don't know where to get support. Family dr was of no help suggesting resources.

with doctor's help

Mental health screening, not aware how for kids

Not sure how to access this as we have no information through school. Perhaps these services could be linked to the South Delta Home Learners Group.

n/a

circled emotional and mental health (not very confident)

Question: *When needed how easy has it been to access Early Screening Services?*

N/a

Not needed.

We had to wait for a year before my son could be seen by a speech therapist, despite his referral. We ended up going privately for that first year.

Haven't had to

long wait time for speech therapy

I have no idea? google it?

son was in hospital for 2 months from birth and in and out a lot of first year of life so BCCH connected us with REACH and did consults, we received extra help for a high risk baby to stay at home instead of in hospital as much as possible

due to my hearing impairment, we were able to access hearing screening easily at Health unit

n/a

Doctor is in Vancouver

Long wait lists

No comment

Some during at hospital after birth.

Not applicable.

## Appendix I: Parent Survey Comments (Health)

Question: *When needed how easy has it been to access Early Screening Services?*

not applicable

Minimum 4 months wait for a hearing test.

Not sure

not applicable

Never tried

unknown

n/a

n/a

There was a wait time for speech and hearing assessments.

n/a

Some wait times have had us seek out private screenings

some services have lengthy wait times

wait times were long

very long waitlist

never required

Not aware of programs at the time other than basic questions during scheduled immunizations

Really needs an NA

Not needed

Didn't know any was available

wait time is long. Access to SLP in school is pretty nonexistent unless very severe

Haven't tried

Not applicable

Unsure

We're referred to Reach and they were great

Was looking for speech therapy and was told there is waiting period of 6-8 months.

Hard to access hearing screening. Only place was North Delta.

not needed

n/a

n/a

didn't know where to go

at school, it was conducted

we haven't needed to

n/a

Never do it, first time hear about this.

circled emotional and mental health (some difficulties)

## Appendix I: Parent Survey Comments (Information)

Question: *How often do you seek out information on child development, learning and parenting?*

my children are older now

Not a need to look

-receive emails from REACH support worker, ask SW or ask REACH for guidance

more so when my son was younger

I learn about it and keep updated. But have learned to not get over-paranoid from past experience.

I am a teacher.

Every day

online, doctors, friends

Learn every day and my own experience helps too.

Reach infant development has been amazing

Question: *Which areas of learning and development are you most interested in?*

all

despite being on At Home Program, can't afford as much as son needs beyond OT every two weeks. So Speech Therapy and Physio are not addressed outside of minimum amt avail at school

all of them

all are important and there should be mandatory workshops parents have to take

Question: *What sources of information do you rely on when seeking out information on child development, learning and parenting?*

I don't seek it out, but the community programs are great at making information readily available.

Mostly books

Question: *How satisfied are you with the information you have found on child development, learning and parenting?*

Own background knowledge,

More would be better

Question: *How confident are you setting limits/rules on technology use in your family that will keep your children health and safe?*

daughters only 20 months

but peer pressure is always an issue

They can use it but not in excess

Time limits are huge for screens, as well as types of sites/movies. Homework must be complete prior to any screen time, and if its sunny outside, the rules are to be outside

It's not easy but we limit screen time to an hour per day

So far!!

Children are creative to get around things, and dangers are constantly changing.

the kids get 1 hour

They are set limits but they are very eager to play video games, etc. Lots of "is it screen time yet?"

I do not put technical restrictions on devices but I monitor usage. Discussions and limits are often discussed at home. Limits need to be set for parents even.

too early to say

## APPENDIX II: 3-5 year old Interview:

As part of this research DeltaKids asked parents or other adults to interview 3-5 year olds to gather their input. No specific questions about helping services were asked and none of the 3-5 year olds mention them in any of their responses.

## APPENDIX III: 6-12 year old Questionnaire:

As part of this research DeltaKids gave children 6-12 years old the opportunity to contribute their voices through a questionnaire. No specific questions about helping services were asked and none of the 3-5 year olds mention them in any of their responses.

## Appendix IV: Neighbourhood and Age Breakdown

*Survey respondents identified their neighbourhood based on these descriptors:*

*These neighbourhoods are the same used by the Human Early Learning Partnership at UBC for their research  
<http://earlylearning.ubc.ca/>*

**Which community do you live in?**

-Annieville residents from 92A to 96 AVE replace 112 St with 114 ST-

- North Delta West of 112th ST (west is closer to Highway 91)
- North Delta East of 112th ST (east is closer to Scott Road/120 ST)
- Sunshine Hills
- Ladner
- Tsawwassen

Parents also had the opportunity to identify the age(s) of their children, 0-18.

*When the data was broken down we did not find any statistically significant differences between the sub groups. This is partially because with the smaller numbers in the sub-groups the corresponding confidence intervals are much larger.*

*If you would like to see this data please be in touch with [jhodgins@deltasd.bc.ca](mailto:jhodgins@deltasd.bc.ca)*