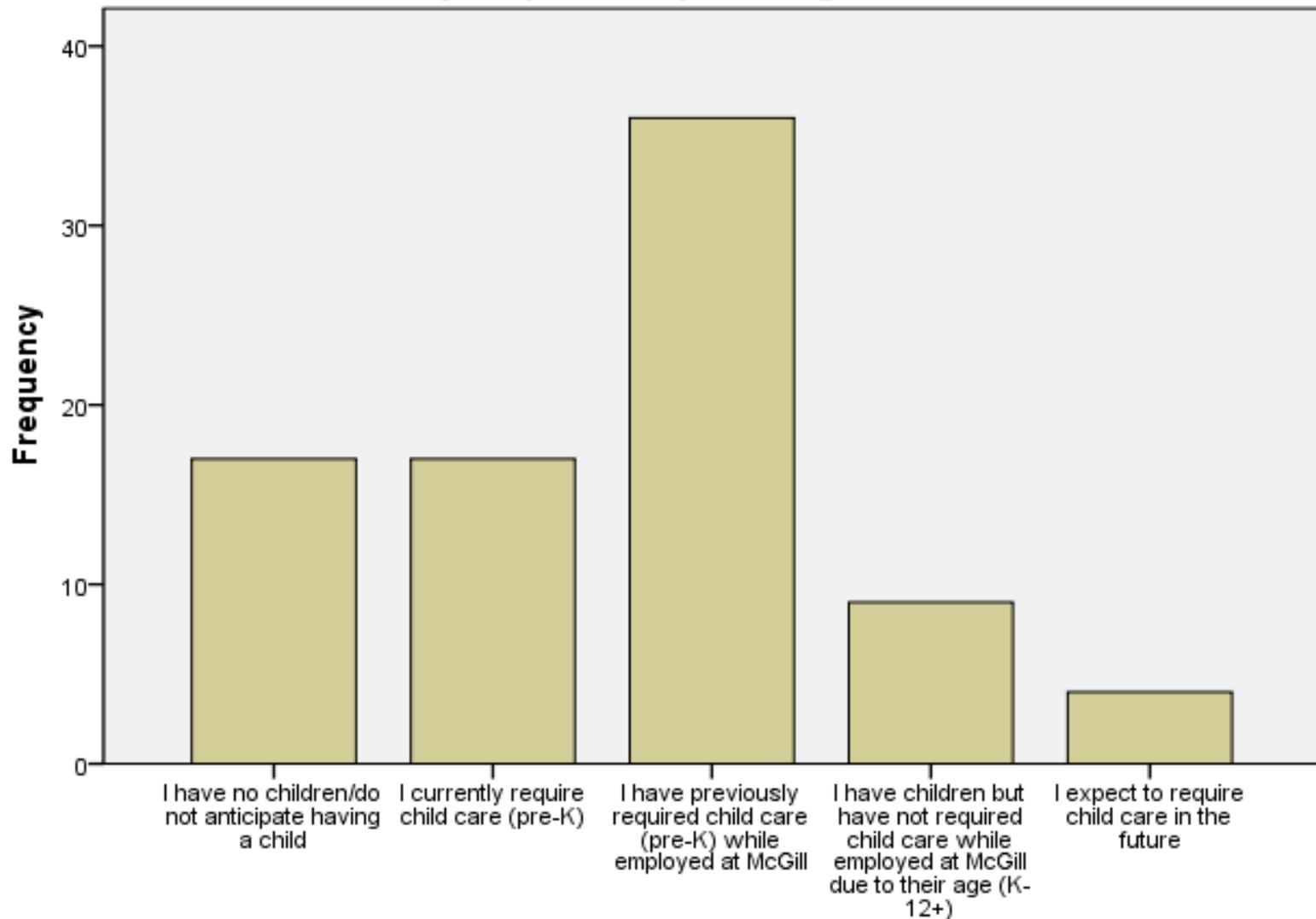


MAUT Child Care Survey Results

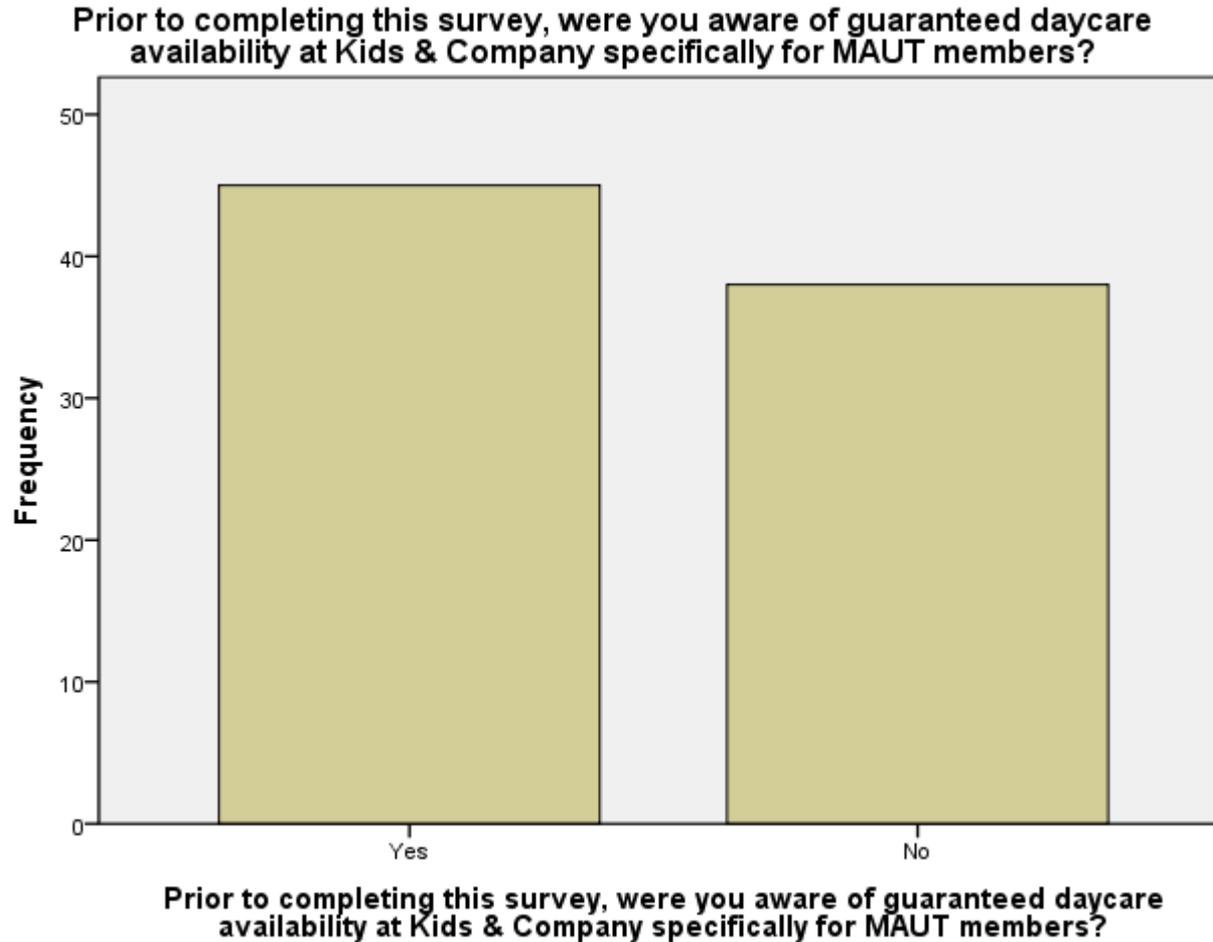
Oct. 17, 2018

General Questions (n = 83)

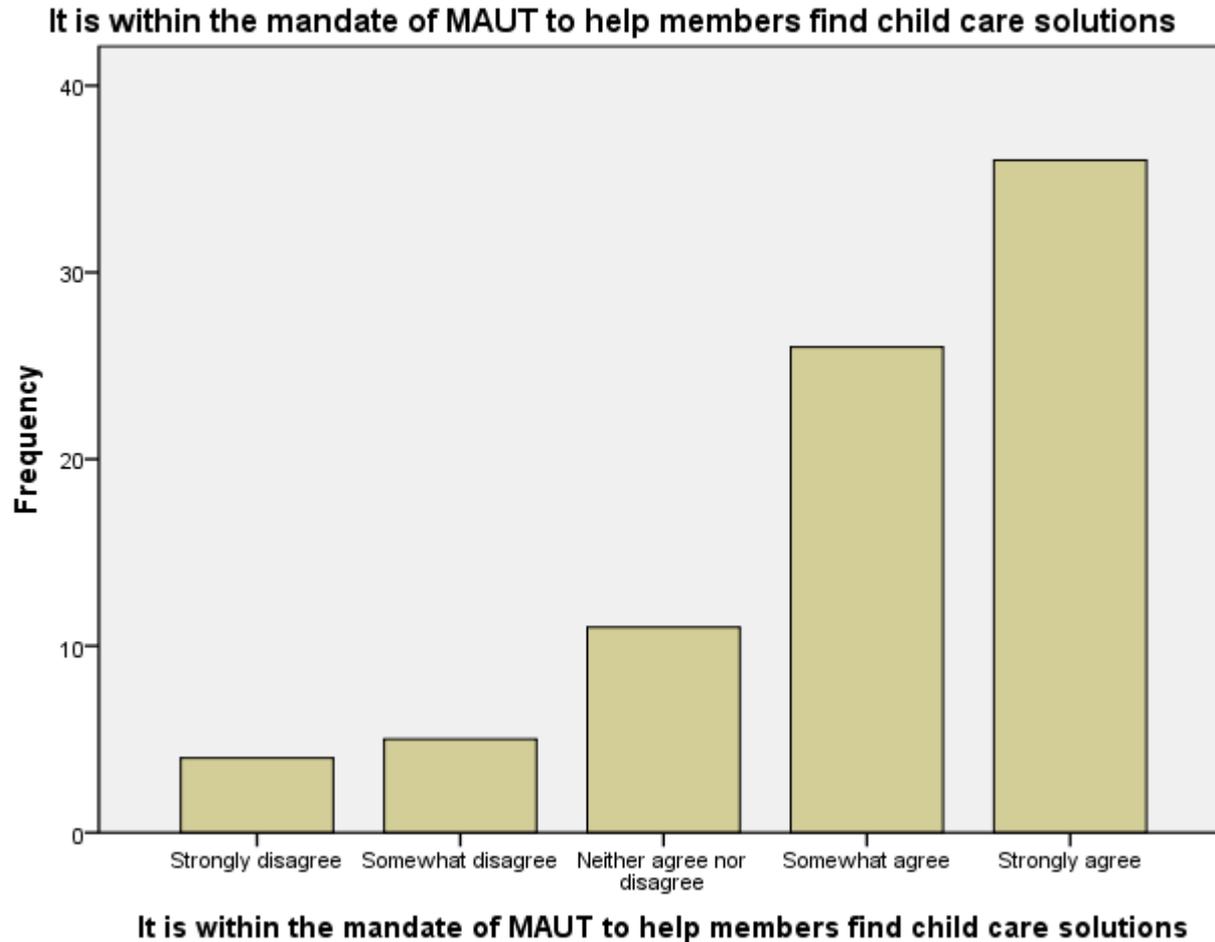
What is your personal parenting situation:



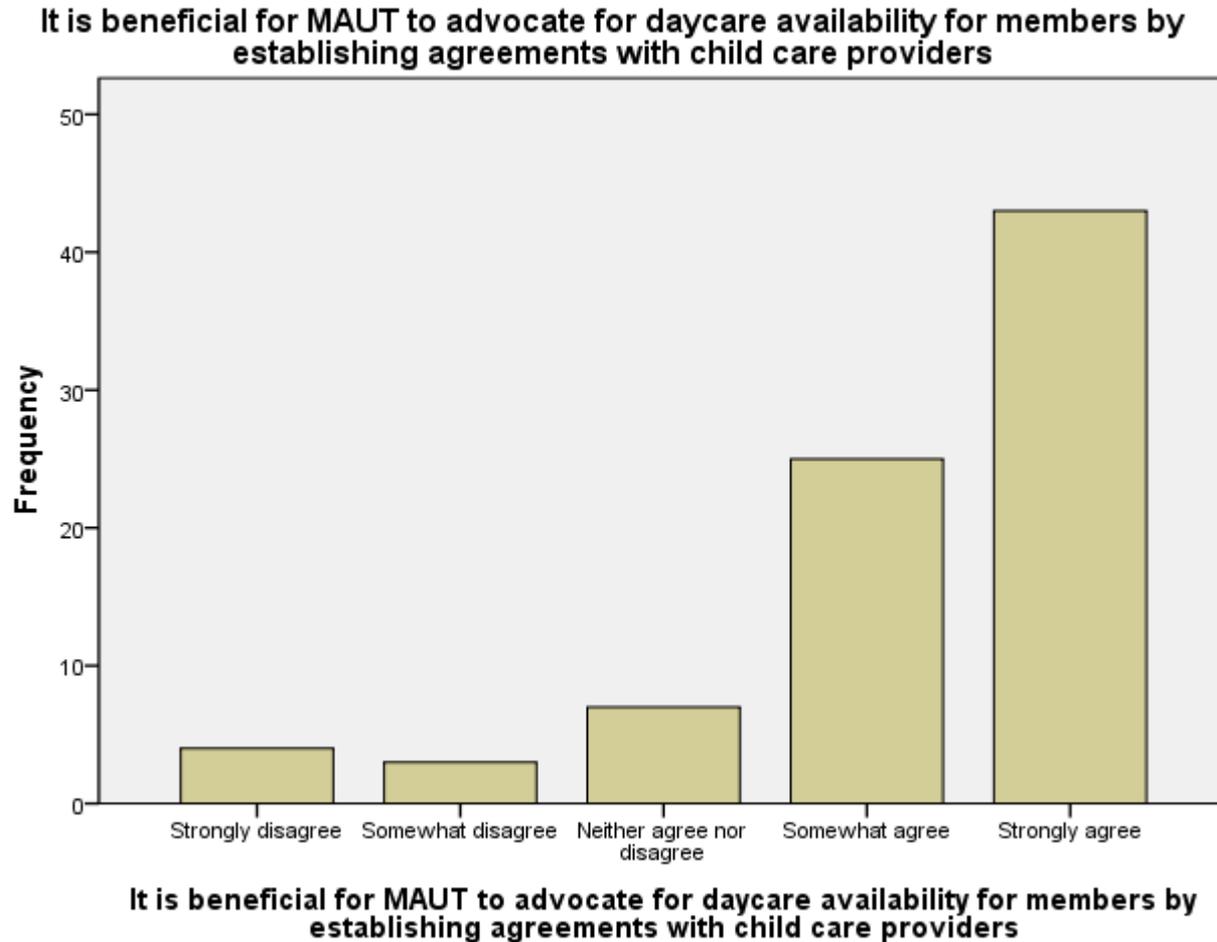
General Questions (n = 83)



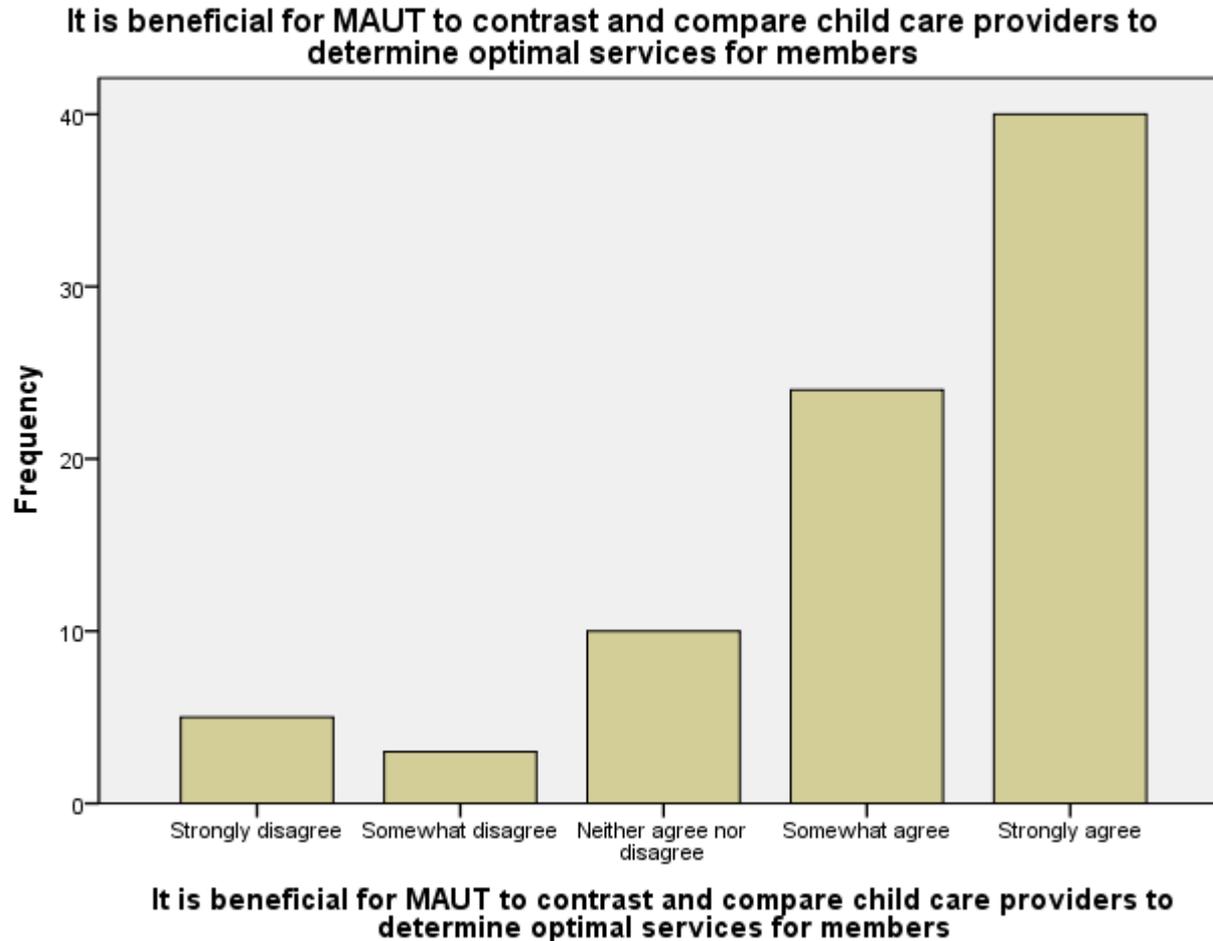
General Questions (n = 83)



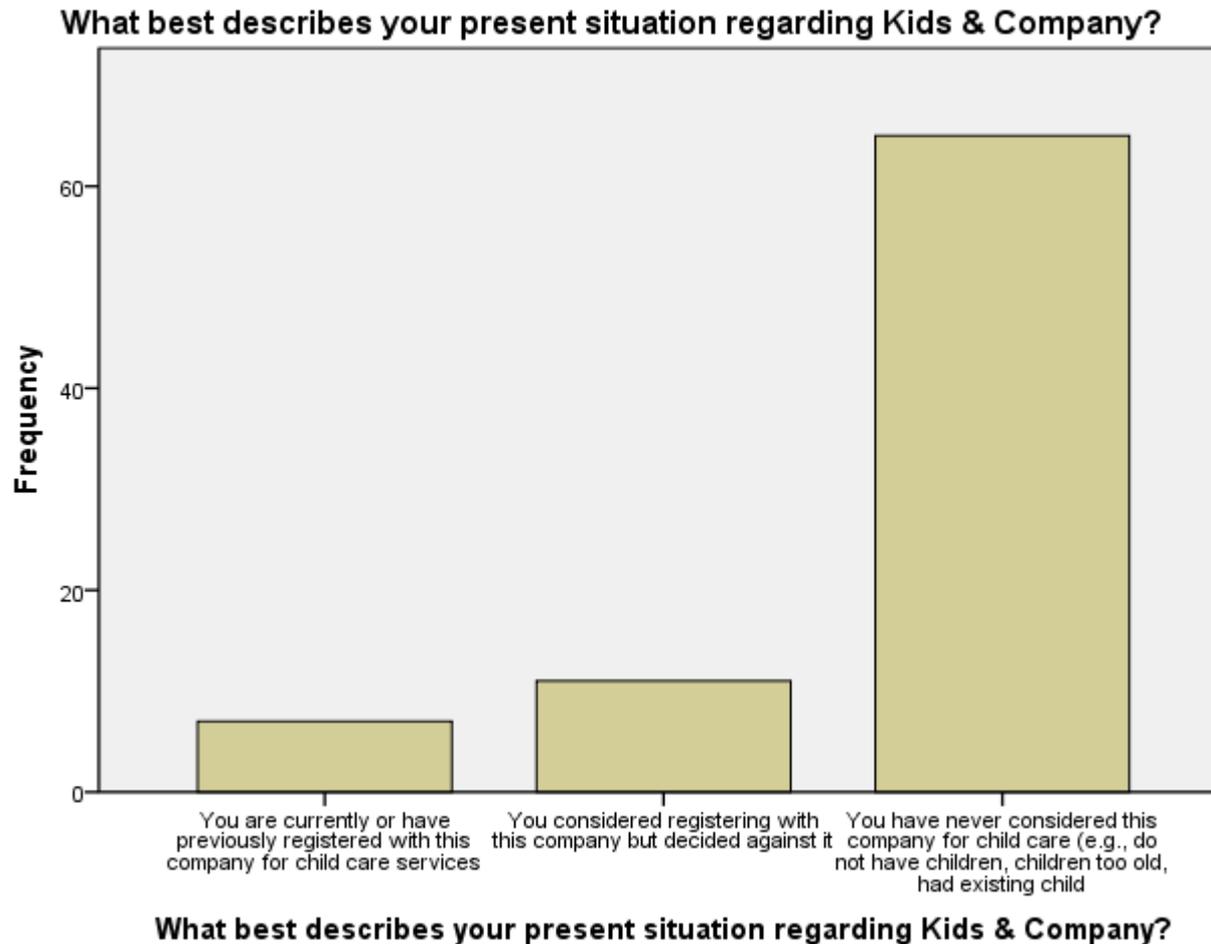
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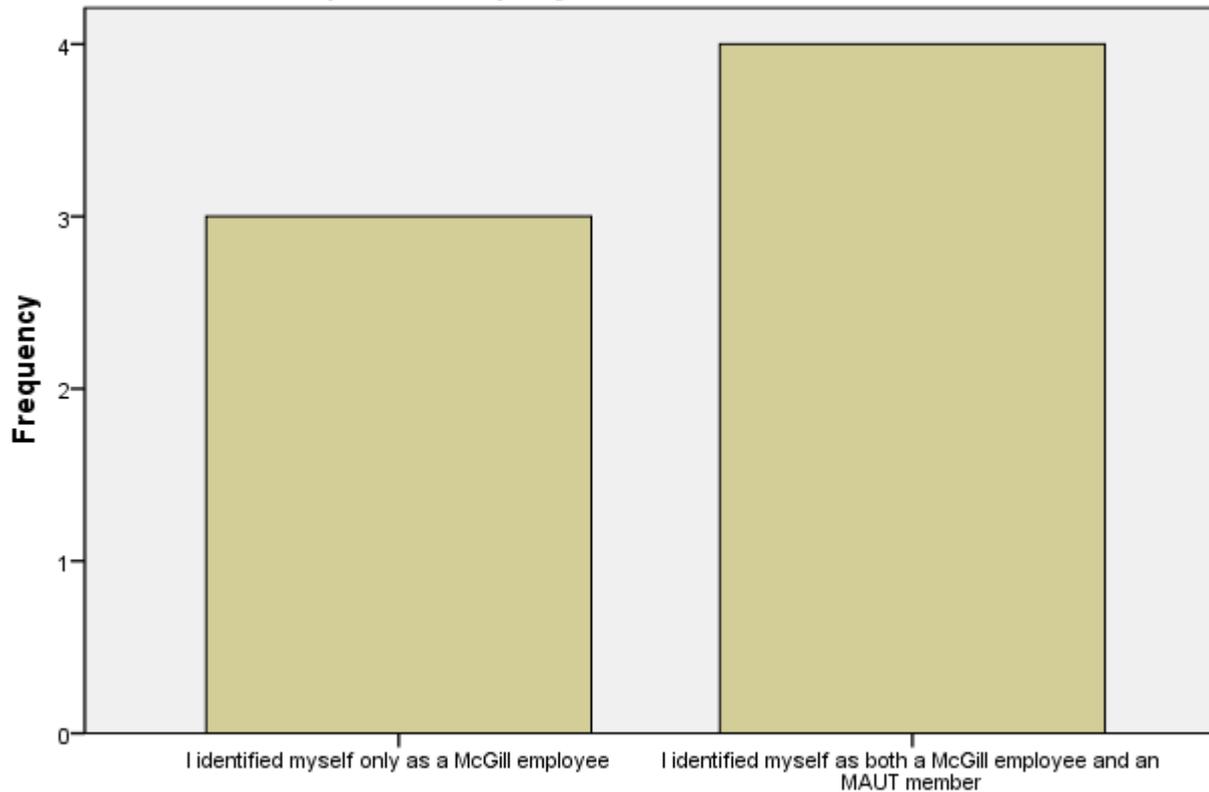
“Never considered this company for child care (e.g., do not have children, children too old, had existing child care)” (n = 65)

Based on your own or others' experiences with Kids & Company, what is your general impression of this daycare facility concerning its services, staff, value, and/or overall reputation? (if you have never heard of this daycare facility, please feel free to skip this question)

- *that it takes a very long time to get a spot - otherwise only positive feedback*
- *no opinion; my children are grown up*
- *Never heard of them*
- *My general impression is that it is quite expensive, although useful for people in a bind.*
- *I think it's good that MAUT is doing something for staff, especially new staff, who might be having issues with finding daycare.*
- *I know of it but I have no idea what users feel about it.*
- *I have not used it!*
- *I have no experience with Kids & Company*
- *I have no close relationship either now or in the past with Kids&Co.*
- *I have never heard of this company.*
- *I have heard good things about the quality, but this was many years ago. It may not even have been called Kids and Company at the time. The only negative I heard (which may have changed since) was the requirement that parents be present with their children at lunchtime. It was pretty inconvenient.*
- *Have not heard of it*
- *far too expensive to be an options*

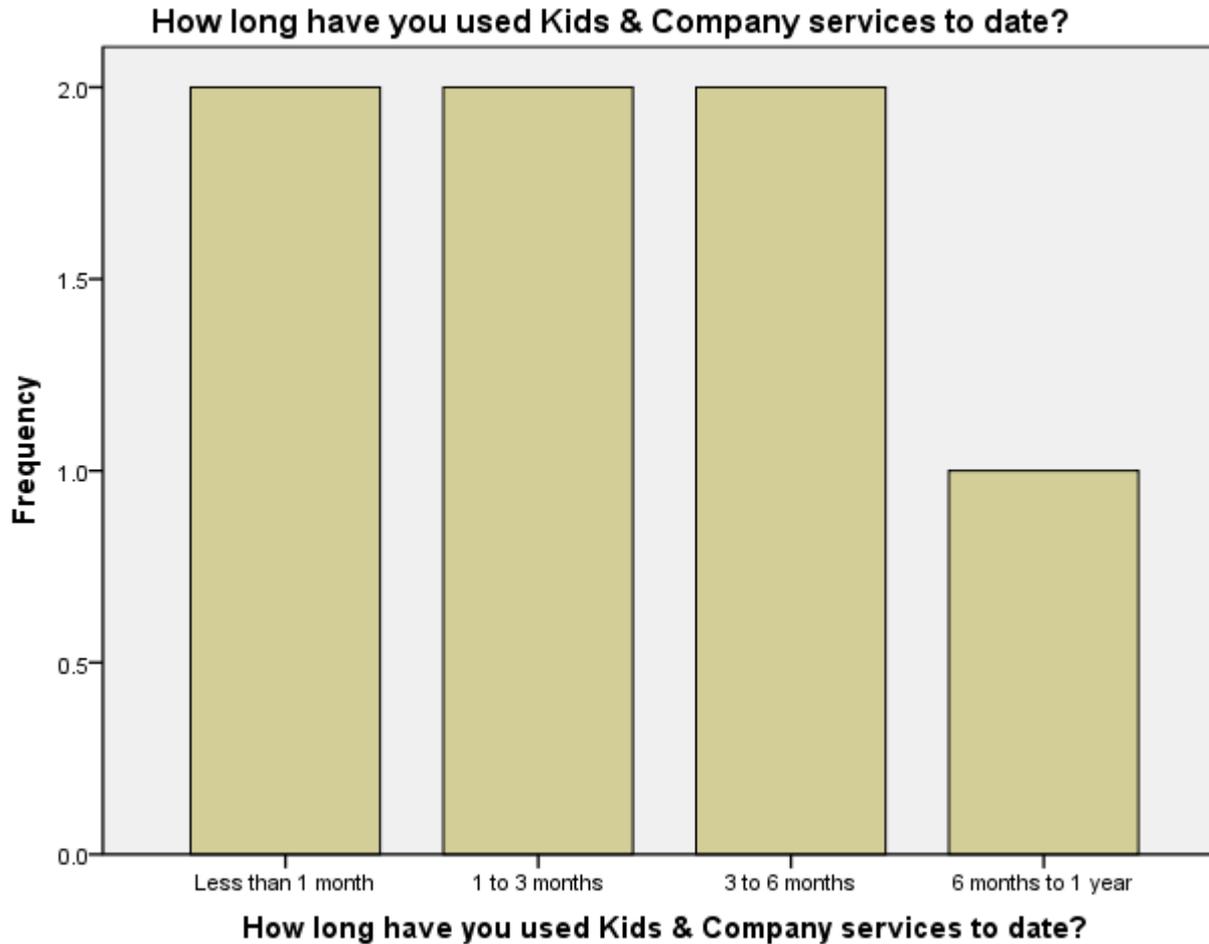
“Are currently or have previously registered with this company for child care services” (n = 7)

Upon enrolling your child with Kids & Company, what type of information did you provide as per your McGill affiliation?

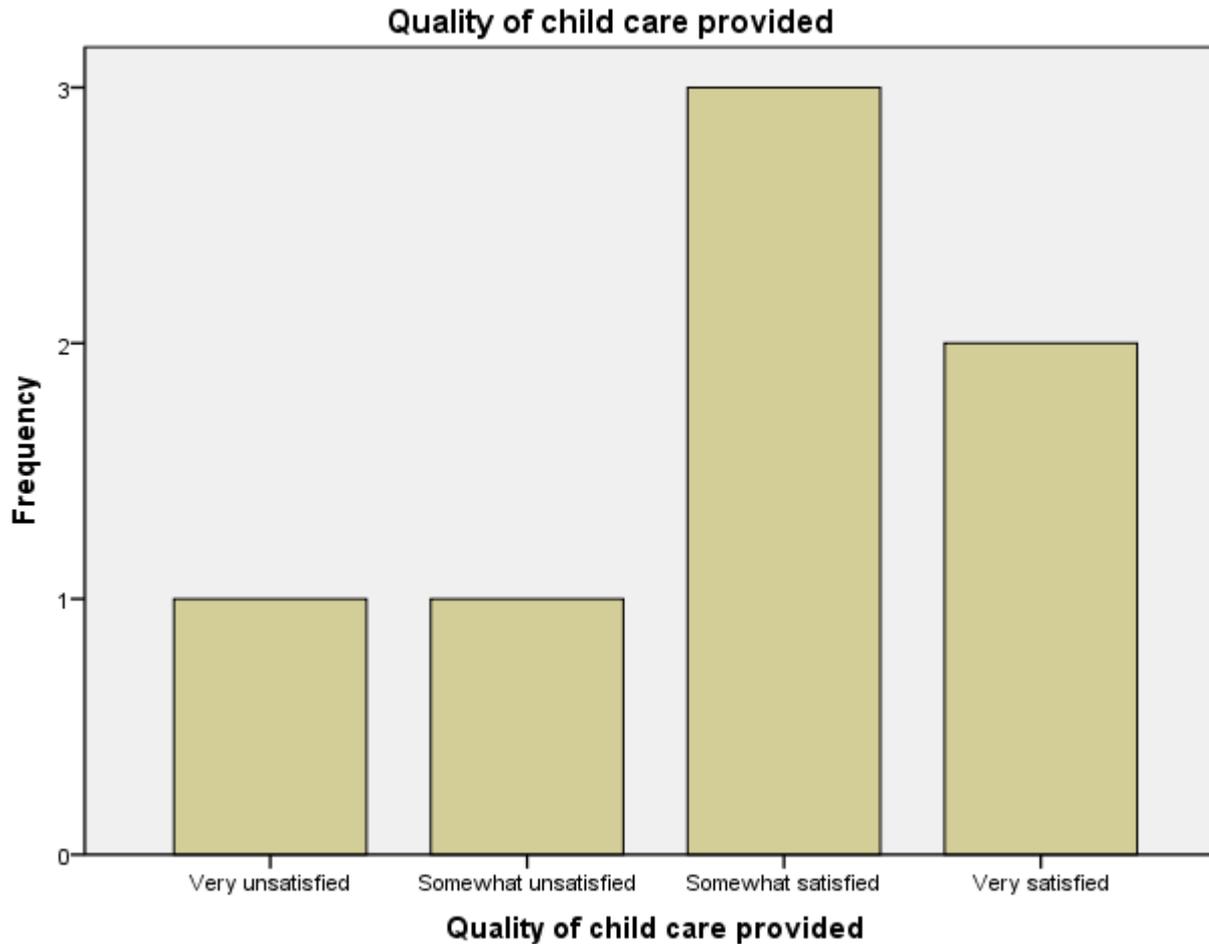


Upon enrolling your child with Kids & Company, what type of information did you provide as per your McGill affiliation?

“Are currently or have previously registered with this company for child care services” (n = 7)



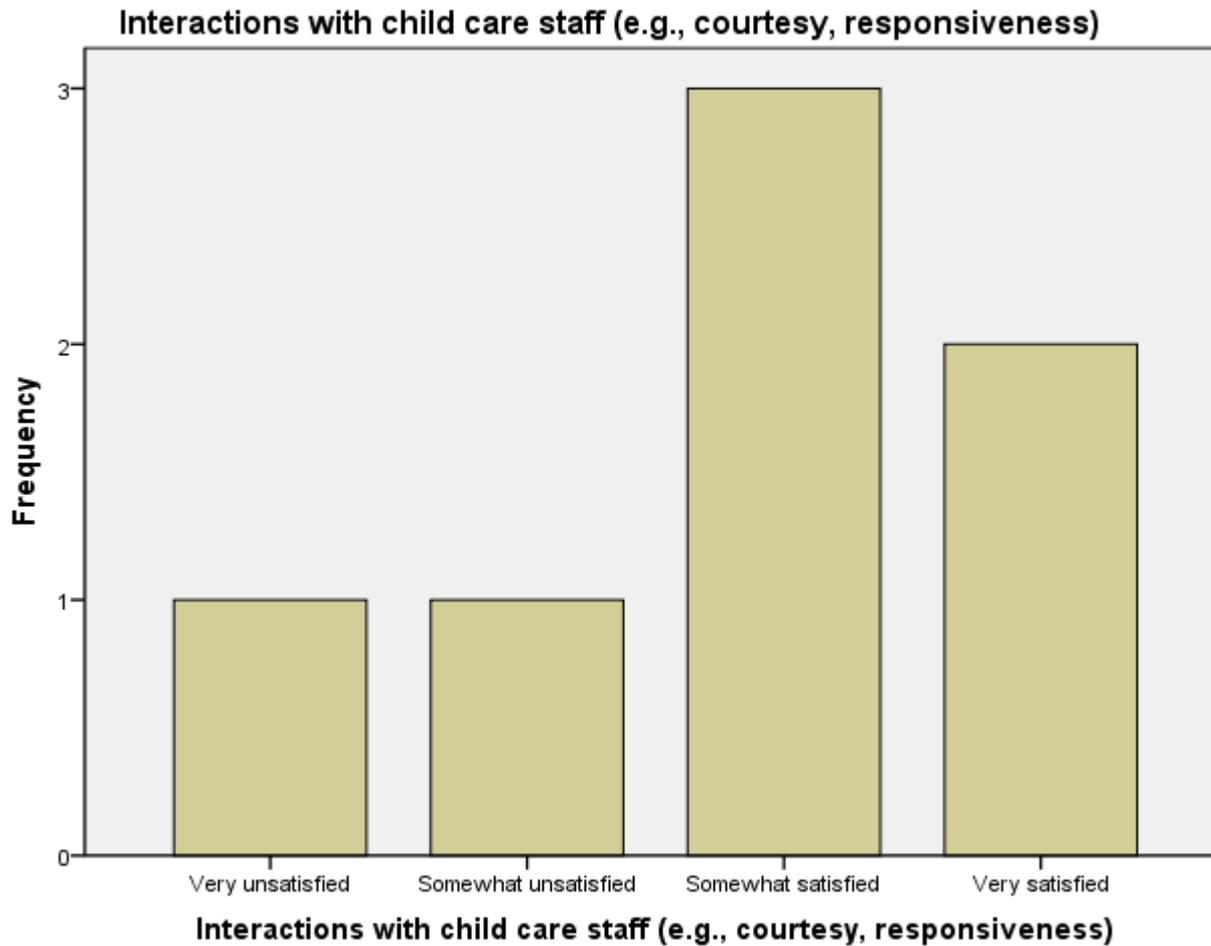
“Are currently or have previously registered with this company for child care services” (n = 7)



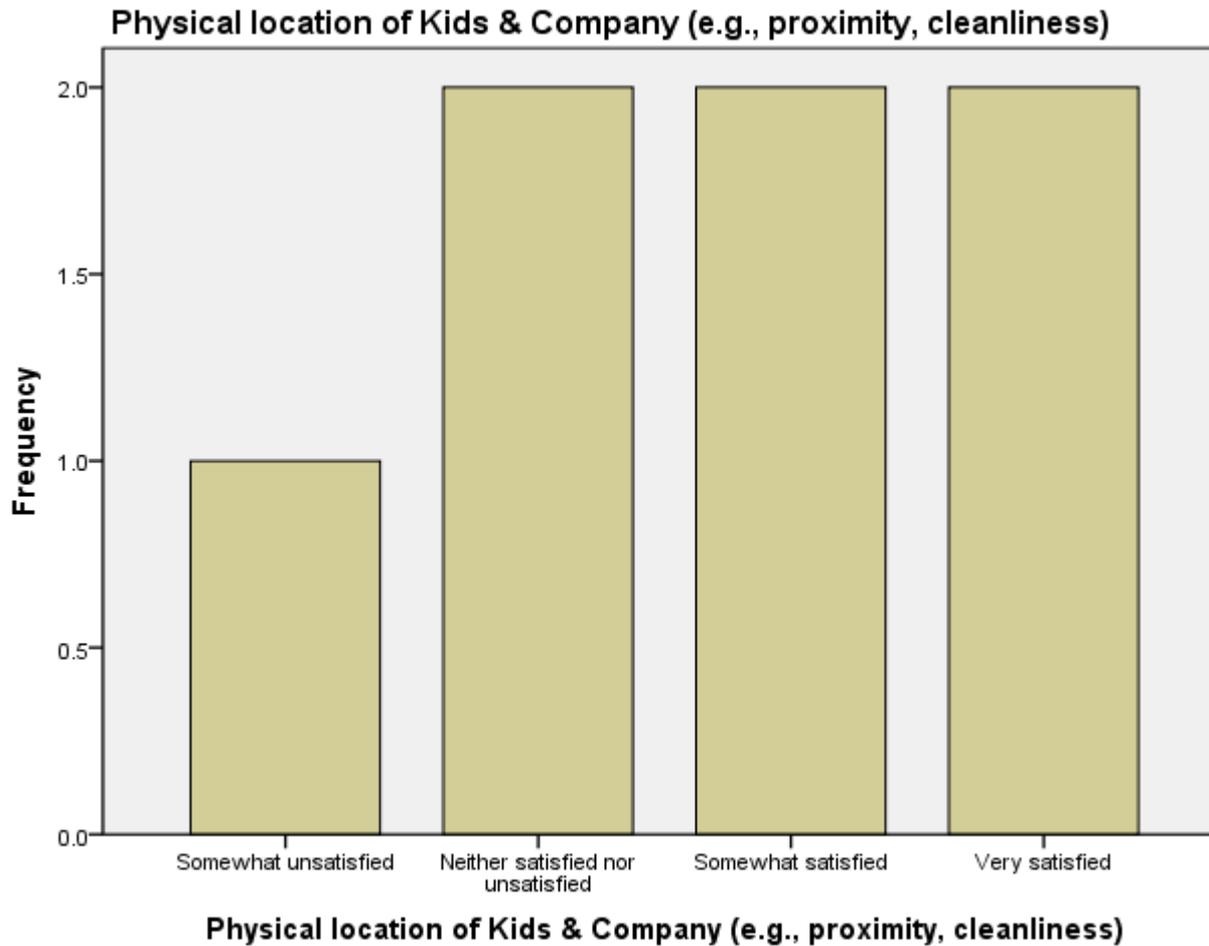
“Are currently or have previously registered with this company for child care services” (n = 7)



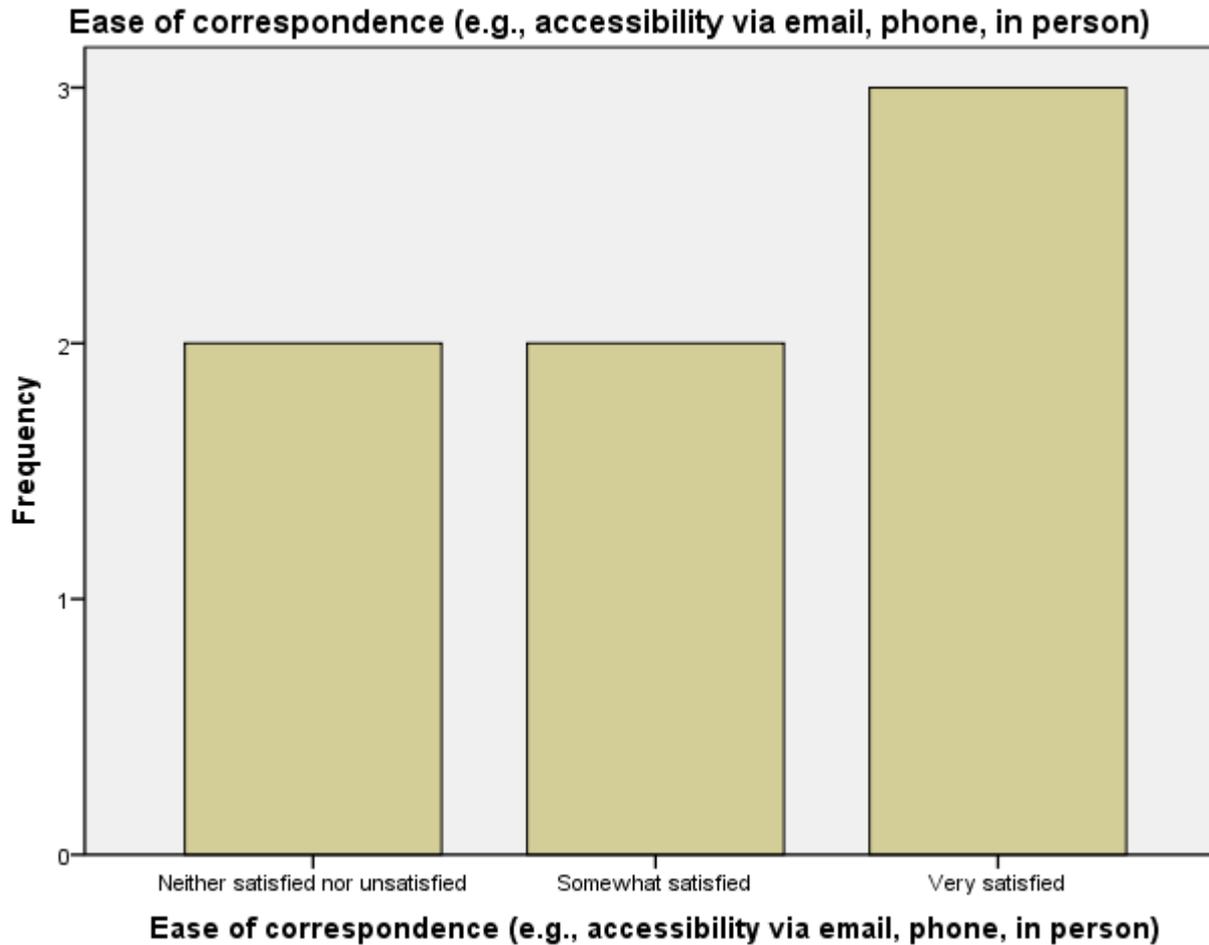
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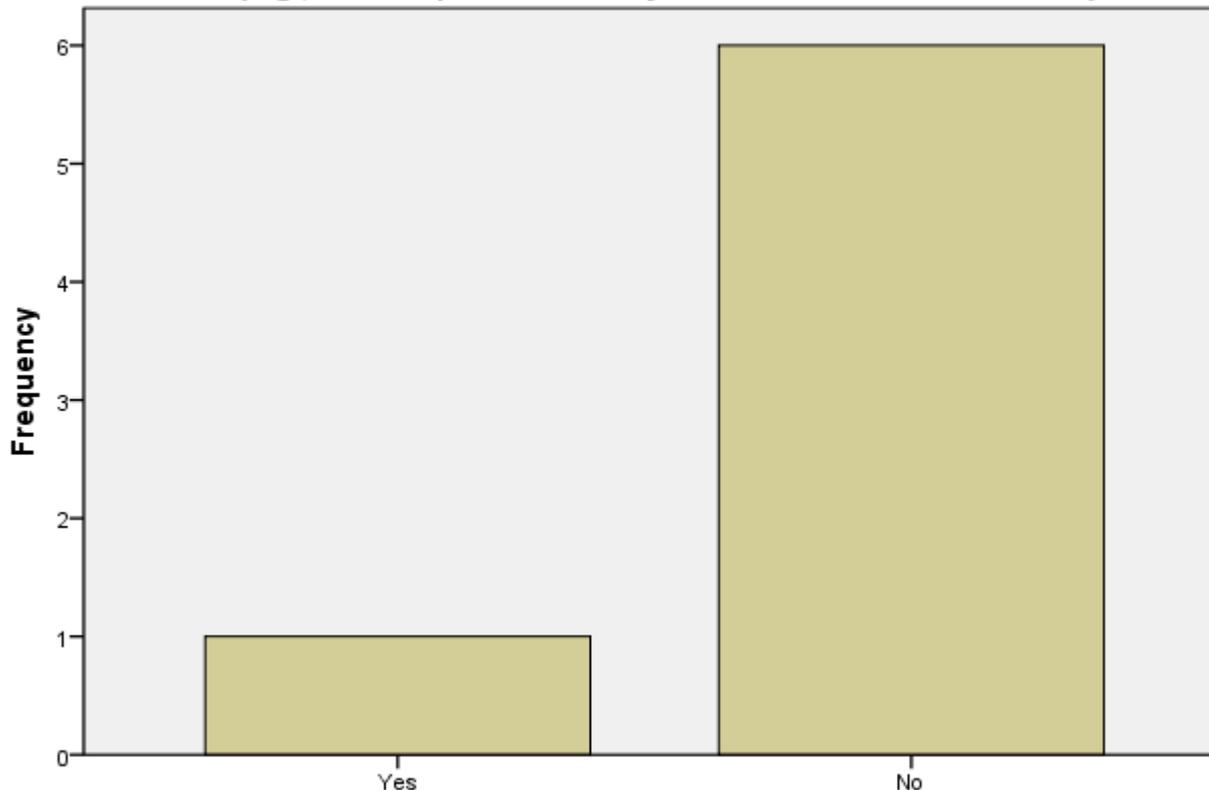
When you selected Kids & Company as your child care provider, which of the following best describe your situation (please select all options that apply):

- *n = 2: You had other child care solutions, but they were not meeting your expectations for other reasons*
- *n = 3: You have no other child care solution and Kids & Company was your only option*
- *“I use Kids & Company for emergencies only when my regular daycare (McGill CPE) is not available.”*
- *“we used Kids & co when we first moved here and had not yet found a place to rent. so we wanted somewhere close to mcgill and it was great they had availability”*

“Are currently or have previously registered with this company for child care services” (n = 7)

What is your current status with Kids & Company? All were no longer using them.

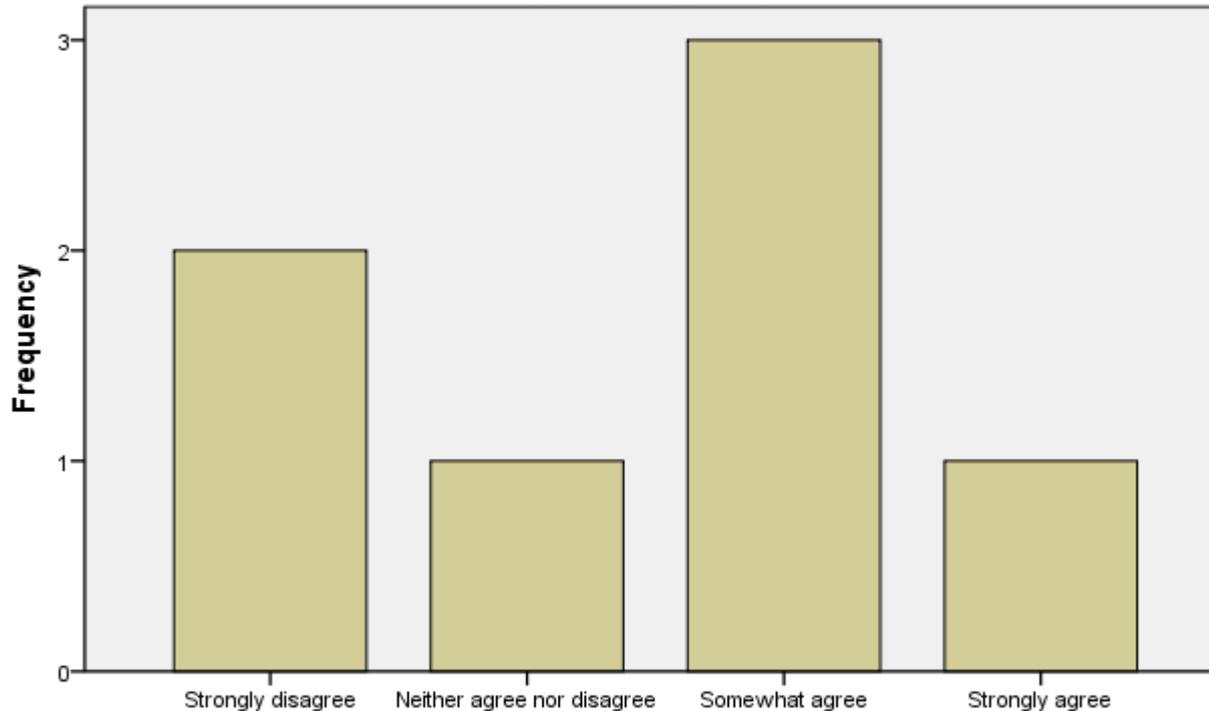
Did you utilize other services provided by Kids & Company beyond local daycare services (e.g., free drop-in availability at locations across Canada)?



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“Are currently or have previously registered with this company for child care services” (n = 7)

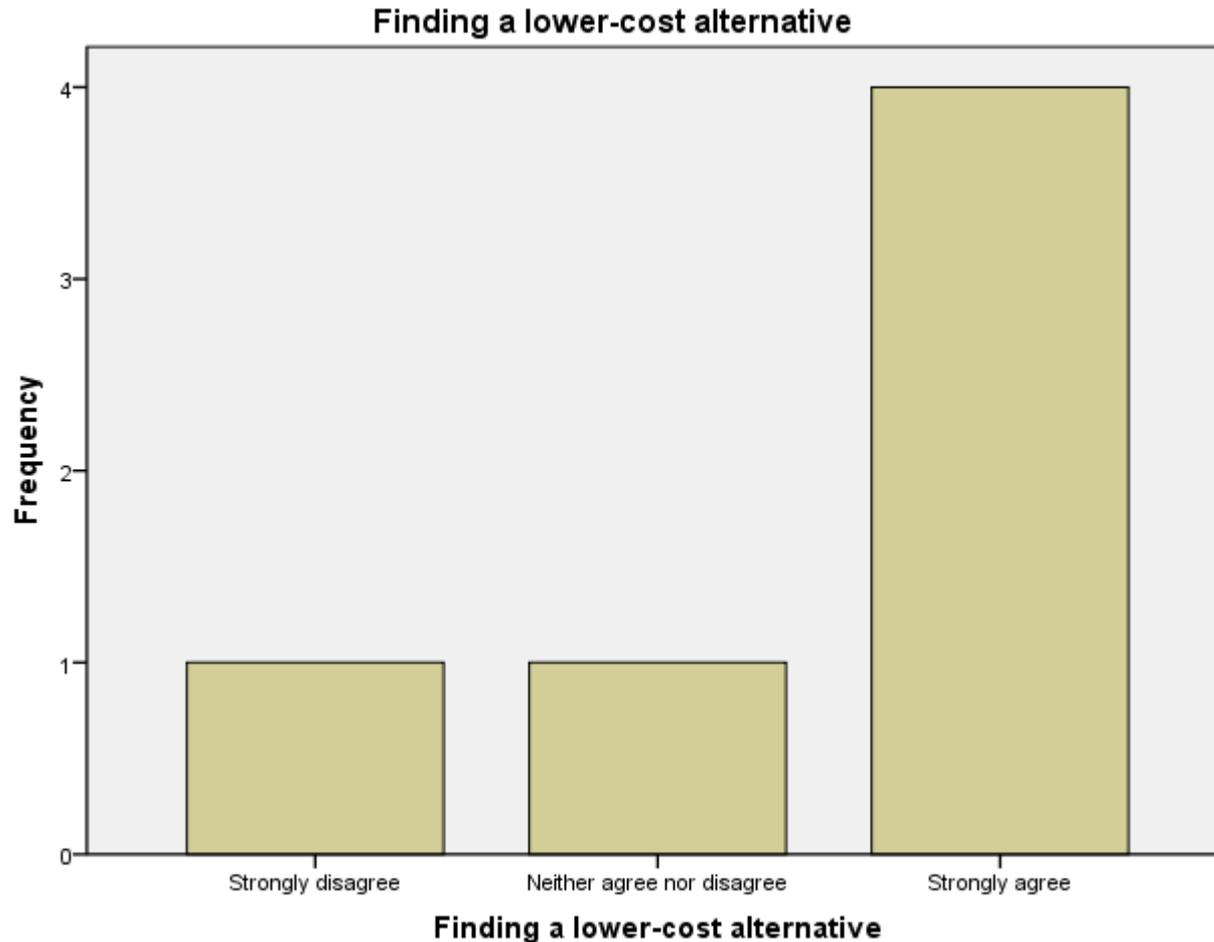
Do you agree that the financial cost of Kids & Company services to yourself was worthwhile considering the services provided (e.g., enrolment availability, quality of care, proximity, etc.)?



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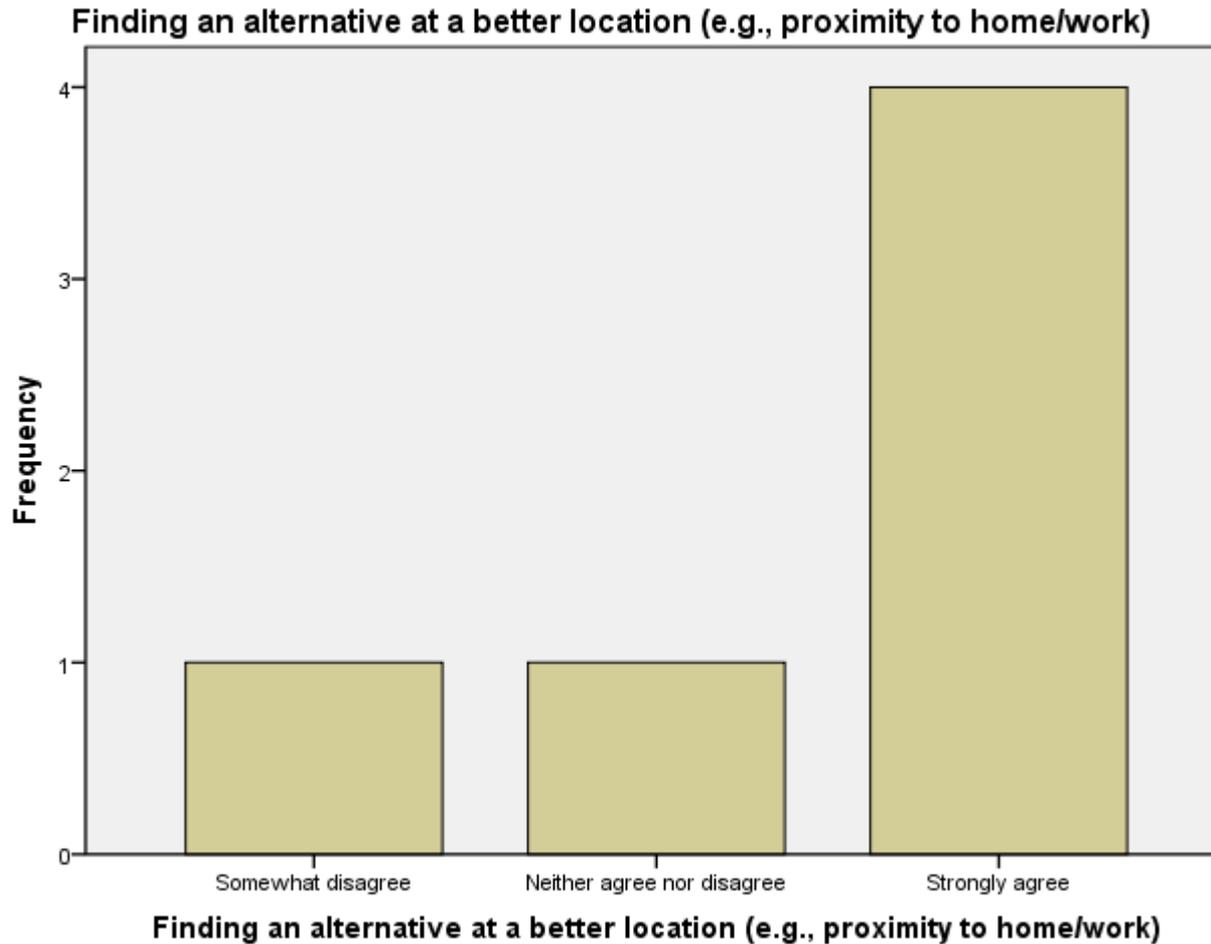
“Are currently or have previously registered with this company for child care services” (n = 7)

Reasons for no longer using Kids & Co (n = 5-6)



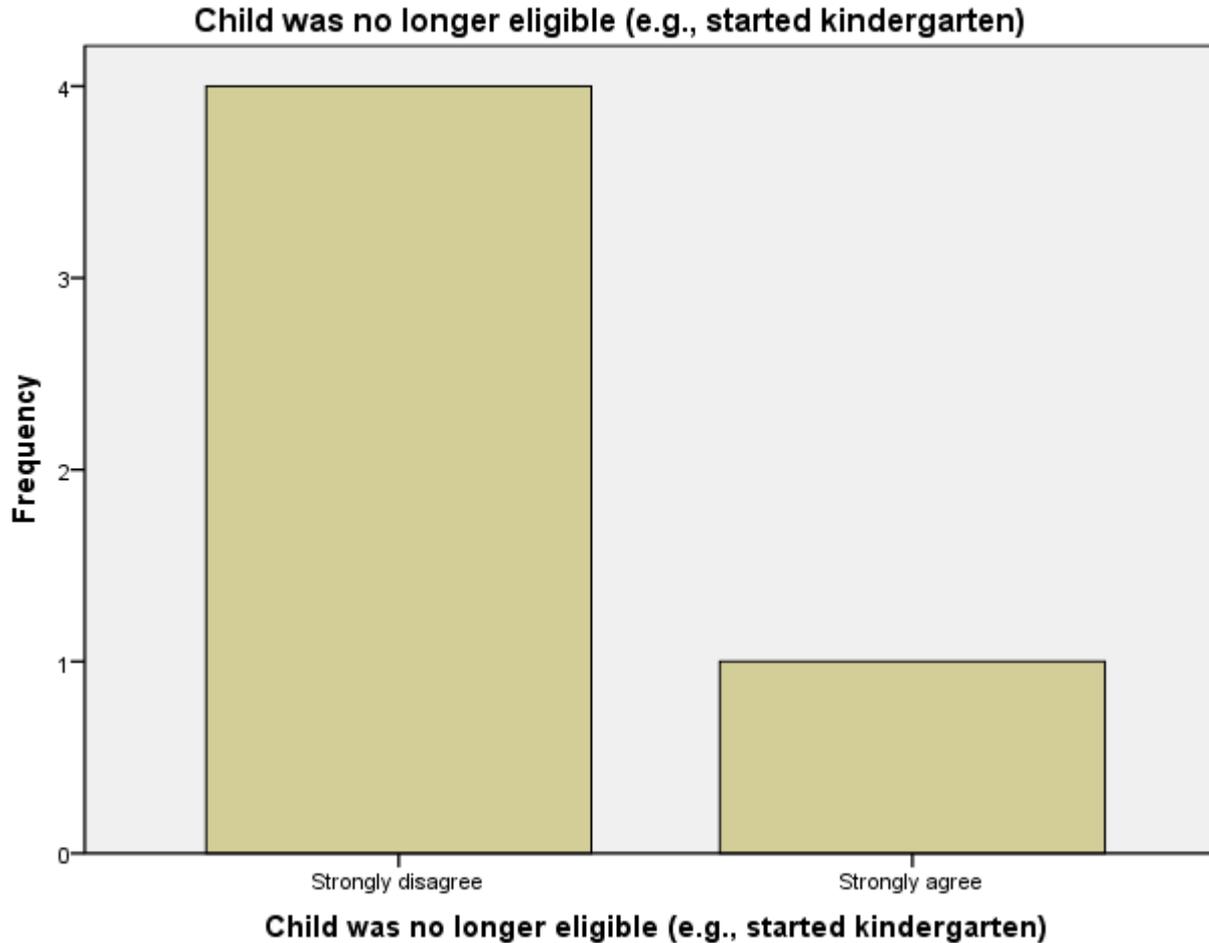
“Are currently or have previously registered with this company for child care services” (n = 7)

Reasons for no longer using Kids & Co (n = 5-6)



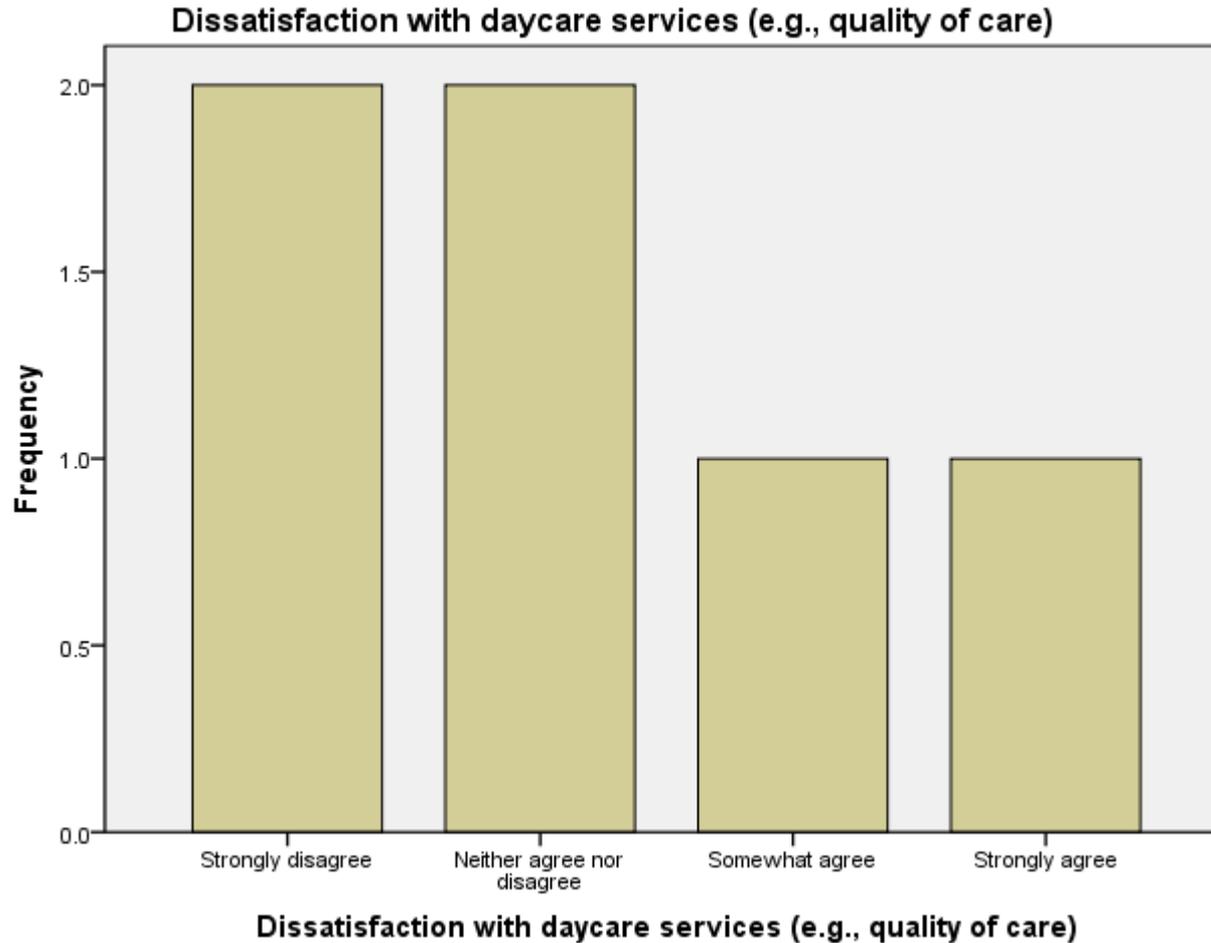
“Are currently or have previously registered with this company for child care services” (n = 7)

Reasons for no longer using Kids & Co (n = 5-6)



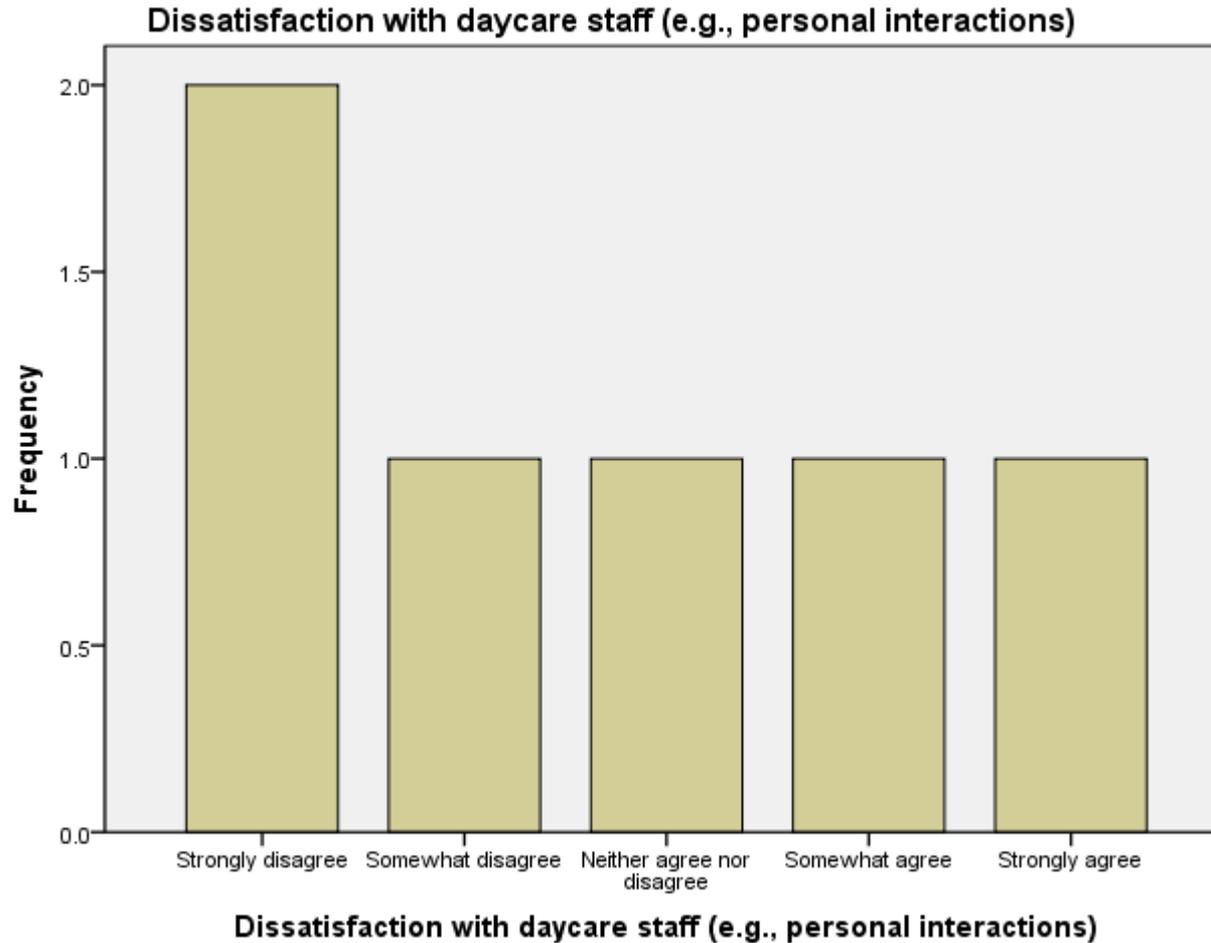
“Are currently or have previously registered with this company for child care services” (n = 7)

Reasons for no longer using Kids & Co (n = 5-6)



“Are currently or have previously registered with this company for child care services” (n = 7)

Reasons for no longer using Kids & Co (n = 5-6)



“Are currently or have previously registered with this company for child care services” (n = 7)

POSITIVES

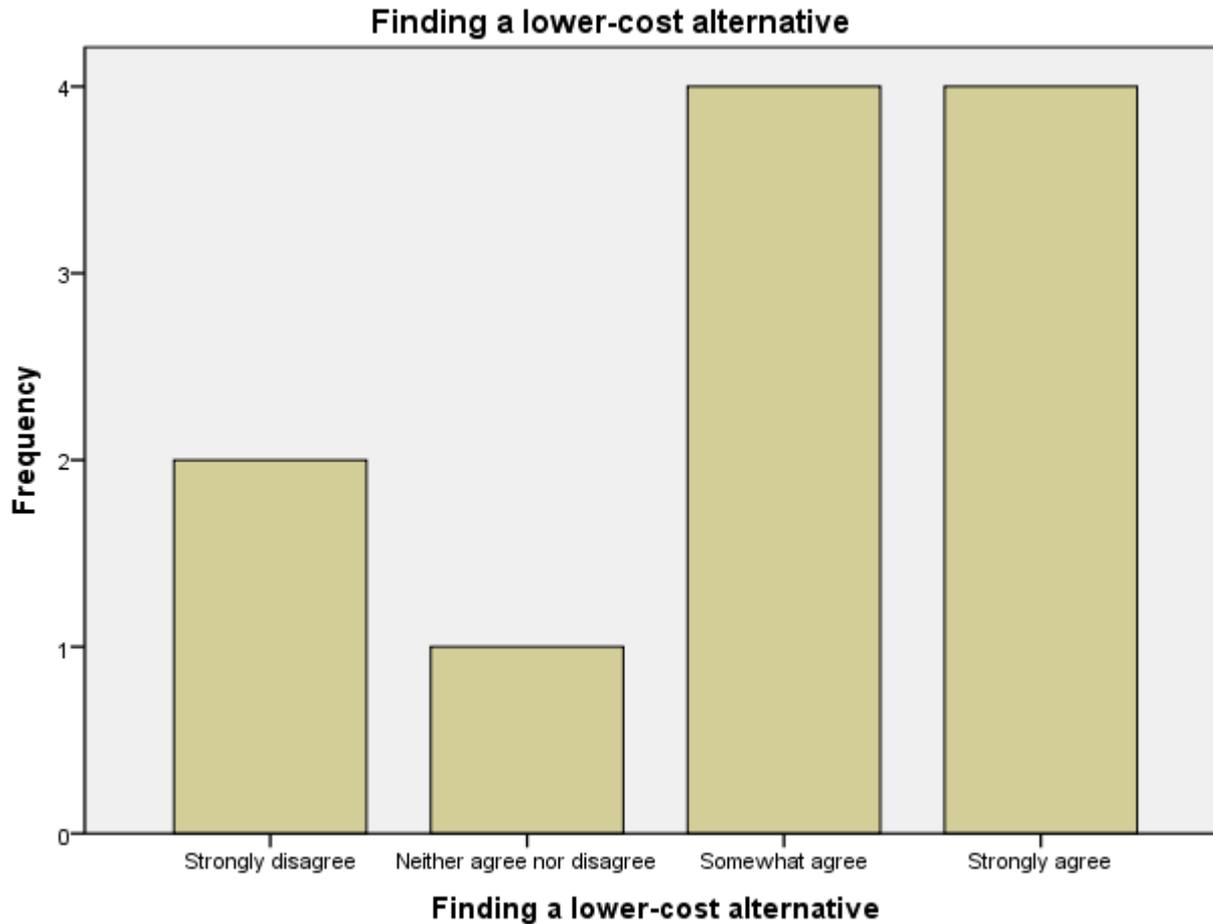
- *Close to home, available upon arrival*
- *They had space available; many staff members were outstanding.*
- *Close proximity to the university*
- *I liked the flexibility of the drop-in (\$/day) services.*
- *Guaranteed spot -- not just for MAUT members in my experience. The high costs mean that they almost always have an open spot and even if not, one opens up within a short time. The location is very convenient for McGill employees*
- *super friendly staff, clean facility, flexibility re hours and part time vs full time*

“Are currently or have previously registered with this company for child care services” (n = 7)

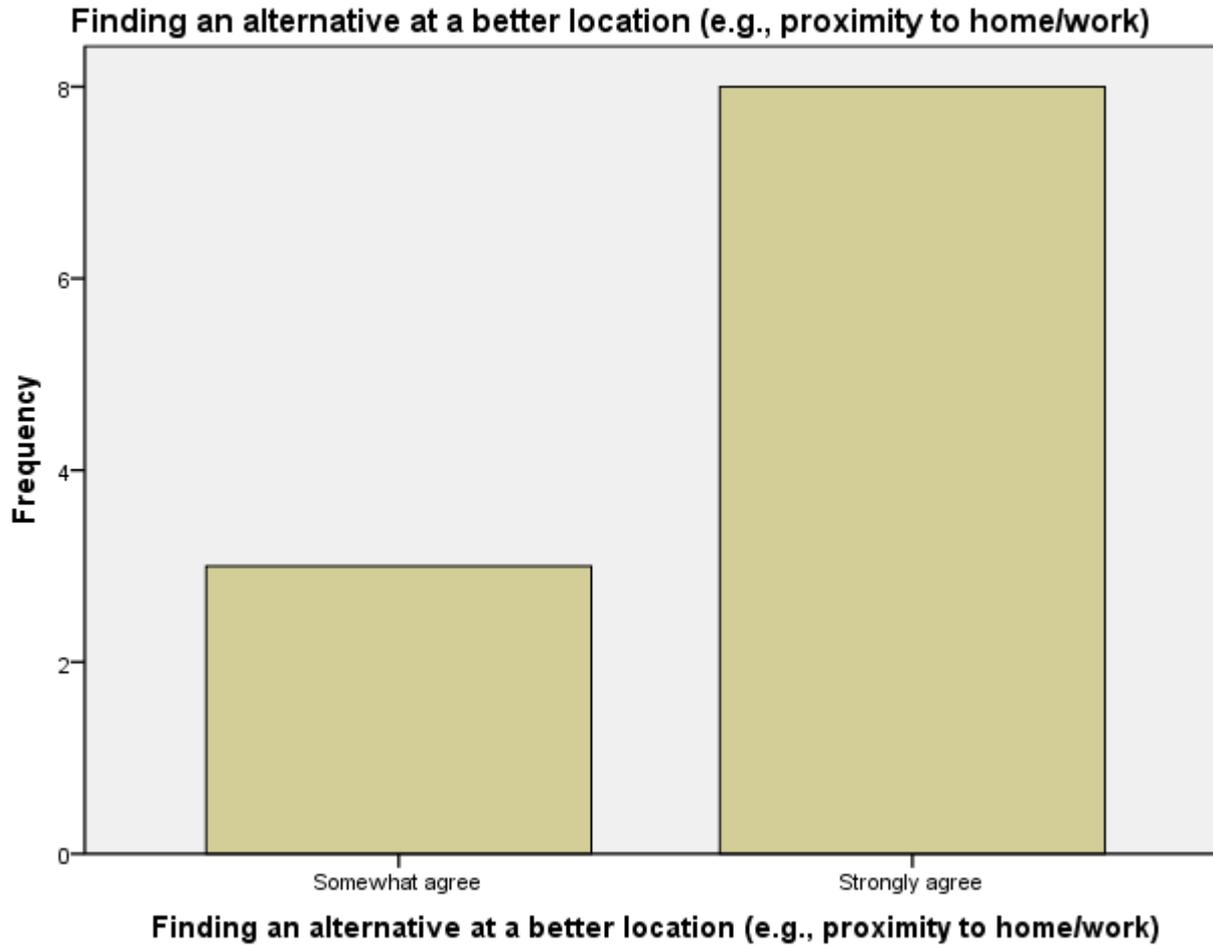
NEGATIVES

- *Dismissive and anxious staff, arrogant management*
- *High staff turn-over; management issues.*
- *- stressful environment for the children and educators - very small spaces and limited (almost no) outdoor time - some educators rough with the children - not much one-on-one interactions - educators did not seem happy - misinformation and unsupportive transition*
- *High price. The staff is nice, but not the most professional I've seen and they have a high turnover rate of caregivers. They also lack green spaces next to the daycare, making outside activities more limited.*
- *primarily the cost (more than twice other private daycares), and second the location was not convenient after we moved to the plateau*

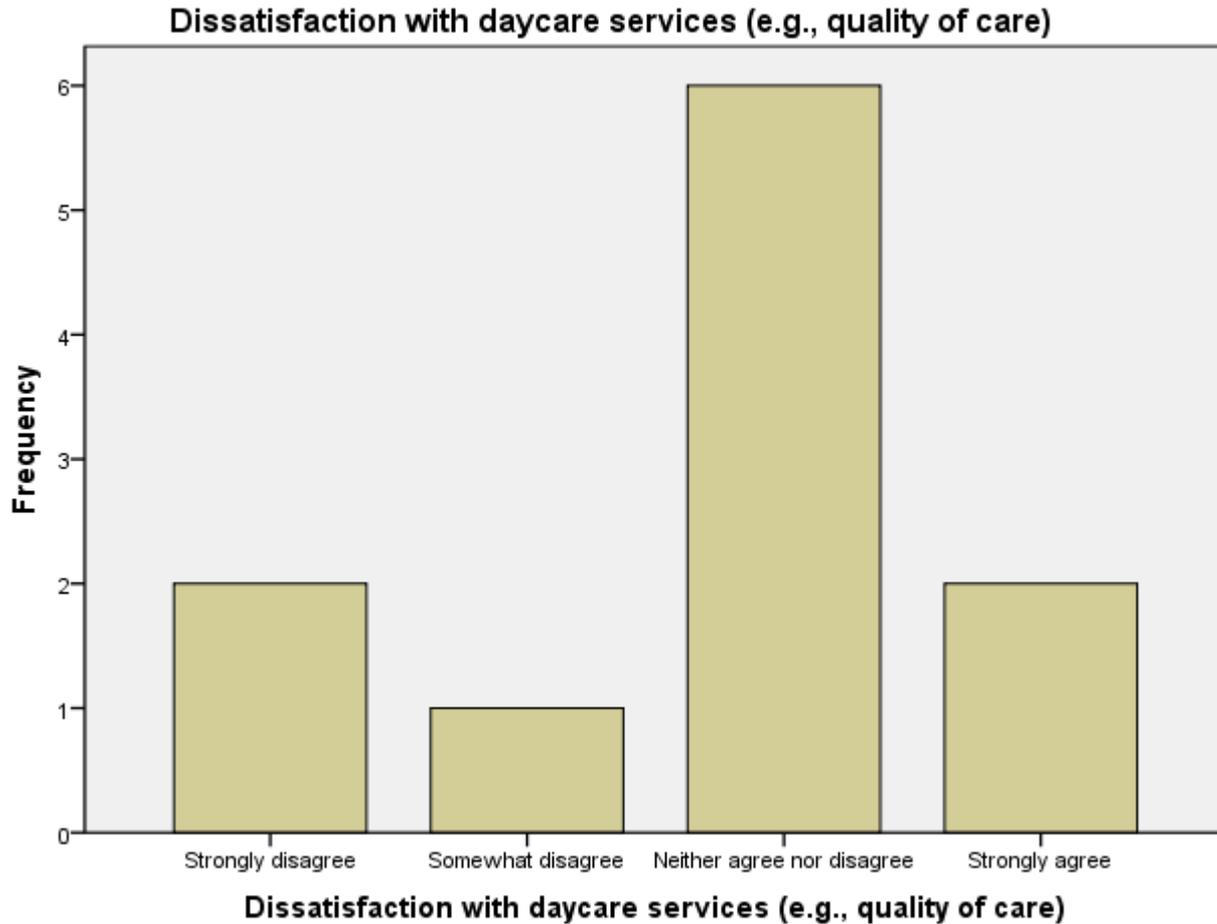
“Considered registering with this company but decided against it” (n = 11)



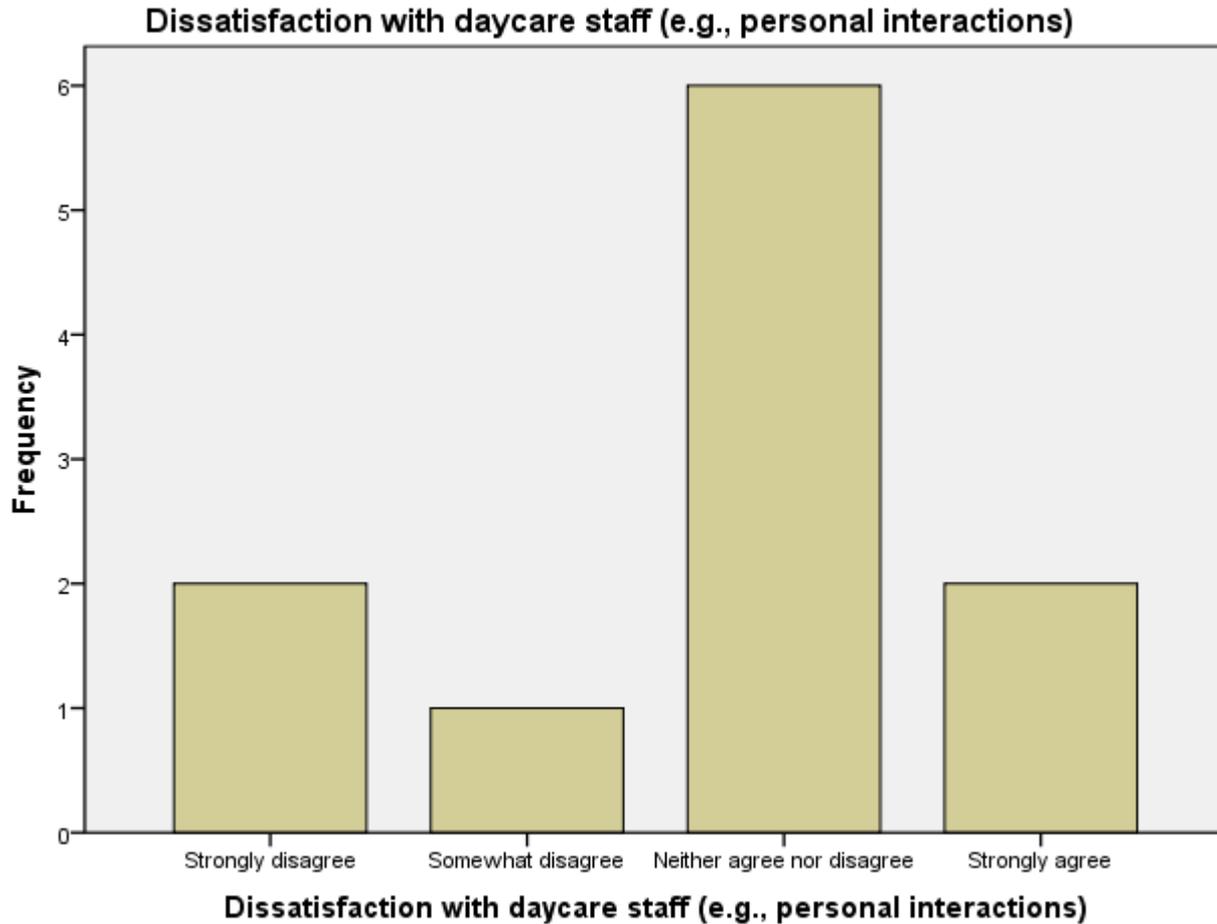
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“Considered registering with this company but decided against it” (n = 11)



“Considered registering with this company but decided against it” (n = 11)

- *“Online reviews for Kids & Co are not good.”*
- *“We wanted a francophone daycare. Other than that, this was extremely pricey considering the options in Montreal, and not convenient for us.”*

RECOMMENDED LOCATIONS

- *Imagination at Duke, Lacasse*
- *Cpe McGill. Excellent service on campus but hard to get in to.*
- *children's park*
- *I need a private (not-publically funded) option near the Ste-Anne-de-Bellevue campus.*
- *My kids are enrolled in cpe « Ta pedakia », which is a trilingual daycare (Greek French English) in CDN. Love the daycare. Do not recommend cpe YMCA du Park where my first 2 children were enrolled. Too much staff turnover. What would be super helpful are week-end daycare days close to grant deadlines.*

“Considered registering with this company but decided against it” (n = 11)

- *There are so many daycares on magarderie and place 05 - I think that instead of getting McGill faculty and staff a daycare place, MAUT should provide workshops about helping faculty and staff to use these websites to find their own daycares. It just seems like a waste of resources to partner with this one daycare.*
- *I find it quite frustrating that McGill continues to advertise Quebec's CPE system and McGill's daycare during the hiring process without properly conveying the difficulty getting a place in one of these locations. However, once you accept that you are not going to get a spot in one of these magical places, I personally did not find it that hard to find a wonderful private daycare in a convenient location. Am I paying more than I anticipated when I moved here (and negotiated my salary based on these assumptions)? Yes. But I didn't personally find the need for the kind of guaranteed place at a premium price offering like the one negotiated with kidco. If others find it useful, great. It did kind of stress me out though because it made me think it was harder to find a private unsubsidized spot than it actually was (but perhaps I'm just lucky where I live)*
- *Private daycare or family care providers -- these are both "subsidized" in the same sense as Kids & Co. magarderie.com shows many options. Also McGill staff should sign up on laplace0-5 as soon as possible (well before birth of their child).*

		1.00 You are currently or have previously registered with this company for child care services	2.00 You considered registering with this company but decided against it	3.00 You have never considered this company for child care (e.g., do not have children, children too old, had existing child)
parenting_situation What is your personal parenting situation:	1.00 I have no children/do not anticipate having a child	0	0	17
	2.00 I currently require child care (pre-K)	5	8	4
	3.00 I have previously required child care (pre-K) while employed at McGill	2	3	31
	4.00 I have children but have not required child care while employed at McGill due to their age (K-12+)	0	0	9
	5.00 I expect to require child care in the future	0	0	4
Total		7	11	65

MAUT Child Care Survey Results

Oct. 17, 2018