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# Child Care Needs Survey of the UBC Neighbourhoods: Key Findings

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The University Neighbourhood Association

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# EXECUTIVE SUMMARY

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## **Introduction**

This report provides the findings of a child care needs survey conducted in January and February 2016 with residents of the UBC campus neighbourhoods. The primary purpose of the survey was to collect basic demographic information on the households in the UBC neighbourhoods, and detailed information on child care use, needs and preferences from families with children 12 years or younger. It is the first of a two-phase process to update the 2009 UBC Child Care Expansion Plan, and which will take into account amendments to the Land Use Plan that enable more residential density and commercial floor space, and the inclusion of additional child care requirements.

The eight-part on-line survey was developed using both standard demographic and child care needs assessment questions, as well as a number of questions specific to the UBC context. Two focus groups held with UBC neighbourhood parents, and input from Campus and Community Planning (C+CP) and the University Neighbourhood Association (UNA) informed the design of the survey. Numerous activities were undertaken by C+CP and the UNA to promote and publicize the survey. While responses were welcomed from all residents, the focus was on families with children 12 years or younger.

The estimated overall return rate was in the range of 12% to 15% of households, which, though unimpressive, are typical of community surveys. However, using estimates constructed with 2011 census data and UBC housing data between 2011 and 2015, the response rate for children 0 to 5 was 38.4%, and for children 6 to 12 it was 19.3%.

There was a total of 531 valid responses to the survey; 322 from households with children 12 years or younger and 209 from households without children in that age group.

## **Households with children 0-12**

Child care data was reported for 464 children 0-12.

- 330 (71.1%) were in households with a UBC affiliation
- In 48% of households both (or the single) parents worked full-time
- In 26% of households one parent worked full-time and the other was at home; and in 26% of households there were a variety of other work and home combinations
- In 57% of households English was spoken at home; Mandarin was spoken in 22% of households and another language other than English or Mandarin in 21% of households.

## **Child care arrangements**

Overall, 55% of all children 0-12 were in some form of regular child care arrangement:

- 35% were in an on-campus centre;
- 9% were in another on-campus arrangement, either in the child's home or in the home of a caregiver
- 7% were in an off-campus arrangement, either centre-based or in the home of a provider
- 4% were in other forms of care
- 45% were in parental care only.

UBC Child Care was the most frequently used non-parental child care arrangement:

- 89% of children 0-12 enrolled in an on-campus centre, attended a UBC Child Care program
- 39% of children younger than school age living in the UBC campus neighbourhoods attended an on-campus centre; 35% were enrolled in a UBC Child Care program.
- 46% of children younger than school age, whose parents reported a need for full-time child care, were enrolled in a UBC Child Care full-day program.

Respondents whose children were in a non-parental child care arrangement reported monthly fees (totalled across all children) ranging from nothing to \$3,200. Just over half reported monthly fees of \$1,100 or higher.

A considerable number of parents indicated that their current child care arrangements were temporary, until a preferred arrangement became available, including 68% with children under 18 months and 47% with children 18 months to three years. Parents of children in every age group were more likely to report their arrangement as temporary if parental care was their primary arrangement.

### **Child care needs and preferences**

- Full-day, full-week care was the most frequently reported need for all respondents, regardless of parents' work status or UBC affiliation.
- Thirty percent of all respondents with children 12 or younger were on a waiting list for one or more on-campus programs, including 29% of those in households where one parent is working full-time and the other is at home full-time.
- Overall, more than half (61.9%) of respondents said they would change their child care arrangements if a preferred option became available at a price they could afford, including almost 75% of those whose children were in parental care.
- A higher percentage of respondents from non-UBC-affiliated households indicated they would change their arrangements if a preferred option became available at a price they could afford than those from UBC-affiliated households (78% and 59% respectively).
- Lack of availability was the most frequently mentioned barrier to a preferred child care arrangement for both UBC-affiliated and non-UBC-affiliated households; however, it was mentioned by a higher percentage of respondents in non-affiliated households (74%) than those in households with a UBC-affiliation (63%).
- 78% of respondents whose children were on an on-campus waitlist were waitlisted for a UBC Child Care infant or toddler space.
- UBC Child Care was selected as the first child care preference of approximately 90% of respondents.
- The top five weighted priorities for additional child-related programs on campus were:
  - Full-time child care
  - Children's recreation programs
  - Part-time child care
  - Occasional child care
  - Child care outside regular hours

## Conclusions

While not necessarily representative of the neighbourhood as a whole, the results represent at least a firm lower bound on the amount of child care demand in the UBC neighbourhoods, and show unmet need, particularly for children younger than three years.

The findings showed that:

1. While there is considerable unmet demand in the UBC campus neighbourhoods, overall, residents have greater access to centre-based child care than the BC average.
2. Even though the number of child care spaces for the child population 0-5 on campus is higher than the provincial average, there remains an unmet need for full-day, full-week child care on campus and in the university neighbourhoods, particularly for children under three.
3. There is a need for greater access to child care in the UBC neighbourhoods for residents without a UBC affiliation.
4. There is a reported need for longer hours and more flexible enrolment options, including occasional care.
5. There is a reported need for child care beyond those households where parents are working full-time. The findings suggest that a number of parents are not necessarily at home full-time by choice, and that if affordable child care was available, they would access it, either to be able to work or study, or as a child development opportunity for their child.
6. The UNA and C+CP may wish to further explore the distinct child care needs and preferences of the Mandarin-speaking households, where a high percentage of children age three to five were in an on-campus child care centre.

# 1 INTRODUCTION AND BACKGROUND

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This report presents the key findings of a child care needs survey conducted in January and February 2016 with residents in the UBC campus neighbourhoods. The needs survey is the first of a two-phase process to update the 2009 UBC Child Care Expansion Plan.

In 2009, UBC commissioned and approved a Child Care Expansion Plan (CCEP) to address both long-range institutional needs for child care, and projected neighbourhood demand over a 20-year period to 2030.

The 2009 plan examined various methodologies for calculating child care demand, and recommended a hybrid approach for UBC that combined targeted growth and a modified version of the City of Vancouver's childcare demand standards for major developments. These standards are based on a ratio of spaces to residential and commercial square footage, a ratio of spaces to the number of residents, based on assumptions of unit occupancy, and a ratio of spaces to the number of projected employees.

In 2009 there were 588 licensed or approved child care spaces on campus, 457 of which were operated by UBC Child Care Services. Another 104 spaces were provided by other non-profit providers on campus, two spaces by a Licence-Not-Required provider, and there were 25 spaces at U-Hill Elementary School. The 2009 CCEP projected a need for an additional 457 child care spaces, for a total of 1043 by 2030. Of the new spaces, 37% were to be provided within academic lands and 63% were to be provided in the neighbourhoods and schools.

Between August 2009 and spring 2016, UBC Child Care had added more than 100 new spaces. By fall 2016, UBC Child Care will open an additional 24 licensed infant/toddler spaces, and a 16-space occasional care centre in the Student Union building. As well, a 25-space centre for 3-5 year olds will open in June 2016 in Vista Point in the East Campus neighbourhood, and will be operated by the YMCA. There are also plans to open a YMCA-operated, 50-space facility in the Wesbrook Community Centre that will serve infants, toddlers and preschool-age children.

Since 2009, there have been a number of changes at UBC that have an impact on the CCEP's calculations and recommended growth targets, including amendments to the Land Use Plan that enable more residential density and commercial floor space, and the introduction of full-day kindergarten. The Land Use Plan commitment requires that childcare spaces are provided according to the standard specified in the 2009 CCEP. Since that time, new childcare requirements have also been added:

- Child care is to be provided in a variety of forms including school sites, community centres, family housing projects and licence-not-required daycares with new housing units
- Roles and responsibilities regarding ongoing management of these services will be agreed upon between UBC and the University Neighbourhood Association (UNA).

In 2014, Campus and Community Planning (C+CP) created the Community Development Unit to support the creation of a vibrant and thriving UBC community. The responsibilities of the unit include the development and delivery of community programs in partnership with the University Neighbourhoods Association. In collaboration with other units in C+CP, and the UNA, the Community Development Unit is



overseeing the development of a process to review the needs for child care at UBC and update the expansion plan accordingly.

One of the challenges in determining the need for child care at UBC, especially for residents of the more than 4,500 units in UBC campus neighbourhoods, is the lack of demographic information. Census data is significantly under-reported; however, according to C+CP most recent estimates, approximately 50% of neighbourhood households have at least one member of the household with a UBC affiliation. UBC Neighbourhood residents without a UBC affiliation have priority access to only 24 of the total UBC Child Care spaces.

The UNA and C+CP determined that an update to the 2009 expansion plan would best serve the UBC community if undertaken in two phases. Phase 1 includes a child care needs assessment of residents of the UBC Neighbourhoods in order to collect information essential to effective child care projections and demand. This information, along with an analysis of data and trends from UBC Child Care and a review of the revised Land Use Plan will be used to inform an update to the 2009 Child Care Expansion Plan.

In the fall of 2015, C+CP contracted with Jane Beach and Associates to undertake the child care needs assessment (Phase 1). The work was undertaken by Jane Beach and Barry Forer, with project management support provided by Aviva Savelson of C+CP.

The needs assessment was informed through:

- Review of relevant UBC and Statistics Canada background materials
- Conduct of two focus groups with UBC Neighbourhood parents to assist in the design of a survey
- Development, pretesting and conduct of an online survey that included basic demographic questions for all residents, and more detailed questions for households with children 12 years or younger.

## 2 ABOUT THE SURVEY

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### 2.1 TIMELINE OF NEEDS ASSESSMENT ACTIVITIES

An initial meeting of the project consultants, and representatives of Campus and Community Planning and the University Neighbourhood Association was held on September 16<sup>th</sup>, 2015 to plan for the upcoming child care needs assessment. A timeline was established, and plans made for recruiting participants for the first scheduled activity, a focus group of parents, to be held in early November, to assist with the design of the survey. A launch date for the child care survey was set for early January 2016.

The focus group questions were drafted by mid-October (see Appendix 2), and a webform was created to register neighbourhood residents who were interested in participating in a focus group. Over 50 residents showed interest and availability for a focus group at the Wesbrook Community Centre. As a result of the level of interest, two focus group sessions were scheduled for November 5<sup>th</sup>, with 10 participants selected for each of the focus groups, based on family composition and age of children, with a mix of renters and owners, language groups and UBC affiliation.

Based on the findings of the focus groups (see Appendix 3 for a summary), as well as standard child care needs assessment survey questions, the on-line survey was drafted in November 2015, using Fluid Surveys as the platform. The development of promotion materials and strategies were handled within UBC, with advice on key messages from the project consultants. As part of the promotion of the project, the project consultant was interviewed for an article in the UNA newsletter to coincide with the launch of the survey in January. Much consideration was given to the possibility of making the survey available in multiple languages (Mandarin and possibly Korean). In the end, the decision was made to create only an English version of the survey, and use the promotional efforts to encourage non-English speakers to complete the survey with help from family and friends.

The survey itself consisted of questions divided into eight sections:

1. Household demographics (including household composition). These questions helped us understand how child care needs vary by such factors as home ownership, the numbers and ages of children in each household, and plans for additional children.
2. Work/study patterns and UBC affiliation. The need for non-parental care relates to the work patterns of parents, while having UBC affiliation entitles families to easier access to UBC Child Care Services.
3. Child care information (gathered for each child 12 or younger). Knowing children's current care arrangements, combined with measures of stability, past experience with waitlists, and satisfaction, gives us insight into what parents are choosing and whether those choices reflect their needs.
4. Experiences with child care wait lists. Wait lists are a fact of life when seeking good quality child care, particularly for children under three. This section quantifies the current wait list situation for UNA households, and gives parents the opportunity to describe their experiences.
5. Child care needs and preferences. These questions explore parents' particular needs for child care, their preferred options, and the barriers to using these preferred options. When considered in the

context of the demographic characteristics of the households, it helps us specify what would be a good mix of child care services.

6. Use of children's programs other than child care. Despite its importance, child care is only one element in a child- and family-friendly community. By asking parents about desired children's programs other than child care, it informs the future development of the UBC community, particularly for those with children not using on-campus child care services.
7. Additional desired UNA programs and services. These questions allow the residents, particularly those without young children, to weigh in on community programs and services that are not specific to children.
8. A final section about pets<sup>1</sup>, home language, income, and last comments. These most sensitive demographic questions, help us assess the representativeness of our sample, and help us understand how these factors relate to differing types and amounts of child care needs.

Despite its comprehensive nature, the survey was structured so that participants only were shown questions that would apply to them, and so the survey only took 15 minutes to complete on average.

The first draft of the online survey was circulated to C+CP and UNA representatives for comments. A final pretest version of the survey was completed in late November. A list of pretesters was developed, primarily from the focus group participants. The survey was sent out to the pretest group on December 2<sup>nd</sup>; 17 responses were gathered between then and mid-December.

A final version of the survey was created in the first week of January 2016, using the feedback from the pretest. The final survey questions can be found in Appendix 3. The survey was officially launched on January 11<sup>th</sup>, with a deadline of January 31<sup>st</sup>. The following efforts were made to promote the survey:

- Campus Resident ad
- Campus Resident article
- Posters and postcards in community facilities, UBC Child Care centres, Wesbrook Welcome Centre, Save-On-Foods and approximately 10 residential buildings, who volunteered to poster their buildings
- E-blast notices to community stakeholders and parents who expressed interest in the focus group
- Weekly notices in the myUNA newsletter
- Postcard maildrop to all UBC neighbourhood households
- Three in-person promotion events (Wesbrook Community Centre, the Old Barn, outside Save-On-Foods)

The survey deadline was extended to February 14<sup>th</sup>, along with a final blitz of promotional activities (newsletter, e-blast, postcard distribution by students, attendance at the UNA Lunar New Year event). On March 14<sup>th</sup>, a presentation of the results was made by the project consultants to the UBC Child Care Coordination Steering Committee.

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<sup>1</sup> Items on pet ownership were asked to assist the UNA with emergency preparedness.

## 2.2 ESTIMATED RESPONSE RATES

Household-level response rates are based on housing unit data in the UNA neighbourhoods as of December 2015, as provided by UBC. Table 1 below shows the response rate for households, both overall and for each of the five UNA neighbourhoods. Response rates were calculated based on all units as well as just for units with two bedrooms or more. The latter was calculated as a more realistic estimate of household-level response rate, on the assumption that residents of one-bedroom units are very unlikely to: a) have children at home, and therefore b) complete the UNA child care survey.

The estimated overall return rate was in the range of 12% to 15% of households. Residents of Hampton Place and Chancellor Place had the lowest response rates, each below 10%. At the other extreme, about one-quarter of Hawthorn Place residents participated in the survey.

*Table 1. Household-level response rate estimates, overall and by UBC neighbourhood*

	Housing units, total	Housing units, two bedrooms or more	Number of households responding	Response rate, total households	Response rate, two bedrooms or more
Chancellor Place	779	412	40	5.1%	9.7%
East Campus	313	204	29	9.3%	14.2%
Hampton Place	953	819	69	7.2%	8.4%
Hawthorn Place	770	673	173	22.5%	25.7%
Wesbrook Place	1,723	1,394	220	12.8%	15.8%
Total	4,538	3,502	531	11.7%	15.2%

By themselves, these household response rates are unimpressive, though typical of community surveys. However, given the particular focus of this survey on the UNA community's child care experiences and needs, it would be instructive to also look at response rates in terms of children aged 0 to 12 in the neighbourhoods, and especially the younger children who are not yet in Kindergarten. For this latter group, parents' child care needs are most acute. Most mothers (and fathers) prefer to participate in the labour force, and so need regular (often full-day) child care options that are both affordable and high quality. Parents with young children have the greatest stake in a UNA Child Care Needs Survey, and so it would be quite reasonable (if possible) to calculate response rates based on the number of children 0 to 12, rather than the number of households.

To calculate the appropriate child-level response rates, it is only necessary to have an estimate of the number of children under six years old and six to 12 years old living in each UBC neighbourhood at the time of the survey. Current numbers are not directly available, but estimates can be constructed, as described below.

The estimated current number of children in these two age categories is based on two sources of information: the 2011 Census, and UBC housing data for 2011 and 2015. The current number of children in each neighbourhood (in each age category) was estimated by taking the 2011 actual counts and multiplying them by two factors: 1) the undercount in the number of housing units reported in the 2011 Census vs. the number reported in the 2011 UBC housing data, and 2) the growth in the number of housing units with at least two bedrooms from 2011 to 2015. As Table 2 below shows, the

undercounting of household units in the Census exists for all five neighbourhoods, but is particularly acute in Westbrook Place. Only two of the five neighbourhoods (East Campus and Westbrook Place) had an increase from 2011 to 2015 in the number of units with more than one bedroom. One-bedroom units were excluded from this response rate analysis on the assumption that such units were unlikely to be occupied by families with children.

*Table 2. Housing units in 2011 and 2015, overall and by UBC neighbourhood*

	Housing units, 2011 census	Housing units, 2011 UBC housing	Housing units, 2011 UBC housing, 2+ bedrooms	Housing units, 2015 UBC housing, 2+ bedrooms
Chancellor Place	445	605	412	412
East Campus	95	126	70	204
Hampton Place	740	953	819	819
Hawthorn Place	660	770	673	673
Westbrook Place	455	977	790	1,394
Total	2,395	3,431	2,764	3,502

Table 3 shows the estimated response rates, based on comparing the estimated number of children with the actual number of children for whom we had survey responses. Response rates have been calculated for each neighbourhood and overall, separately for children aged 0 to 5 and 6 to 12. The table clearly demonstrates that families with children under six had a strong participation rate in the survey. With the exception of Chancellor Place, the survey captured child care information for at least one-third (and up to one-half) of children under six. Response rates for school-age children were smaller, averaging 19%; this is not unexpected given the more modest (though important) child care needs for this age group.

*Table 3. Child-level response rate estimates, by neighbourhood and child age group*

	# Children, 2011 Census		Estimated # Children in 2015		Actual # of Children in Survey		Estimated Child Response Rate	
	Under 6	6 to 12	Under 6	6 to 12	Under 6	6 to 12	Under 6	6 to 12
Chancellor Place	50	78	68	106	13	10	19.1%	9.4%
East Campus	5	12	19	46	12	6	63.2%	13.0%
Hampton Place	50	89	64	115	27	18	42.2%	15.7%
Hawthorn Place	170	194	198	226	95	73	48.0%	32.3%
Westbrook Place	95	132	360	500	125	85	34.7%	17.0%
Total	370	505	709	993	272	192	38.4%	19.3%

Even with the impressive response rates for those with young children, it is important to state there is no evidence that the respondents are necessarily representative of the neighbourhood population as a whole. However, it is probably correct to state, given the strong efforts to encourage participation and the well-designed online survey, that the survey results capture the child care experiences and needs of those most concerned with this issue. As such, the results represent a firm lower bound on the amount of child care demand in the UNA neighbourhoods.

### 3 PROFILE OF RESPONDENTS

This section provides an overview of selected demographic characteristics of all respondents and corresponding households, followed by a detailed examination of households with children 0-12 and their child care arrangements and needs.

There was a total of 531 valid responses to the survey<sup>2</sup>. Just over 60% of respondents lived in households with children 12 or younger. The selected characteristics are summarized first for all respondents, and then broken down by respondents with children 12 or younger and those without children 12 or younger living in the household.

#### 3.1 LIVING IN THE UBC NEIGHBOURHOODS

Table 4 shows the distribution of respondents by neighbourhood and by households with and without children 12 years old or younger.

*Table 4. Respondents with and without children 12 or younger, by UBC Neighbourhood*

Neighbourhood	All respondents n=531	Without children 12 or under n=209	With children 12 or under n=322
Chancellor Place	7.5%	11.1%	5.3%
East Campus	5.5%	7.7%	4.0%
Hampton Place	13.0%	16.3%	10.8%
Hawthorn Place	32.6%	30.3%	34.1%
Wesbrook Place	41.4%	34.6%	45.8%

Slightly more than half of all respondents lived in a rental unit compared to a unit they had purchased, and a majority of renters lived in faculty or staff housing. However, as can be seen in Table 5, the percentage of renters and owners was considerably different for those with and without children 12 or younger.

*Table 5. Type of occupancy of respondents, with and without children 12 or younger*

Type of occupancy	All respondents	Without children 12 or under	With children 12 or under
A rental building	53.5%	41.0%	61.3%
A unit purchased by the respondent	43.2%	55.5%	35.6%
Other <sup>3</sup>	3.3%	3.5%	3.3%
% of renters in faculty/staff housing	70%	60.5%	74.0%

The median length of time respondents had lived at UBC was between three and five years, with just over 20% living in one of the neighbourhoods for less than a year. As Table 6 shows, there was little

<sup>2</sup> The total number of surveys received was 622. Of these, 39 did not respond to any of the survey questions, 29 did not live in one of the five UBC neighbourhoods, and 23 did not provide any information beyond their neighbourhood.

<sup>3</sup> The most common “other” responses: renting from an owner; condo

difference between those with and without children, with the exception of long-term residents, where residents without children 12 or younger were more than twice as likely as those with young children to live at UBC for more than 10 years.

*Table 6. Years lived at UBC, respondents with and without children 12 or younger*

Years living at UBC	All respondents	Without children 12 or under	With children 12 or under
Less than one year	21.5%	21.1%	21.8%
1 to 2 years	18.9%	15.7%	20.7%
3 to 5 years	27.7%	27.9%	27.8%
6 to 10 years	17.4%	13.9%	19.4%
More than 10 years	14.3%	21.7%	10.2%

### 3.2 HOUSEHOLD COMPOSITION

The mean household size was 3.7 for those with children 12 or younger, and 2.3 for those without. Table 7 shows the number and type of adults living in the household, and Table 8 shows the percentage of households with children under 18, and those currently expecting or planning to have a child within the next three years.

*Table 7. Number of adults in the household and relationship to the respondent*

	All respondents	Without children 12 or under	With children 12 or under
Number of adults in the household			
One	13.0%	24.5%	5.8%
Two	72.3%	54.3%	83.9%
Three	9.8%	14.9%	6.5%
Four	3.4%	3.8%	3.1%
More than four	1.5%	2.4%	0.9%
Household composition			
Lives with a spouse/partner	81.0%	64.4%	91.6%
Lives with roommates	4.0%	7.2%	1.9%
Lives with parents/in-laws	4.3%	2.9%	5.3%
Lives with adult children over 18	9.8%	16.3%	5.6%

*Table 8. Respondents with children under 18, expecting a child or planning to have or adopt a child*

	All respondents	Without children 12 or under	With children 12 or under
Lives with children 0-18	71.3%	22.2%	100.0%
Respondent or partner is expecting	5.3%	5.2%	5.3%
Planning to have or adopt a child in the next three years	12.3%	13.5%	11.5%

### 3.3 EMPLOYMENT STATUS AND UBC AFFILIATION

Respondents were asked to describe their own and their partner’s work/study situation and any affiliation with UBC as a student, staff or faculty. Table 9 shows the employment status and UBC affiliation of respondents and, where applicable, that of their partners/spouses.

*Table 9. Employment status and UBC affiliation of respondents and their partners/spouses*

	All respondents	Without children 12 or under	With children 12 or under
<b>Respondent work or study<sup>4</sup></b>			
Full time (30 hours/week or more)	54.0%	46.6%	58.4%
Part-time (less than 30 hours/week)	12.9%	15.2%	11.5%
On maternity or parental leave	1.9%	0%	3.1%
At home full-time caring for children	4.9%	4.7%	20.8%
Unemployed	14.8%	6.8%	3.7%
Student	9.0%	12.6%	6.8%
Retired	8.2%	22.0%	0%
<b>Spouse/partner work or study</b>			
Full time (30 hours/week or more)	59.1%	46.9%	68.4%
Part-time (less than 30 hours/week)	10.7%	15.6%	9.3%
On maternity or parental leave	2.5%	0%	3.8%
At home full-time caring for children	5.0%	1.6%	9.6%
Unemployed	6.8%	5.5%	5.2%
Student	5.0%	8.6%	3.8%
Retired	7.3%	21.9%	1.4%
<b>Respondent UBC affiliation</b>			
UBC Student or Post-doc	14.0%	15.2%	13.3%
UBC Faculty or Staff	32.7%	24.6%	37.5%
Not currently working or studying with UBC	39.1%	41.4%	37.8%
Works on campus, and not employed by UBC	4.5%	4.2%	4.6%
Works or study with UBC, off-campus	1.8%	1.6%	1.9%
Other <sup>5</sup>	12.5%	17.3%	9.6%

<sup>4</sup> Percentages for employment status and UBC affiliation add up to more than 100% as some respondents may have been in more than one category.

<sup>5</sup> Examples of “other” response: parent of UBC student; alumnus; retired, emeritus



	All respondents	Without children 12 or under	With children 12 or under
Spouse/partner UBC affiliation			
UBC Student or Post-doc	10.0%	10.9%	9.6%
UBC Faculty or Staff	28.7%	20.2%	32.5%
Not currently working or studying with UBC	52.0%	56.6%	50.0%
Works on campus, and not employed by UBC	3.3%	2.3%	3.8%
Works or study with UBC, off-campus	1.2%	0.8%	1.4%
Other <sup>6</sup>	6.9%	11.6%	4.8%

Twenty respondents indicated that they worked as a paid caregiver, providing full-time or part-time child care. Eleven provided care in their own home, five in the child's home and four elsewhere, two of whom work at UBC Child Care. There were no licensed family child care providers on campus; an unlicensed provider may care for a maximum of two unrelated children in addition to her own. This means that a maximum of 22 children could potentially be receiving care in these homes.

### 3.4 HOUSEHOLD INCOME

Table 10 shows the income range of households with and without children 0-12.

*Table 10. Annual household income, with and without children 12 or younger*

Annual household income	All respondents	Without children 12 or under	With children 12 or under
Under \$20,000	3.7%	6.1%	2.1%
\$20,000 to \$39,999	6.7%	7.2%	6.4%
\$40,000 to \$59,999	11.9%	13.9%	10.6%
\$60,000 to \$79,999	12.7%	10.0%	14.5%
\$80,000 to \$99,999	13.6%	12.8%	14.1%
\$100,000 to \$124,999	13.4%	9.4%	15.9%
\$125,000 to \$149,999	8.0%	5.0%	9.9%
\$150,000 to \$199,999	7.1%	7.8%	6.7%
\$200,000 or more	7.8%	6.7%	8.5%
Prefer not to answer	15.1%	21.1%	11.3%

Estimated median annual incomes for households with and without children 12 or younger are described in Table 11. The overall median household income was somewhat higher than the median household income in metropolitan Vancouver, which in 2013 was \$73,390<sup>7</sup>.

<sup>6</sup> Examples of "other" response: same as Footnote 5

<sup>7</sup> Source: Statistics Canada, CANSIM, table [111-0009](#).

Table 11. Median household income, with and without children 12 or younger

Characteristic	Estimated median annual household income
Households with and without children 12 or younger	
All respondents	\$90,250
Households with no children 0-12	\$83,460
Households with children 0-12	\$95,350

### 3.5 LANGUAGE MOST COMMONLY SPOKEN AT HOME

UBC is home to a linguistically and culturally diverse population. Overall, 63.1% of respondents reported English as the language most commonly spoken at home, 19.8% Mandarin, and 17.1% other languages, including Arabic, Danish, Cantonese, Farsi, French, German, Gujarati, Hebrew, Hindi, Korean, Japanese, Mongolian, Persian, Portuguese, Spanish, Tagalog, Tamil and Turkish. After English and Mandarin, Korean was the third most frequently reported home language, at 2.6% of respondents.

Table 12 shows, the percentage of households where English, Mandarin and other languages are spoken at home.

Table 12. Language most commonly spoken at home

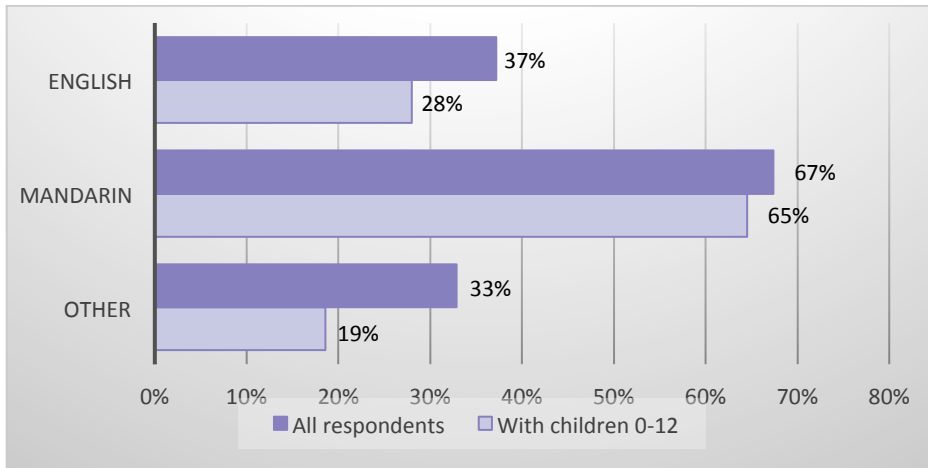
Language most often spoken at home	All respondents	Without children 12 or under	With children 12 or under
English	63.1%	72.1%	57.5%
Mandarin	19.8%	16.8%	21.8%
Other	17.1%	11.2%	20.7%

Analysis of the survey results shows that a number of characteristics of households where Mandarin is most commonly spoken at home are different from both those who reported speaking either English or another language. The Mandarin-speaking households were:

- More likely to own their unit
- Less likely to be affiliated with UBC
- More likely to include respondents' parents or parents in-law
- More likely to have a parent at home full time with children

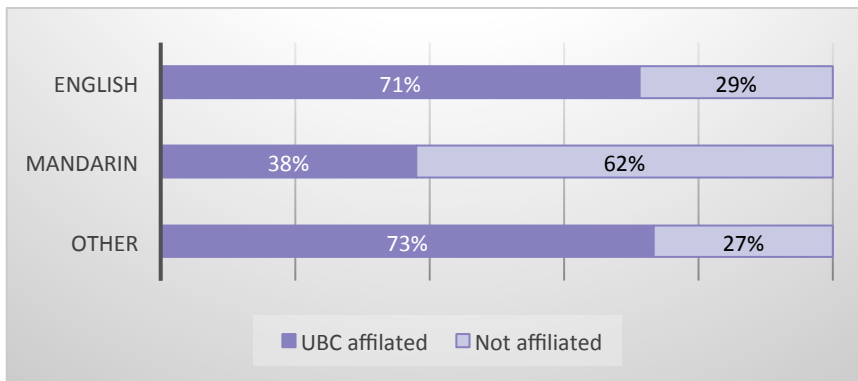
Among every language group those with children 12 or younger were less likely to own their unit compared to those without young children. However the difference among the Mandarin-speaking households was less than among other language groups. As Figure 1 shows, Mandarin-speaking respondents were more than twice as likely as English-speaking respondents with children 12 or younger to own their units, and more than three times more likely than those who spoke another language other than English.

Figure 1. Respondents who own their unit by language spoken at home, all respondents and those with children 12 or younger



As Figure 2 shows fewer than 40% of Mandarin-speaking households had a UBC affiliation, considerably lower than either those where English or another language was spoken at home.

Figure 2. UBC affiliation by language spoken at home



## 4 OVERVIEW OF CHILDREN 12 AND YOUNGER

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Detailed information on child care use, needs, preferences and satisfaction was collected from respondents with children 12 years old or younger.

- 322 respondents had at least one child between 0 and 12 years living in the household, for a total of 485 children
- 28.7% had more than one child 12 or younger

These 485 children 12 or younger were distributed across households as follows:

- 184 households had one child
- 119 households had two children
- 17 households had three children
- Three households had four children

Of these 485 children aged 0 to 12, respondents reported the child care details for 464 of them. Information relevant to child care was examined by the age of the child, according to the regulated age groupings used in licensed child care. The children's age breakdown is as follows:

- 0 to less than 18 months: 69
- 18 months to 35 months: 80
- 3 to 5 years (not yet in school): 90
- Kindergarten to 12 years: 225
- Total: 464

Twenty-four respondents indicated that they had a child with special needs. The conditions included autism, speech and language delays, learning disabilities, ADHD and cerebral palsy.

Both employment status and UBC affiliation have considerable impact on parents' ability to access to UBC Child Care<sup>8</sup>, and type of child care needed. Couple families in which both parents are working full-time, and single parent families working full-time are most likely to need regular, full-time child care. Families in which parents work part-time or irregular hours or are students are more likely to need part-time or occasional, drop-in care. Access to on-campus full-day child care for families without a UBC affiliation may be much more of a challenge than those with a UBC affiliation. The former group has priority access to only 24 spaces at UBC Child Care, which, with the exception of the 11 unregulated family child care providers, is the only full-day child care operator on campus. UBC affiliation and parental employment status are considered throughout the following sections of the report.

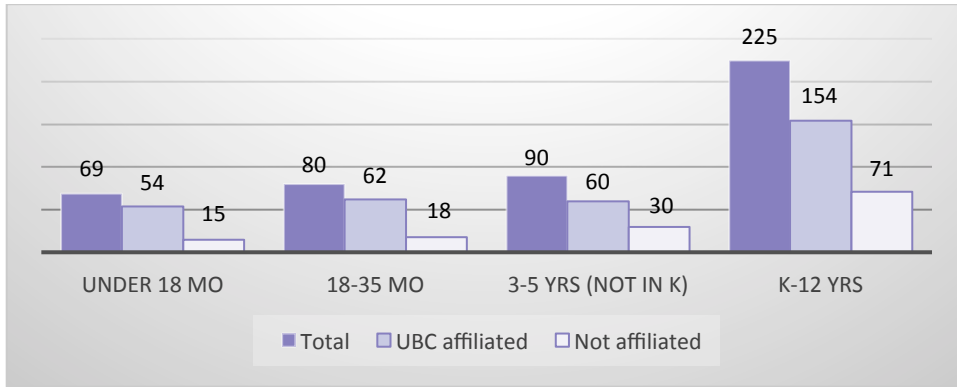
### **UBC Affiliation**

In 65.1% of households one or both parents had a UBC affiliation. Of the 464 children in 322 households for whom child care details were provided, 330 (71.1%) were in households with a UBC affiliation. Figure 3 shows the breakdown of children in each age category by parents' UBC affiliation.

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<sup>8</sup> Households where at least one member is either a UBC student, staff or faculty have priority on the waiting list for a UBC Child Care space over those with no UBC affiliation.

Figure 3. Number of children 0-12 by age group and parents' UBC affiliation



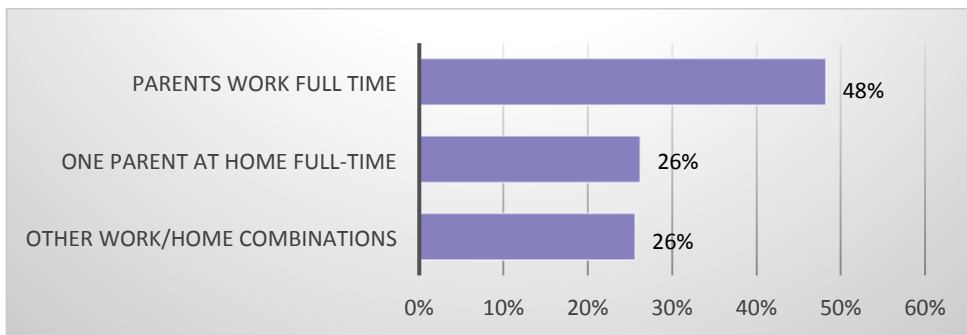
### Parents' Employment Status

As Table 9 showed earlier, a majority of respondents with children 12 or younger worked full-time as did a majority of their partners. Looking at employment status at a household level, there was a variety of combinations of full- and part-time work or study, and being at home with children. To assist in the analysis of child care use and need, households were grouped into one of three categories:

- Households where both (or the single) parents worked full time (For ease of reading, this category is referenced as "parents work full-time" in relevant charts and tables)
- Households where one parent worked full-time and the other was at home caring for their child/ren full-time (For ease of reading, this category is referenced as "one parent at home full-time" in relevant charts and tables)
- All other combinations of work, study and being at home with children (For ease of reading, this category is referenced as "other work/home combinations" in relevant charts and tables)

As Figure 4 shows, in almost half the families both (or the single) parents worked full-time, about one-quarter had one parent working full-time and the other at home full-time, and the remaining quarter of families have a different work, study and home situation.

Figure 4. Parents' employment status



Figures 5 and 6 show the differences in employment status by UBC affiliation and by language spoken at home respectively.

Figure 5. Parents' employment status by UBC affiliation

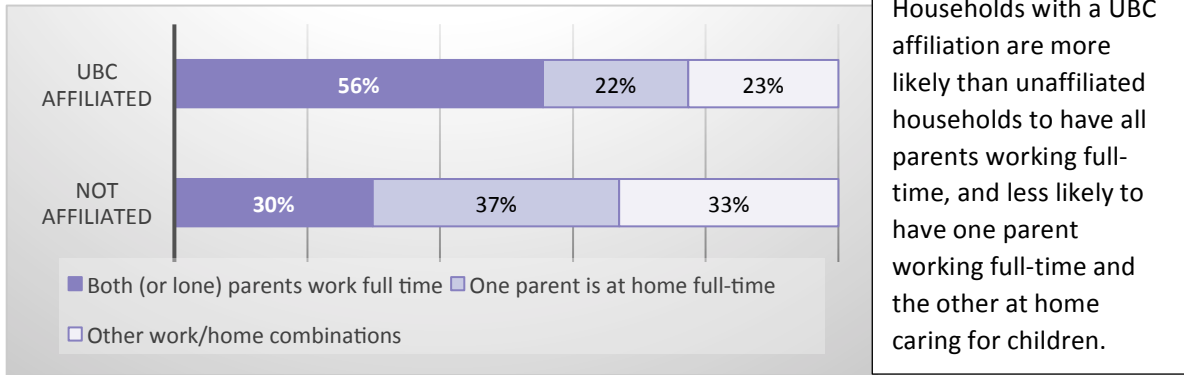
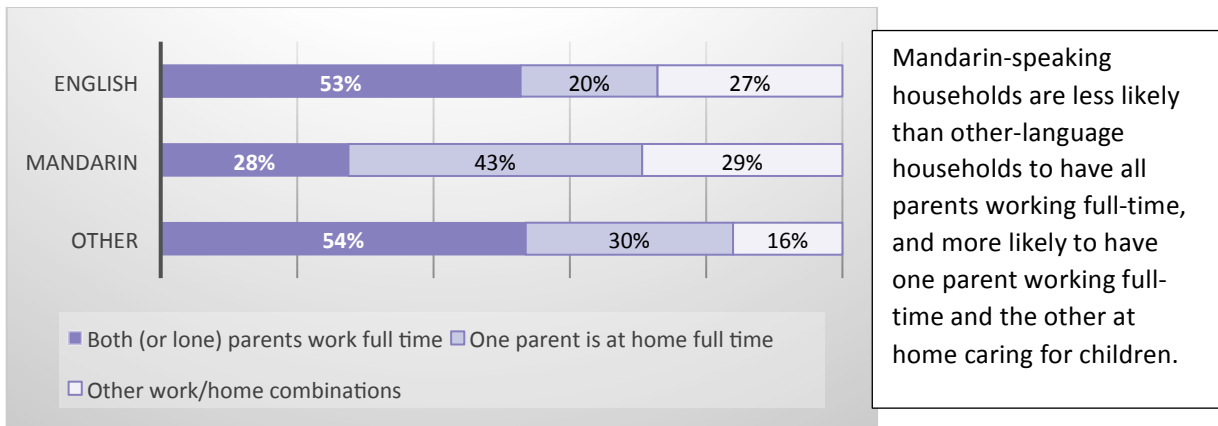


Figure 6. Parents' employment status by language most commonly spoken at home



#### 4.1 CURRENT CHILD CARE ARRANGEMENTS

A majority of children between the ages of 18 months and school entry were in some form of regular child arrangement, as were close to half of the school age children. Table 13 shows the primary care arrangements for children in each age group. Parental care only includes: parents on maternity or parental leave, those who are home full-time but not on maternity or parental leave and parents who are off-shifting with a spouse and who don't use another form of child care.

Table 13. Primary care arrangement, by age of child

Age of child	Parental care only	On campus centre	Other on campus care	Off-campus care	Other
Under 18 months	69.5%	8.7%	13.0%	1.4%	7.2%
18-35 months	37.5%	45.2%	10.0%	5.1%	2.5%
3-5 years	15.9%	63.6%	2.3%	8.0%	10.2%
K-age 12	55.0%	27.5%	7.9%	6.3%	3.2%

84.1% of children between three and five years old were in some form of regular non-parental child care arrangement

Overall, 55% of all children 0-12 were in some form of regular child care arrangement. Figure 7 shows the breakdown by type of primary arrangement, and Figure 8 the percentage of children enrolled in each of the on-campus centres.

Figure 7. Primary child care arrangement for children 0-12

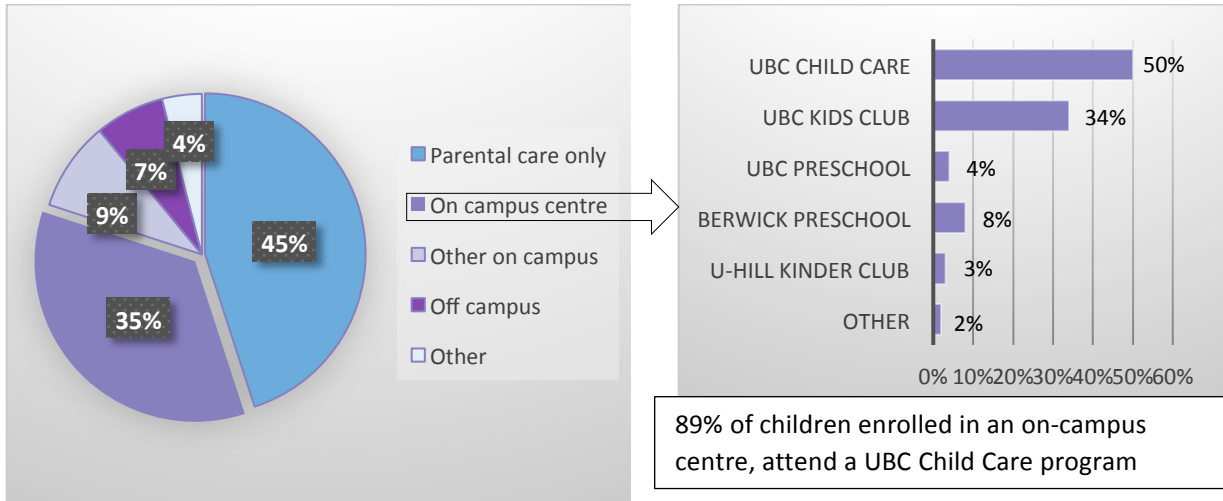


Figure 8. Distribution of programs for children using an on campus child care centre

Figures 9 to 11 show children’s primary child care arrangements by parents’ employment situations. Eighty-three percent of children whose parents both worked full-time were in some form of regular child care arrangement, with a majority receiving care on campus. While a majority of children with one parent working full-time and one parent at home full-time, or whose parents had other work/home situations had parental care as their primary arrangement, a number were also in a regular non-parental child care arrangement.

Figure 9. Primary child care arrangements for parents all working full time

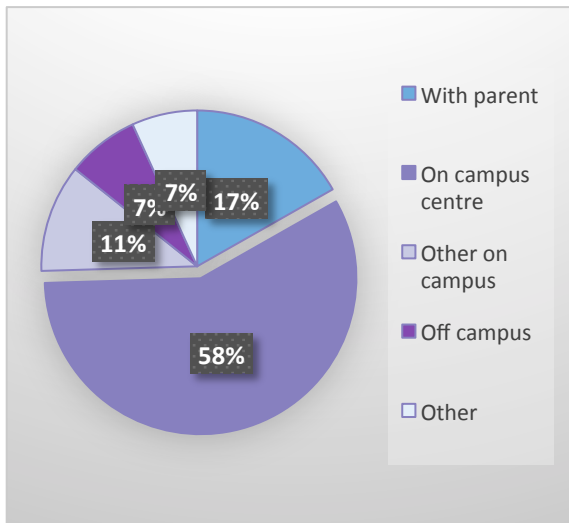


Figure 10. Primary child care arrangements for families with one parent at home full time

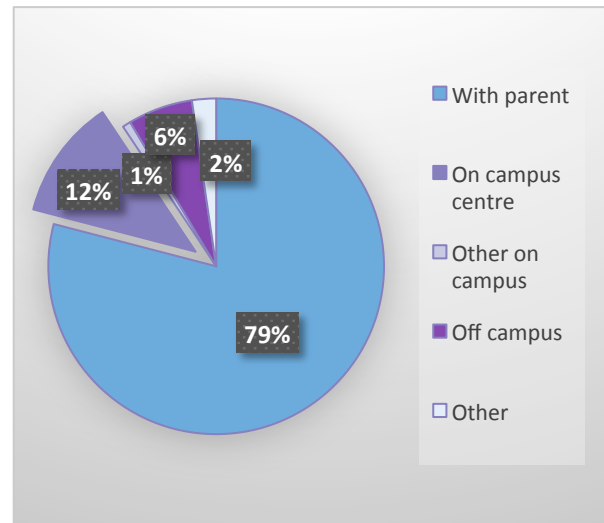
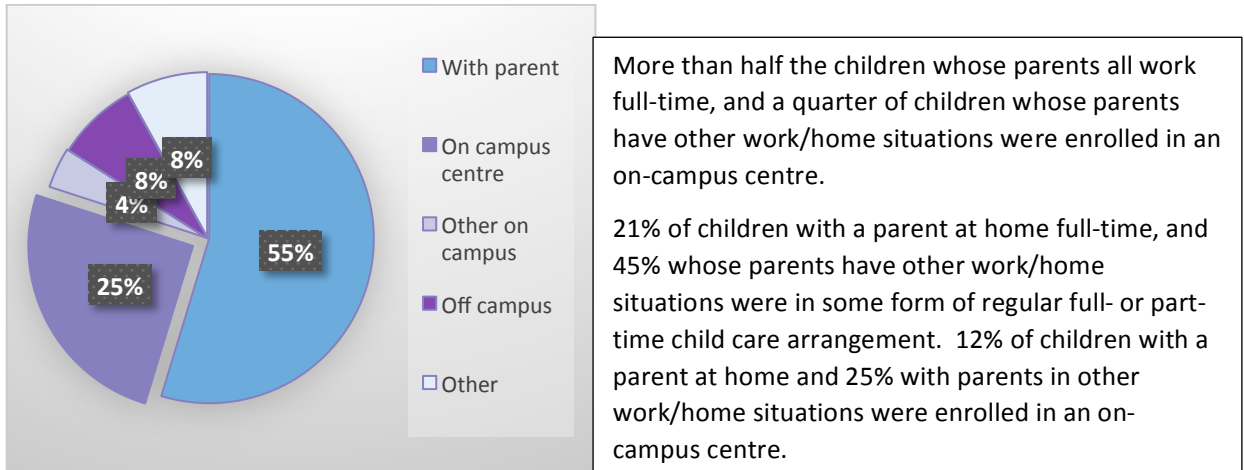


Figure 11. Primary child care arrangements for families with other work/home situations



Forty-three percent of all children younger than school entry were enrolled in an on-campus child care centre, 87% of whom were in a UBC Child Care program. Figures 12 to 15 show the primary child care arrangements of children in each of the four age groups, by their parents' UBC affiliation.

Figure 12. Primary child care arrangements for children 0-18 months by parents' UBC affiliation

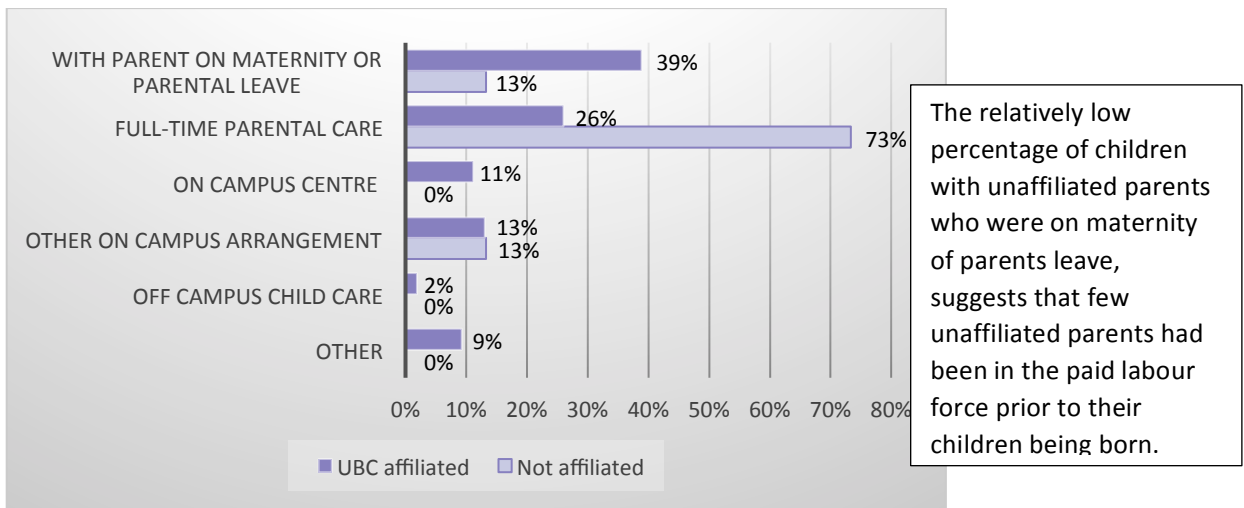




Figure 13 Primary child care arrangements for children 18-35 months by parents' UBC affiliation

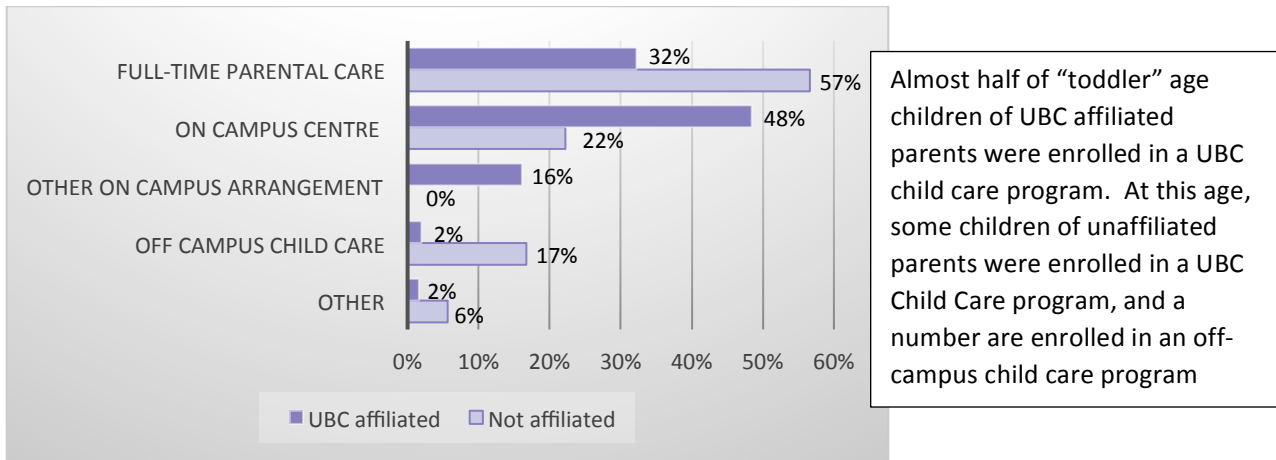


Figure 14. Primary child care arrangements for children 3 years to school entry by parents' UBC affiliation

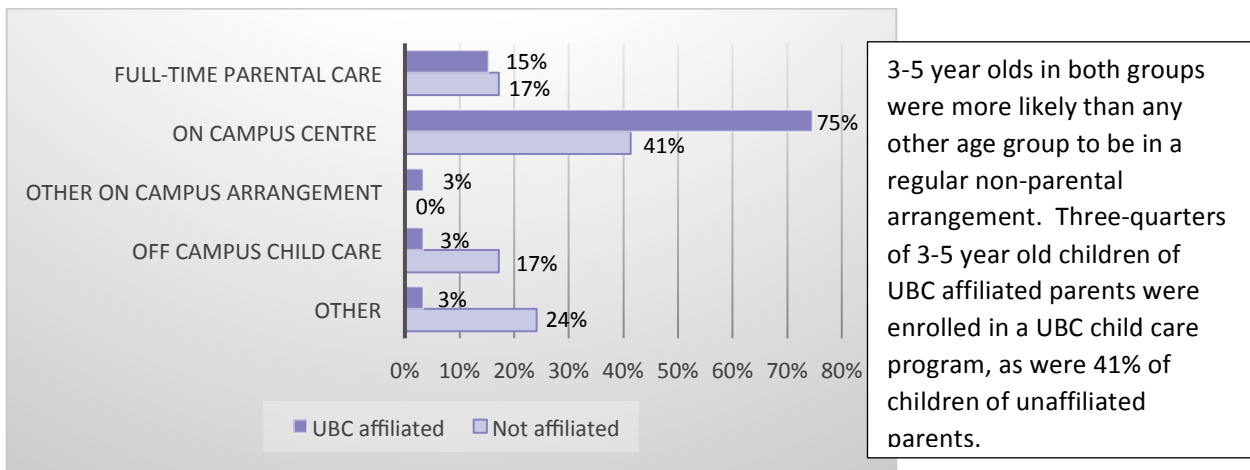
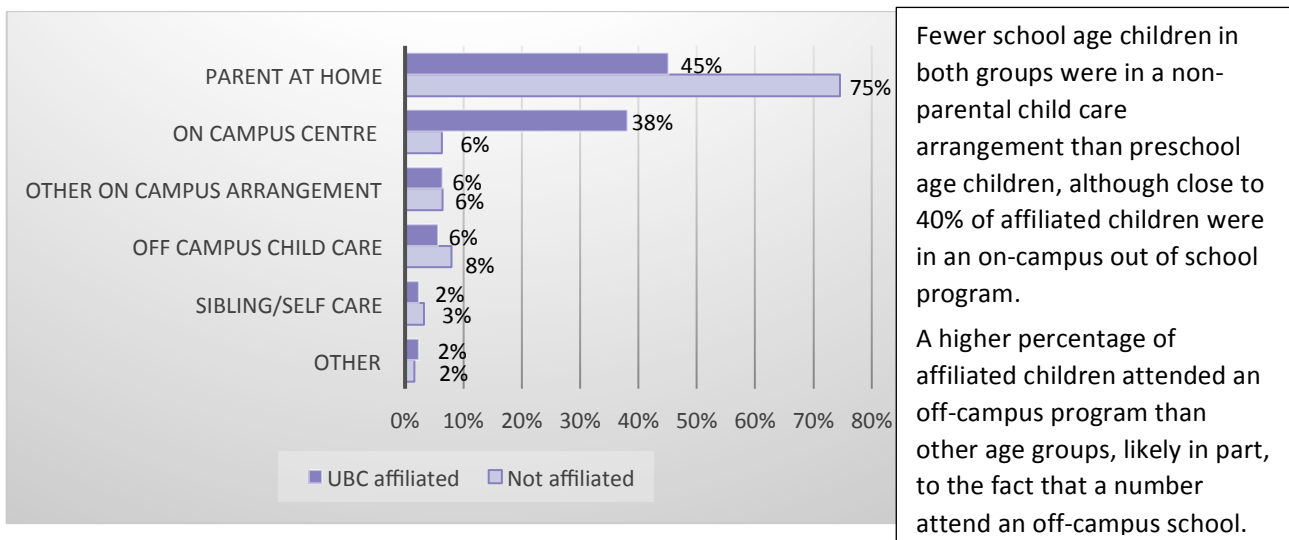


Figure 15 Primary child care arrangements for children from K to age 12 by parents' UBC affiliation



Approximately 75% of school age children attended an on-campus school – 65.2% were at Norma Rose Point Elementary and 9.6% at U-Hill Elementary. 20.9% attended a school off-campus, 1.6% were home-schooled, and 2.7% were in “other” arrangements.

In addition to their primary child care arrangements, a number of children younger than school age attended more than one child care program on a regular basis. While fewer than 8% of children under three were in more than one arrangement, this figure rose to 18.9% of children age three to school entry.

A considerable number of parents indicated that they viewed their current child care arrangements as temporary, until a preferred arrangement became available. As Table 14 shows, this was particularly true for children under 18 months, and decreased for the older age groups.

*Table 14. Percentage of children in a temporary child care arrangement until a preferred arrangement becomes available, by age group*

Age group	Children in a temporary arrangement
0-18 months	68.1%
18-35 months	46.8%
3-5 years (not yet in kindergarten)	23.3%
K to age 12	19.5%

Table 15 shows the type of primary arrangements currently used by parents who reported their arrangements as temporary. None of the respondents of children under 18 months who reported that their arrangements were temporary who were caring for their children full-time were on maternity or parental leave.

*Table 15. Current primary child care arrangement, by age of child, of respondents who reported the arrangement was temporary*

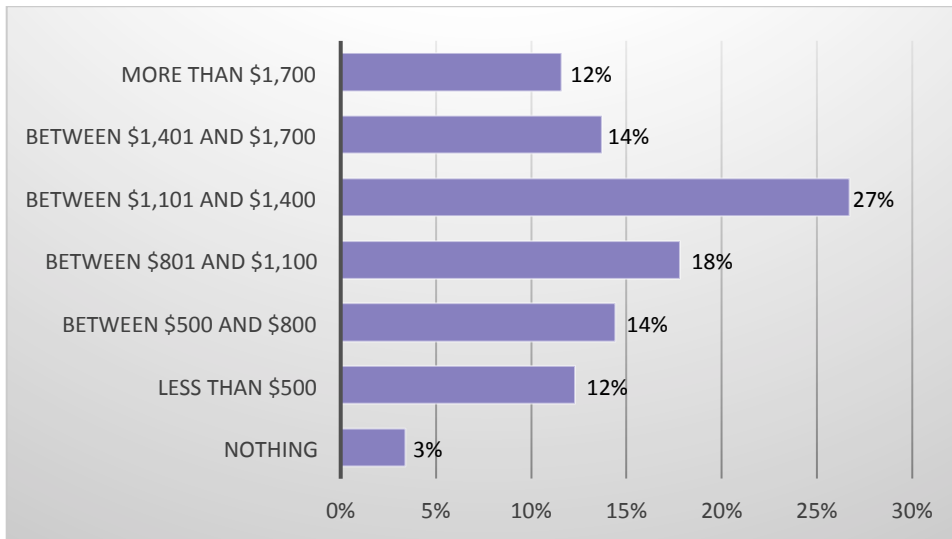
Type of care	Under 18 months	18-35 months	3-5 years	K-12 years
Parental care	50.0%	59.5%	33.3%	55.8%
UBC Child Care	6.3%	5.4%	9.5%	7.0%
Other on-campus program	6.3%	5.4%	19.0%	4.7%
Off-campus program	3.1%	10.8%	9.5%	14.0%
All other arrangements	34.4%	18.9%	28.6%	18.6%

Parents of children in each age group were more likely to report their arrangement as temporary if parental care was their primary arrangement, compared to any other form of care.

#### 4.1.1 Monthly Child Care Fees

Respondents whose children were in a non-parental child care arrangement reported monthly fees (totaled across all children) ranging from nothing to \$3,200. As Figure 16 shows, just over half reported monthly fees of \$1,100 or higher.

Figure 16. Average monthly child care fees



The high cost of child care is an issue facing many parents, especially low-income families who cannot afford the difference between the maximum government subsidy rate and the full fee, and families with incomes just above the maximum income eligibility level.

For UBC-affiliated families, child care fees at UBC Child Care are generally comparable to the average City-wide fees, with fees for UBC students slightly lower than the average, and for UBC employees slightly higher. It should be noted, however, that UBC fees are considerably lower for all age groups and for all family types, than the highest centre-based fees in Vancouver.

Table 16 shows the monthly fees at UBC Child Care by the age of the child and by UBC affiliation, as of July 2015, and Table 17 shows the average monthly fees for child care centres across Vancouver.

Table 16. Monthly fees for full-day child care at UBC Child Care, by UBC affiliation

Age group	UBC student	UBC employee	Non-UBC affiliated
Infant	\$1,365	\$1,515	\$1,885
Toddler	\$1,255	\$1,375	\$1,675
3 to 5 years	\$870	\$975	\$1,090

Current Average Vancouver City-wide child care fees are shown in Table 17<sup>9</sup>.

Table 17. Vancouver average city-wide monthly full-time child care fees and range, by age group

Age group	Average monthly fee	Range
Infant	\$1,408	\$750-\$2,125
Toddler	\$1,342	\$635-\$2,125
3 to 5 years	\$924	\$550-\$1,615

<sup>9</sup> Westcoast Child Care Resource Centre Fee Survey. Monthly Full-time Rates as of September 1, 2015. Retrieved from: [http://www.wstcoast.org/pdf/feesurvey/2015GDCCFee\\_SurveyResult.pdf](http://www.wstcoast.org/pdf/feesurvey/2015GDCCFee_SurveyResult.pdf)

## 4.2 SATISFACTION WITH CHILD CARE ARRANGEMENTS

Numerous studies have shown that parents generally report high satisfaction levels with various aspects of their child care arrangements, regardless of the actual quality of care. This can be attributed, in part, to the need for parents to believe that they have made a good choice for their child, even if it is the only arrangement available. In a 2014 study published by Statistics Canada, using data from the 2011 General Social Survey, 98% of parents indicated that they were very or somewhat satisfied with their primary child care arrangement<sup>10</sup>. While parent satisfaction may not vary much by the type of arrangement, it is important to consider for a number of reasons. First, it helps existing providers understand aspects of their service that can be improved, but more importantly for this needs assessment, it can help determine what aspects of delivery will be important to consider in any new on-campus programs that are developed.

Parent satisfaction was considered from three types of questions:

- General satisfaction ratings for four aspects of their current child care arrangement
- What they liked best about their current arrangement and anything they would like to change
- Whether or not they would change their current arrangement if a preferred option became available at a price they could afford

### 4.2.1 Satisfaction with current arrangements

Parents were asked to rate, on a four-point scale, their satisfaction with the quality, location, hours and cost of their current child care arrangement for each child, including those in parental care. Figures 17 to 20 show satisfaction levels for each of the four aspects. Highest levels of satisfaction were reported for the quality of the arrangement, with 90% or more of respondents reporting that they were very or somewhat satisfied. Lowest satisfaction was reported for the cost of care. The higher level of satisfaction with cost among those with children 0-18 months, as shown in Figure 20, is likely due to the higher percentage of children in parental care than in other age groups.

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<sup>10</sup> Sinah, M. (2014) *Child Care in Canada*. Social and Aboriginal Statistics Division, Statistics Canada. Catalogue no. 89-652-X — No. 005. Retrieved from: <http://www.statcan.gc.ca/pub/89-652-x/89-652-x2014005-eng.pdf>

Figure 17. Parent satisfaction with the quality of their current child care arrangement, by age of child

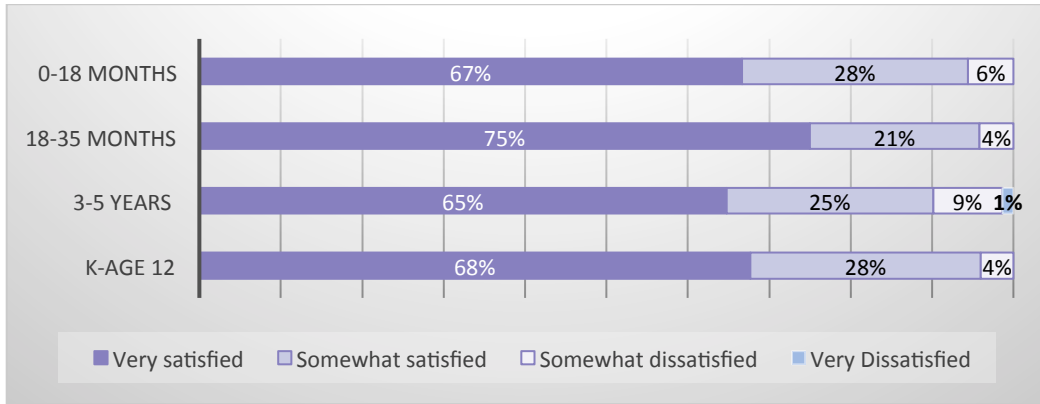


Figure 18. Parent satisfaction with the location of their current child care arrangement, by age of child

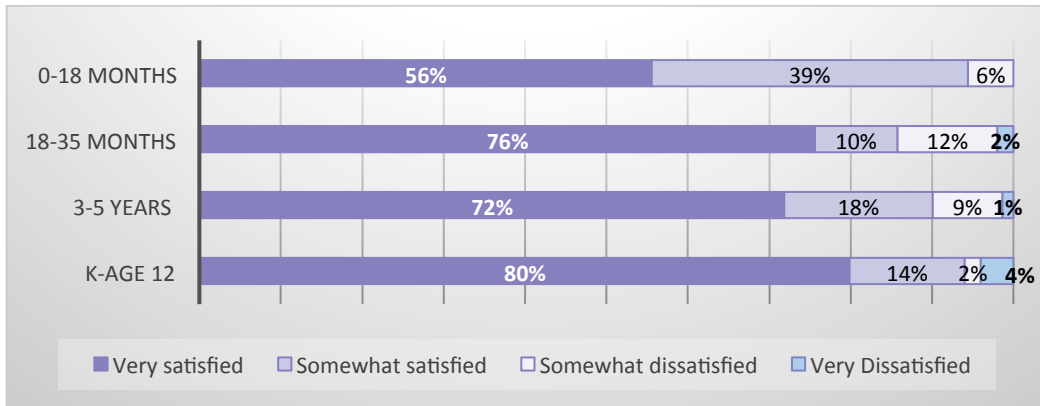


Figure 19. Parent satisfaction with the hours of their current child care arrangement, by age of child

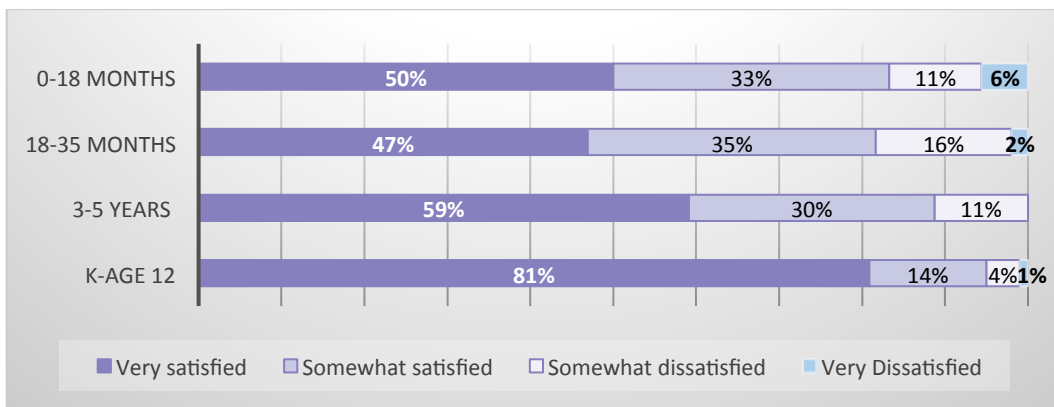
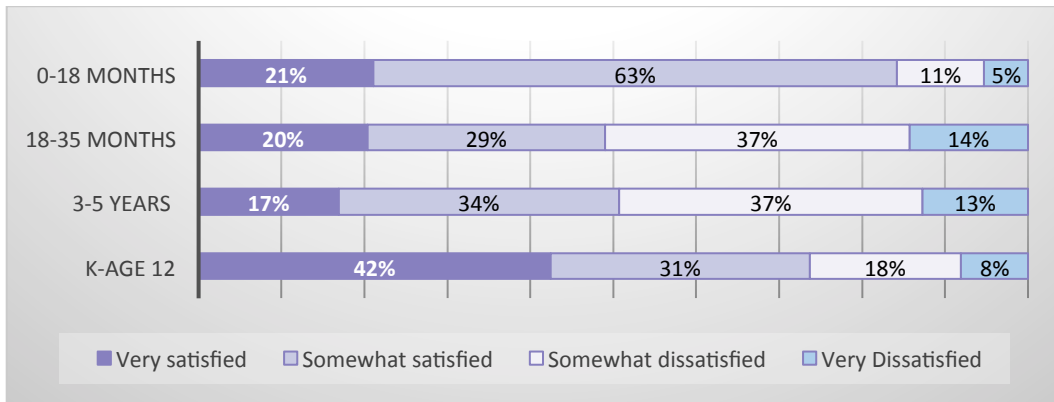


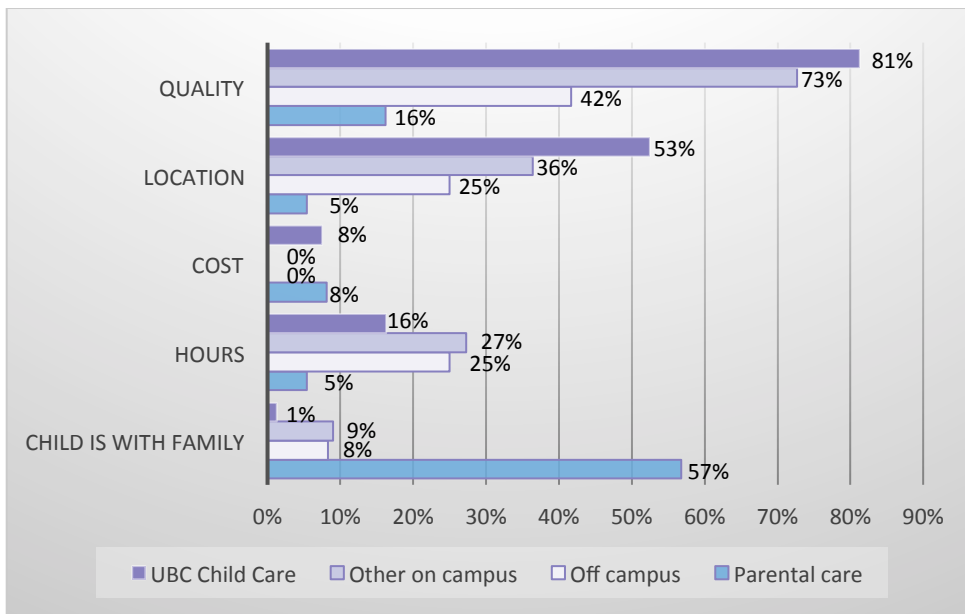
Figure 20 Parent satisfaction with the cost of their current child care arrangement, by age of child



#### 4.2.2 What parents like best about their arrangements and what they would like to change

Responses to the open-ended question about what parents liked best about their current child care arrangements, could be categorized into the same four aspects of satisfaction reported above, with one additional category specific to parental or relative care. However, unlike the satisfaction questions above where ratings varied considerably by the age of the child, what parents indicated that they liked best related to the child’s care arrangement. As Figure 21 shows, a higher percentage of parents using UBC Child Care reported quality and location as aspects they liked best compared to those using other forms of care. Interestingly, only 57% of respondents whose primary arrangement was parental care mentioned the child being with family as something they liked most. This suggests that a number of parents may not necessarily be at home caring for their children by choice.

Figure 21 What parents like best about their current child care arrangement, by arrangement



Respondents who liked the quality of their arrangement best most frequently mentioned the quality of the staff or caregiver. They also mentioned the physical environment, the program activities,

safety/supervision, food and cultural diversity. Those who mentioned location, noted the proximity to home, work or the child’s school.

Parents were asked if there was anything they would like to change about their current child care arrangement. Overall, 24% said they would change nothing, and an equal number mentioned greater on-campus availability. Almost all other comments could be categorized into hours, cost and quality. There was considerable variation by parent work status, shown in Figure 22 and by UBC affiliation, shown in Figure 23.

Figure 22. What parents would change about their current child care arrangement, by work status

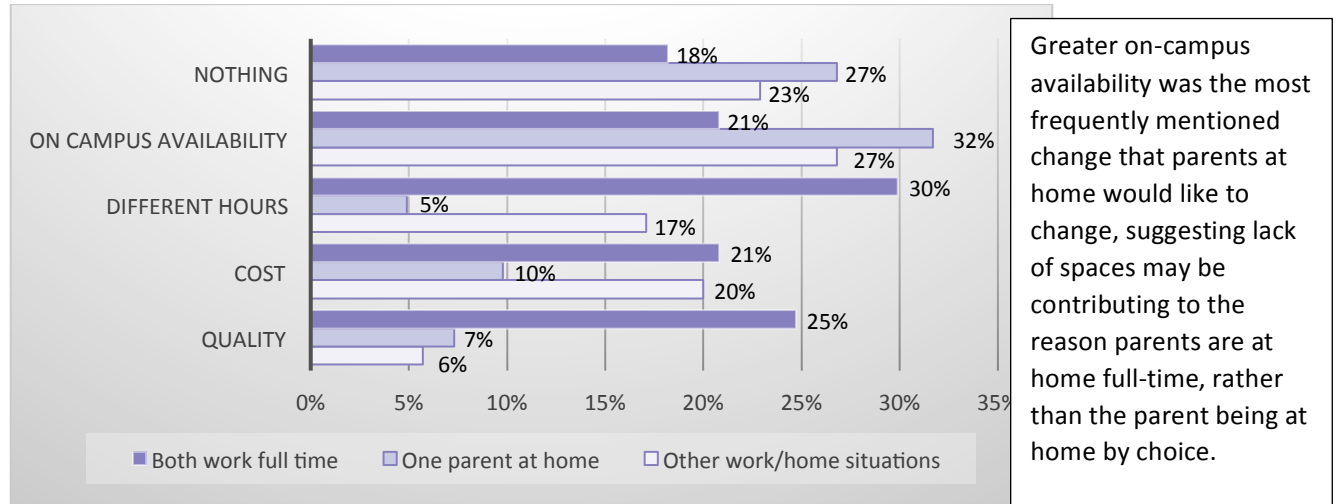
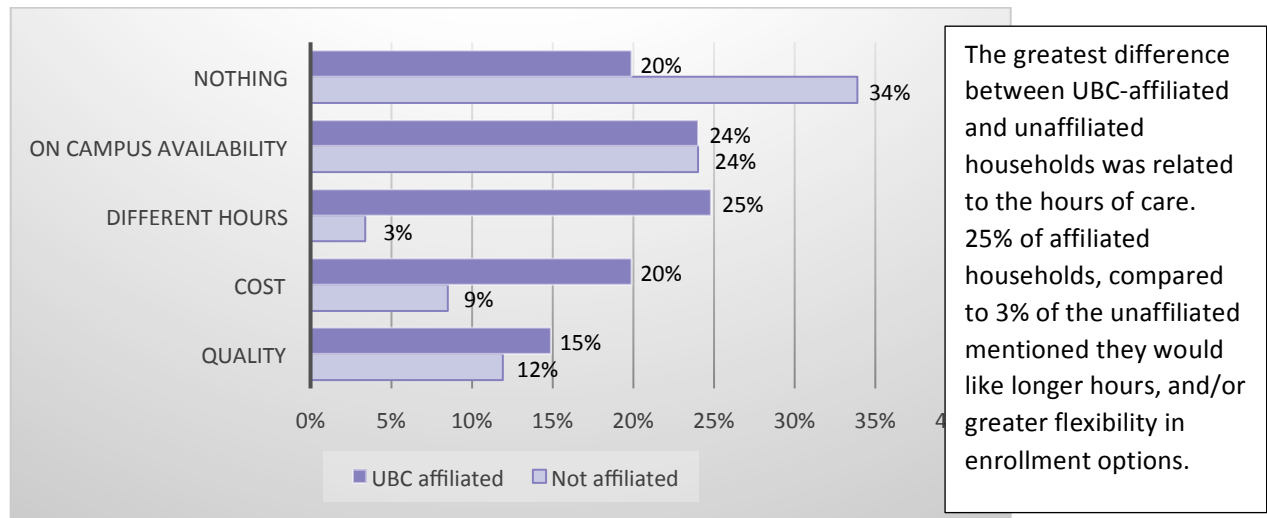


Figure 23 What parents would change about their current child care arrangement, by UBC affiliation

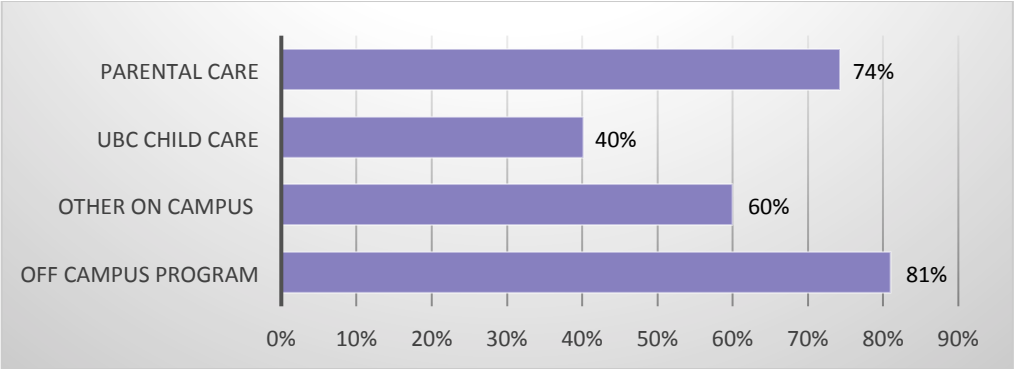


#### 4.2.3 Parents who would change their child care arrangements if a preferred option became available

Parents of children younger than school age were then asked if they would change arrangements if a preferred option became available at a price they could afford. Overall, more than half (61.9%) said they would change, including almost 75% of those whose children were in parental care. This further

suggests that a considerable number of parents are not necessarily at home by choice, and would use child care if it was available and affordable. Figure 24 shows the percentage of parents who would change their arrangement, by the arrangement currently used. Parents whose child is enrolled in a UBC Child Care Program were considerably less likely to say they would change arrangements than those using any other child care arrangement.

*Figure 24. Percentage of parents of children younger than school age who would change child care arrangements if a preferred option became available at a price they could afford, by current arrangement*



As well:

- Respondents in households where both parents work full-time, were less likely to say they would change arrangements (47.7%) than those with one parent working full-time and one parent at home full time (72.2%) or those in other work/home situations (70.4%)
- Those with a UBC affiliation were less likely to say they would change (58.6%) than those with no UBC affiliation (77.8%).

### 4.3 STATED CHILD CARE PREFERENCES AND NEEDS

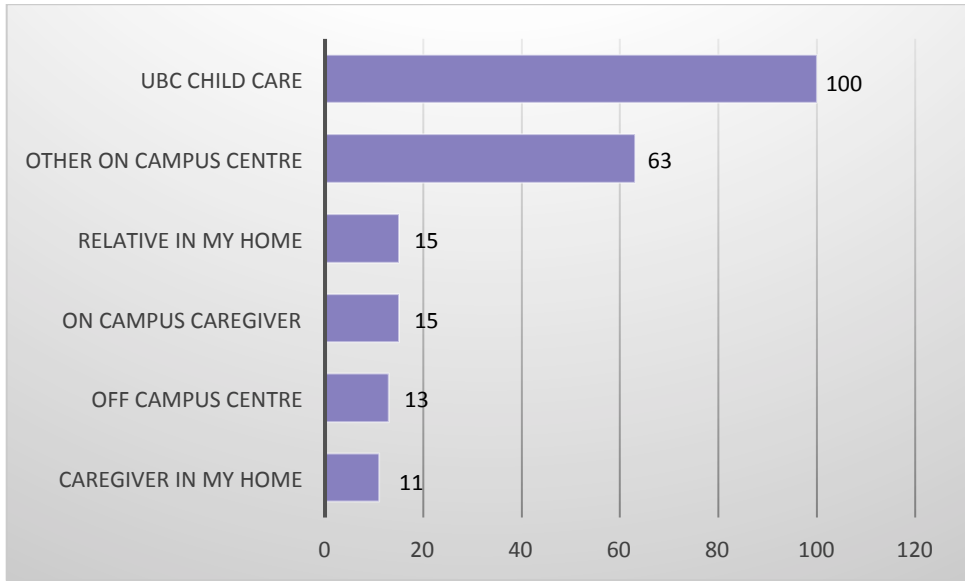
Respondents who indicated that they would change their arrangement if a preferred option was available at a price they could afford, were asked for their top three preferred options.

Responses were weighted (with the first choice given a weight of 3, the second choice a weight of 2 and the third choice a weight of 1) and then rescaled with highest weighted priority set at 100

UBC Child Care was selected as the first preference of approximately 90% of respondents. Figure 25 shows the relative weighted rankings of different child care options.

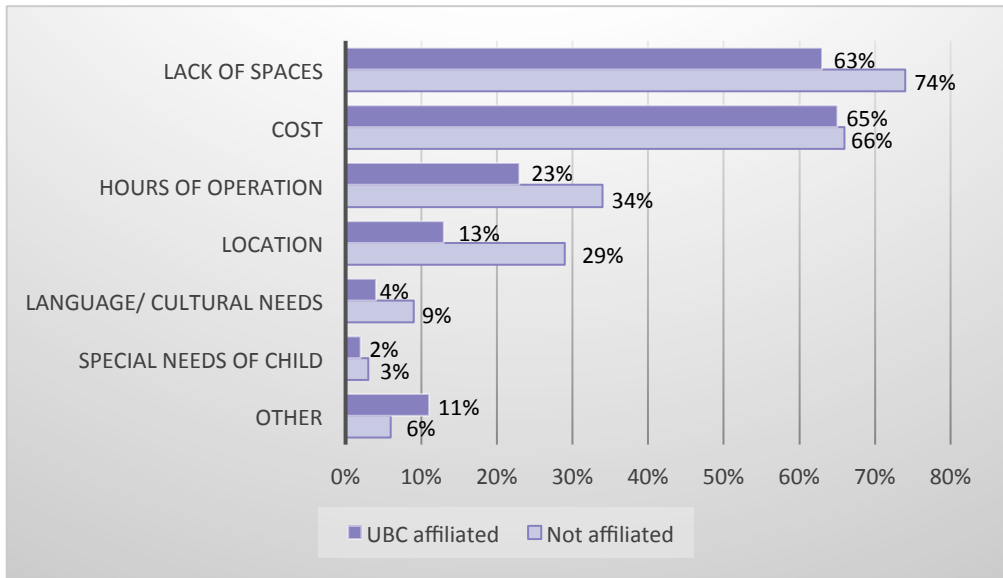


Figure 25. Preferred child care options: weighted rankings



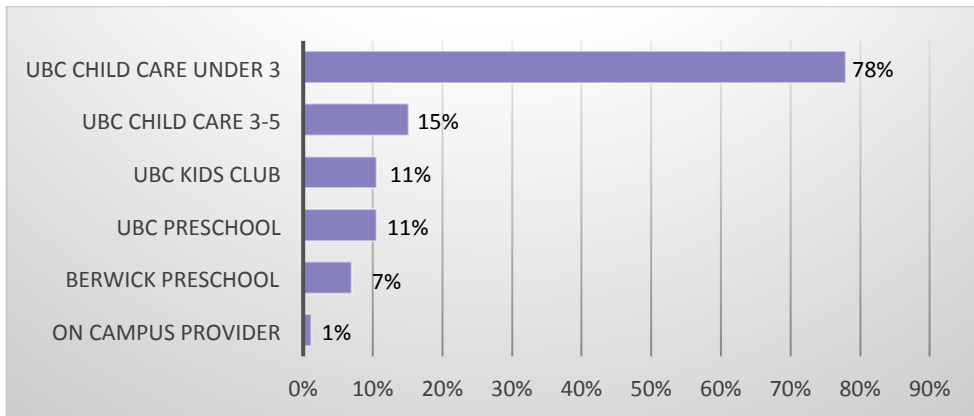
Lack of availability and cost were the two most frequently mentioned barriers to using a preferred arrangement. Figure 26 shows the reported barriers by parents' UBC affiliation.

Figure 26. Barriers to preferred arrangement by UBC affiliation



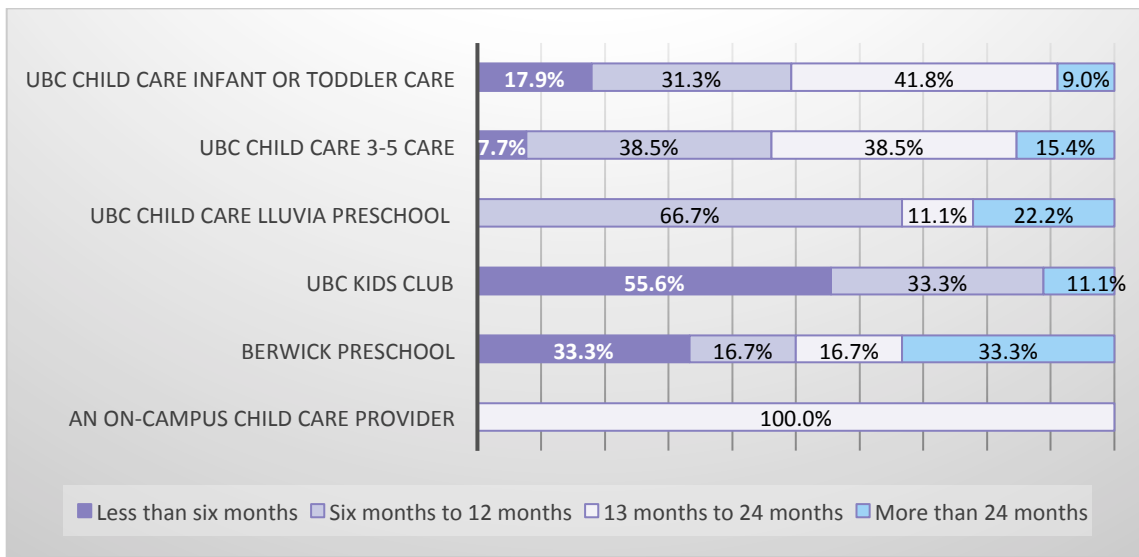
Thirty percent of all respondents with children 12 or younger were on a waiting list for one or more on-campus programs, including 29% of those in households where one parent is working full-time and the other is at home full-time. As Figure 27 shows, almost 80% of those on a waiting list were waitlisted for a UBC Child Care infant or toddler space.

Figure 27. Respondents whose children are on an on-campus child care waiting list, by program



Overall, 45% of those with a child on a waiting list for an on-campus program had been on the list for more than a year, and 21% for more than two years. It should be noted that long waiting lists across BC, especially for infant and toddler care are the norm, and the length of time parents are waiting for a space at UBC are not unusual. Figure 28, shows the length of time of those on a waiting list have been waiting for a space, by the particular on-campus program.

Figure 28. Length of time on the waitlist for an on-campus child care arrangement



Respondents were asked an open-ended question about their experiences with waiting lists, either past or present. Close to 60% found the time spent on waiting lists too long, compared to two percent who mentioned that they got a space quickly.

- 29.4% found the process frustrating, including perceived lack of transparency and communication on the part of the child care program
- 18.3% reported negative impacts on their family, including having to use temporary arrangements, the

*“We were number 1500 on the UBC child care list when we first moved to campus. It set back my return to work by 4 years (even though I’m in a high demand field) and left us with a poverty line level income for several years.”*

- inability to plan and having to delay a return to work or school
- 7.2% found the process reasonable

#### 4.3.1 Child care needs for children not yet in school

When asked to describe their child care needs for children not yet in kindergarten, the majority of all respondents (62.7%) indicated that they needed full-day care, five days a week.

- 75% of those who reported a need for full-time child care already had some sort of child care arrangement, 10% were on maternity or parental leave and 15% were at home and/or off-shifting with a spouse
- 48% of those who reported a need for full-time child care had a child or children enrolled in a UBC Child Care program.

As would be expected, there were differences according to parents' work status, as well as UBC affiliation. Perhaps more surprising was the fact that 44% of respondents with one parent working full-time and one parent at home indicated a need for full-time child care. This is considerably higher the percentage of parents on maternity or parental leave, again suggesting that there are a number of parents who might be working or studying if they had access to full-time child care. Figure 29 shows the stated child care needs by parents' work status, and Figure 30 by UBC affiliation. Only about 6% indicated that they had no need for any type of child care.

Figure 29. Child care needs for children not yet in school, by parents' work status

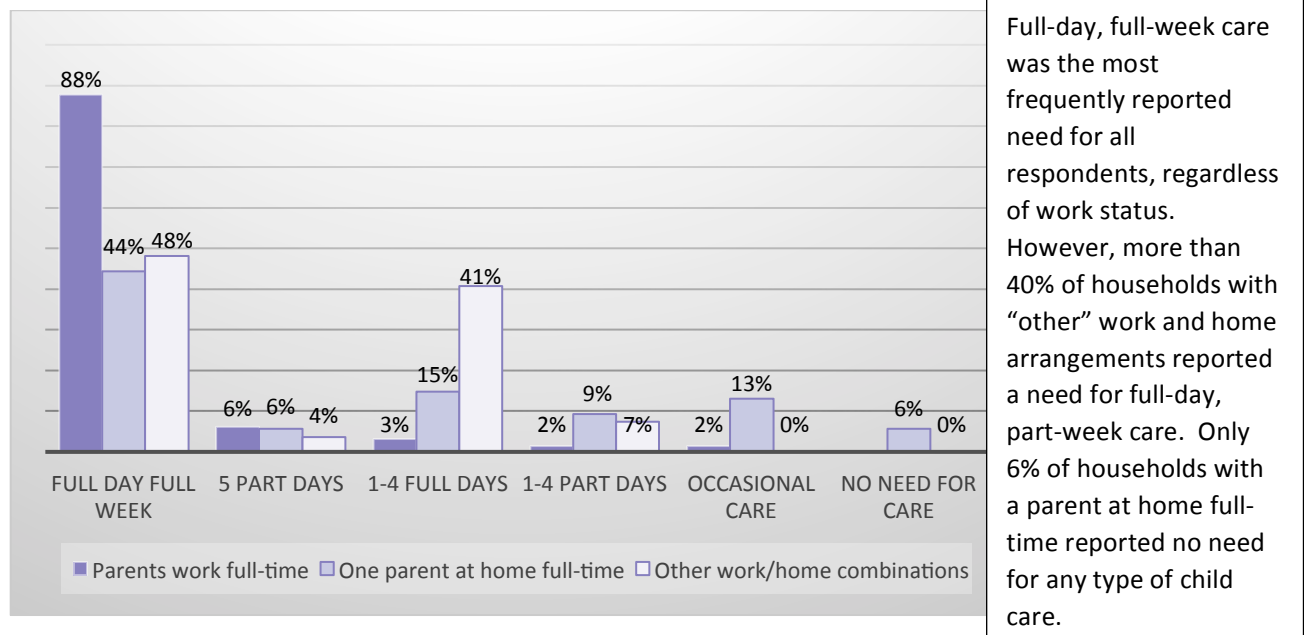
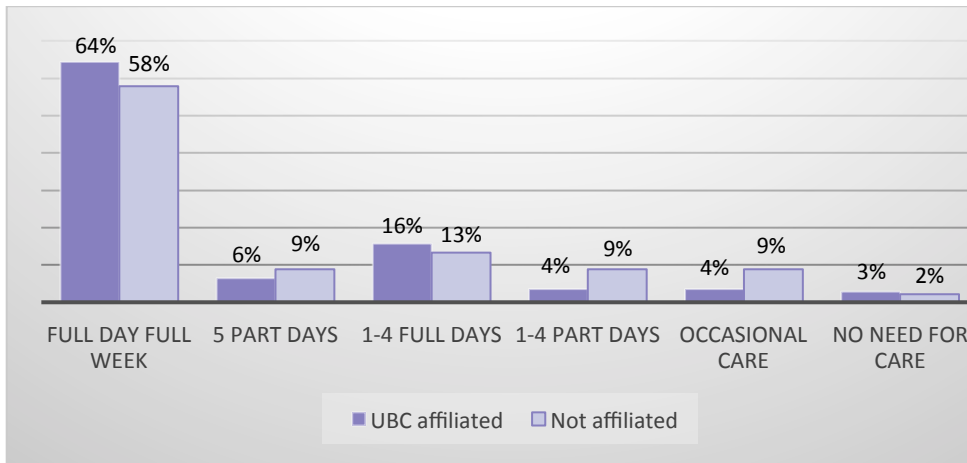


Figure 30. Child care needs for children not yet in school, by parents' UBC affiliation



Type of child care needed did not appear to be strongly associated with UBC affiliation; however, there was a greater need for part-day and occasional care reported by those without a UBC affiliation than for those who were affiliated.

#### 4.4 USE OF OTHER COMMUNITY PROGRAMS

In addition to child care, parents used a wide variety of other children’s programs, both on and off campus. Figure 31 shows the most frequently used on-campus programs and Figure 32 the most frequently used off-campus programs.

Figure 31. On-campus children’s programs used in the past 12 months

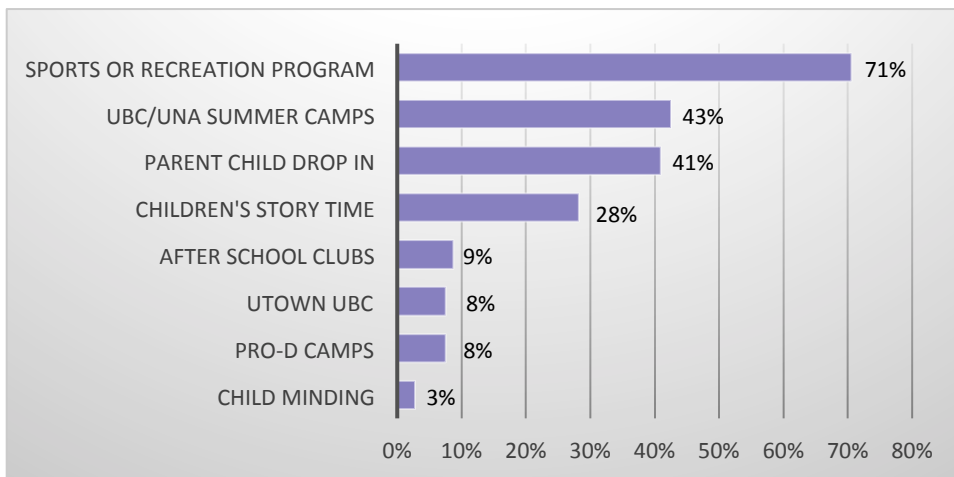
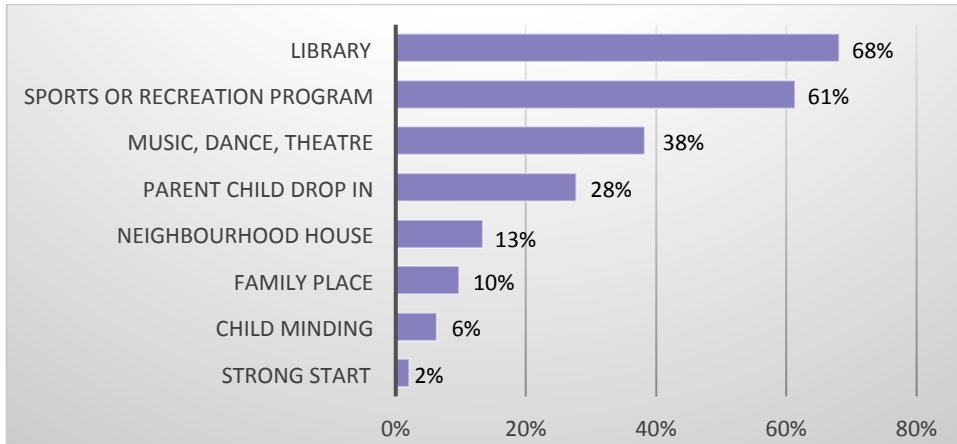
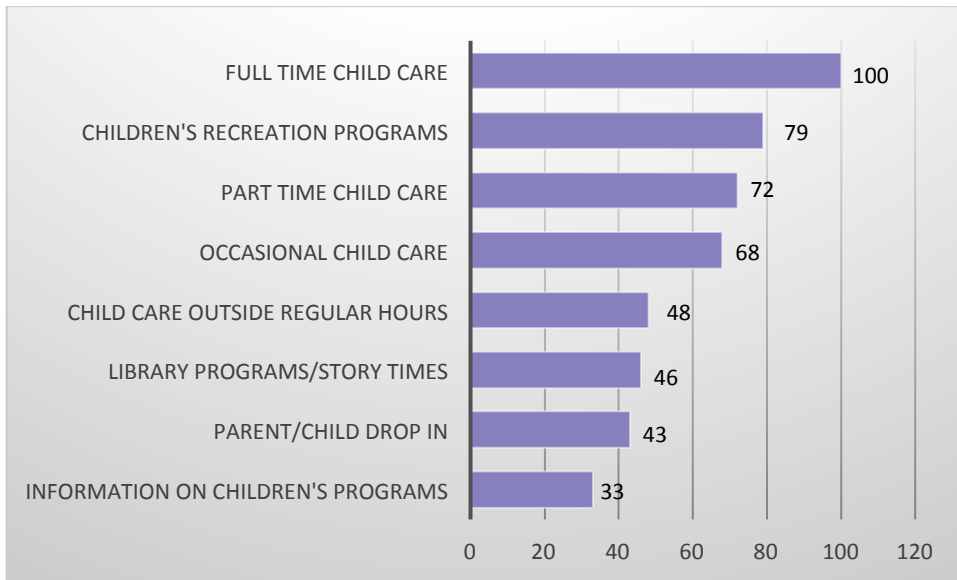


Figure 32. Off-campus children's programs used in the past 12 months



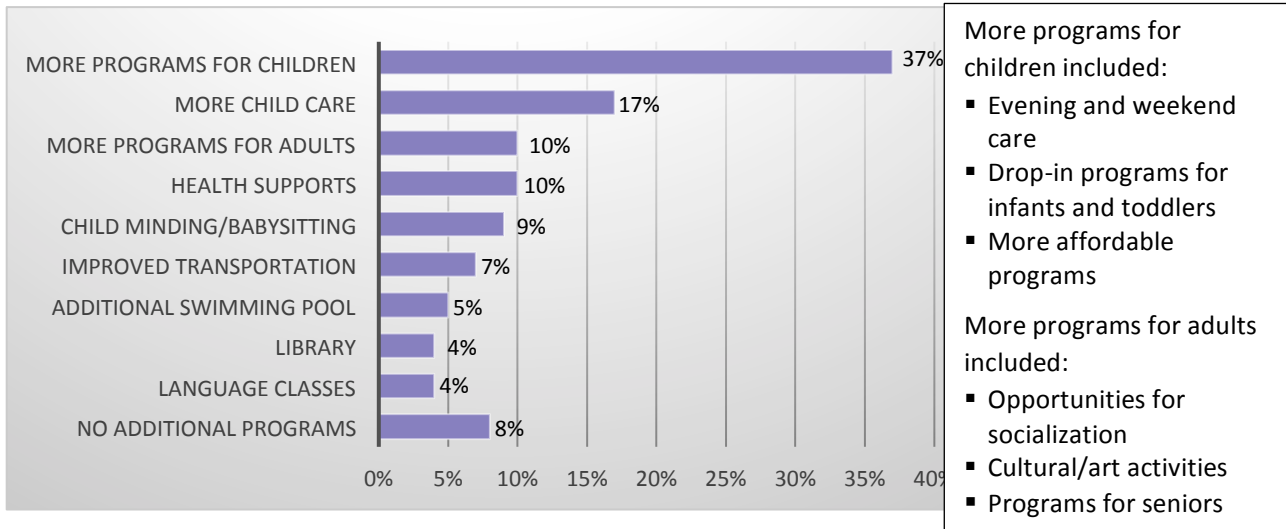
Respondents with children 12 and under were asked for their top three priorities for additional child-related programs they would like to see on campus. The responses were weighted and then rescaled with highest weighted priority set at 100. The top-ranked priority was more full-time child care, followed by children's recreation programs. Other highly ranked priorities included part-time child care, occasional child care and child care outside regular hours. The weighted priorities for additional on-campus, child-related programs are shown in Figure 33.

Figure 33. Priorities for additional on-campus programs: weighted



All respondents, including those without children 12 or younger, were asked what additional programs or services not currently available on campus would benefit their household most. As Figure 34 shows, a wide range of additional programs and services were suggested, with more children's programs topping the list.

Figure 34. Additional on-campus programs and services not currently available that would benefit respondents' households



## 5 SUMMARY AND CONCLUSION

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The primary purpose of the survey was to collect basic demographic information about the households in the UBC neighbourhoods, and detailed information on child care use, needs and preferences from families with children 12 years or younger. The information collected is not intended to identify specific unmet need for child care, nor a concrete child care plan on its own. It will inform the broader UBC child care expansion plan that will take into account additional factors, such as the revised Land Use Plan and related child care commitments, UBC Child Care expansion plans, and the current political and economic climate.

As discussed in Section 2 of the report, the estimated response rate for children 0 to 5 was 38.4% and for children 6 to 12 it was 19.3%. While not necessarily representative of the neighbourhood as a whole, the results represent at least a firm lower bound on the amount of child care demand in the UBC neighbourhoods, and show unmet need, particularly for children younger than three years.

The findings showed that:

- 1. While there is considerable unmet demand in the UBC campus neighbourhoods, overall, residents have greater access to centre-based child care than the BC average.**
  - In 2014, across BC there were enough full- and part-day licensed centre-based spaces for 22.7% of children 0-5<sup>11</sup>.
  - 39% of children 0-5 living in the UBC campus neighbourhoods attended an on-campus centre; 35% were enrolled in a UBC Child Care program.
  - 46% of children younger than school age, whose parents reported a need for full-time child care were enrolled in a UBC Child Care full-day program
  
- 2. Even though the number of child care spaces for the child population 0-5 on campus is higher than the provincial average, there remains an unmet need for full-day, full-week child care on campus and in the university neighbourhoods, particularly for children under three.**
  - 68% of respondents with children younger than 18 months indicated that their current child care arrangement was temporary until a preferred option became available, as did 47% of respondents with children between 18-35 months and 23% with children age three to five.
  - 78% of respondents whose children are on an on-campus waitlist were waitlisted for a UBC Child Care infant or toddler space.
  - 45% of those with a child on a waiting list for an on-campus program had been on the list for more than a year, and 21% for more than two years.
  - The child population of the existing neighbourhoods will likely continue to grow; 27 respondents indicated they were currently expecting a child, and 62 indicated that they planned to have or adopt a child within the next three years.

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<sup>11</sup> Friendly et al (2016) *Early Childhood Education and Care in Canada 2014*. Retrieved from: <http://childcarecanada.org/sites/default/files/ECEC-2014-full-document-revised-10-03-16.pdf>

**3. There is a need for greater access to child care in the UBC neighbourhoods for residents without a UBC affiliation.**

- Respondents from non-UBC-affiliated households reported almost as high a need for full-day, full-week child care as those from UBC-affiliated households (58% and 64% respectively).
- A lower percentage of children in every age group from non-UBC-affiliated households were enrolled in UBC Child Care than those from UBC-affiliated households:
  - There were no children under 18 months from non-UBC-affiliated households, compared to 11% from UBC-affiliated households enrolled in UBC Child Care
  - 28% of children between 18 and 35 months from non-UBC-affiliated households were enrolled in UBC Child Care, compared to 48% of those from a UBC-affiliated household
  - 30% of children between three and five years from non-UBC-affiliated households were enrolled in UBC Child Care, compared to 58% of those from a UBC-affiliated household
  - 3% of children in kindergarten to age 12 from non-UBC-affiliated households were enrolled in UBC Child Care, compared to 38% of those from a UBC-affiliated household.
- A higher percentage of respondents from non-UBC-affiliated households indicated they would change their arrangements if a preferred option became available at a price they could afford than those from UBC-affiliated households (78% and 59% respectively).

**4. There is a reported need for longer hours and more flexible enrolment options, including occasional care.**

- When asked in an open-ended question what they would like to change about their current child care arrangements, 25% of UBC-affiliated households indicated that they would like longer hours and/or greater flexibility in enrolment.
- Part-time child care, occasional child care and child care outside regular hours were among the top five priorities for additional on-campus programs.

**5. There is a reported need for child care beyond those households where parents are working full-time. The findings suggest that a number of parents are not necessarily at home full-time by choice, and that if affordable child care was available, they would access it, either to be able to work or study, or as a child development opportunity for their child.**

- 29% of respondents in households where one parent is working full-time and the other is at home full-time were on a waiting list for one or more on-campus child care programs.
- 44% of respondents with children younger than school age, with one parent working full-time and one parent at home indicated a need for full-time child care.
- 72% of respondents with children younger than school age, in households with a parent at home full-time reported that they would change arrangements if a preferred option became available at a price they could afford.



- 6. The UNA and C+CP may wish to further explore the distinct child care needs and preferences of the Mandarin-speaking households, where a high percentage of children age three to five were in an on-campus child care centre.**
- Mandarin-speaking households represented 22% of all respondent households with children 12 years or younger.
  - Mandarin-speaking households had demographic characteristics different from either households where English was spoken or those where other languages were spoken. They were more likely to have a parent at home full-time, more likely to use part-day child care arrangements, more likely to live with parents or parents-in-law, more likely to own than rent their unit, and less likely to have a UBC affiliation than those from all other language groups.
  - Even though fewer Mandarin-speaking households had a higher percentage of a parent at home full-time than other groups, a larger percentage of 3-5 year old children from Mandarin-speaking households were enrolled in an on-campus child care centre or preschool than those from other households, and a lower percentage had parental care as the primary arrangement for this age group. This suggests a high level of interest in using child care or preschool for child development reasons rather than to support parental labour force participation.

### **Considerations**

- It is important to note that expressed need does not always translate to demand. Parents may identify a need for a particular type of child care arrangement, but if it is not affordable, they will be unlikely to use a space that becomes available. Other factors such as quality, convenience and hours of operation all play a role in parents' decision-making in trying to balance work, home life and child care arrangements.
- While UBC Child Care was by far the preferred child care option of respondents, it is the only on-campus centre that provides full-time child care. It is not clear if another centre-based provider offering full-day child care on-campus would become a real choice for parents, or if it would be used as a temporary arrangement until a space at UBC Child Care became available. Parents may be more likely to choose another provider if more flexible enrolment options could be provided. New programs in the university neighbourhoods that are able to meet the additional needs of parents outside of a five-day a week, 8:00 am-5:00 pm program, such as those currently offered at UBC Child Care, could fill a need not yet readily available on campus.
- However, flexible child care is more expensive to provide and more challenging to administer than typical child care. The UBC-operated occasional care centre scheduled to open by Fall 2016, for children between 18 months and six years, will be available to both UBC-affiliated and non-affiliated families. Families may use the program for between one and 40 hours per child in a one-month period, and up to eight hours in any given day. Bookings may be made up to one hour before the required time, or up to four months in advance for students and three months for other parents. The take-up of that program, once it is operational will be a good indication of

real demand and viability for flexible, occasional care, and will provide valuable information for the development of future child care programs.

- Even though there was a reported need for a range of part-time, extended hours and occasional care, full-time child care was still the top priority for additional child-related programs on campus, and there appears to be room for additional growth beyond the two centres currently under development in the UBC neighbourhoods. The next phase, updating the UBC child care expansion plan, will provide details on proposed numbers and distribution between the academic lands and the UBC campus neighbourhoods.

## APPENDIX 1. FOCUS GROUP GUIDE

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### A. Welcome and Overview

#### B. Introduction to the focus group

Just before we start with the most important part of the meeting – that is hearing from you – we would like to take a moment to talk about the focus group.

We are here to ask questions, listen, and make sure everyone has a chance to share their experiences and views on child care. We are here to increase our awareness of what your child care needs, issues and concerns are and how you are meeting those needs at the moment.

There are no right or wrong answers to the questions we are about to ask. We expect that there will be differing points of view. Please feel free to share your point of view even if it differs from what others have said. If you want to follow up on something that someone has said, you want to agree, disagree, or give an example, feel free to do that. Keep in mind that we are interested in all points of view.

Don't feel like you have to respond to us all the time. Feel free to have a conversation with one another about these questions. We're interested in hearing from each of you. So if you're doing most of the talking, we may ask you to give others a chance. And if you aren't saying much, we may call on you. We just want to make sure we hear from all of you.

Feel free to get up and get more refreshments if you would like. We will be taking notes to help us remember what is said. We would also like to record the session because we don't want to miss any of your comments. Does anyone object to the recording?

We have name cards here in front of us today, but no names will be included in any summary of the focus group. No one will be identified and the information will primarily be used to help us make sure we ask the right questions in the survey that will be conducted in January.

Are there any questions before we begin?

#### C. Participant introductions

We'd like to start with some introductions. Going around the table, please tell us a little about yourself and your family, which neighbourhood you live in, if you have a connection to UBC in addition to living here and if you have a partner, any connection they have to UBC. (for example, as a student, staff, faculty, tenant employee, etc.)

#### D. Discussion Questions

1. What kinds of programs do you currently use for your children on a regular basis?  
- probe for use of child care, preschool, Strong Start, Family Resource, recreation or library programs, etc. **Follow up:** How did you hear about these programs?
2. What do you like most about these programs? **Follow up:** Is there anything you would like to change about them?  
- Probe for frequency/hours of program operation, location, quality, cost, required parental involvement, etc.
3. I'd like to now focus on child care. What would you say are the biggest challenges you have faced as a parent when it comes to looking for or finding quality child care?

4. For those of you who currently use child care, how did you go about finding it?  
- Probe for word of mouth advice, on-campus advertising, support from Westcoast, and familiarity with UBC child care. **Follow up:** What is the one thing you wish you had known when you started your search?
5. What kinds of things are most important to you in a child care program or service?
6. If you could have any type of child care at a cost you could afford, what would you prefer?  
- probe for centre, family, preschool etc. **Follow up 1:** And where would that be? (close to home, to work, en route, etc); **Follow up 2:** If a preferred arrangement became available, do you think you would keep your child in his/her current arrangement, or would you likely move them?
7. What other kind children's programs would you most like have available to you in the UBC neighbourhoods? **Follow up:** What would be your top priority?
8. These takes us to the end of the questions we have – is there anything else you would like to add?

**Wrap up and next steps**

## APPENDIX 2. SUMMARY OF KEY FINDINGS FROM THE FOCUS GROUPS

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### General summary

- Of the 20 participants, 19 were part of a two parent family
- The majority of participants and/or their spouses had a UBC affiliation. Of the 20 participant families:
  - 11 had one parent with a UBC affiliation
  - Three had two parents with a UBC affiliation
  - Five had no UBC affiliation
  - In one family, one parent was a tenant employee; the other had no UBC affiliation
- Families child care arrangements were as follows:
  - Eight had at least one child enrolled in a UBC Child Care centre
  - Five were on the waiting list for UBC Child Care
  - Two were enrolled in Berwick preschool
  - One was enrolled in U-Hill preschool
  - One was enrolled in U-Hill Kids Club
  - Four were informal arrangements on campus, including care by nanny, neighbour, LNR and grandparents
  - One attended a child care centre off campus
  - One had no child care
- Parents used a wide variety of on-campus child-related programs, including parent-child drop-ins and fee-based recreational programs
- Lack of information about services and programs a key challenge, particularly for participants in focus group 1
- Word of mouth (both traditional and through social media) was the most common way for parents to learn about family-friendly resources, programs, and services on- and off-campus
- International students have the most challenges using social media and other internet resources
- Lack of availability of spaces and high cost an issue for most participants
- Several participants expressed frustration with lack of perceived transparency of UBC waitlist, and about the requirement for acceptance of a space within 24 hours
- Additional child care issues most commonly mentioned were the need for part-time, flexible arrangements, occasional care outside regular child care hours, longer opening hours at UBC Child Care
- Additional needed child-related services included more drop-in/drop-off programs, overnight primary health care, parent information guide

### Challenges with Child Care

- Lack of availability, especially for infant care
- Cost, especially if more than one child, and for graduate students. Less on east side of town, but too far away.
- Perceived lack of transparency regarding rank on waitlist
- Need to make instant decisions when opportunities arise
- Issue of time crunches – having to make decisions within 24 hours (e.g., transitions from infant care to toddler to preschool age). Perceptions was that UBC Child Care not flexible about this, but required parents to be flexible (e.g., gradual entry)
- Priority lists for UBC affiliated parents

**Related comments:**

- Communication is a general issue for child care-related things in Vancouver, not just at UBC
- One parent had the experience of not being admitted to kindergarten until the last day
- For children with special needs, no coordination between Berwick and after school programs
- A number were familiar with Nannies on Call, but found very expensive

**Additional Child Care Needs**

- More part-time and flexible forms of child care, especially for students
- Programs offered in other languages (e.g., French)
- Flexible hours and days (e.g., late pickup, to help deal with meeting schedules, ProD days)
- More part-time options for infants
- Better transportation (e.g., more inter-campus shuttles)
- Lack of knowledge about child care subsidy, though the application form is on the UBC website

**Related comments:**

- Society is moving towards more part-time and flexible work – child care needs to adapt to this reality

**Other children's programs used***On campus*

- Story time at Wesbrook Community Centre
- Storytime at the Old Barn
- Acadia parent/tot playgroup.
- Swimming/swim lessons, Aquatic Centre
- Drumming/dancing
- Gymnastics at Osbourne
- Public Health nurse, Acadia
- Ice skating at Thunderbird
- Norma Rose after school clubs
- Skating/lessons at Thunderbird
- Soccer
- UBC summer camps

*Off campus*

- Kitsilano Neighbourhood House
- Kitsilano Family Place
- Buddings (occasional child care on W Broadway)
- Stagecoach Theatre.
- Library
- Vancouver Symphony kids' concerts
- Social Justice Story Hour
- Francophone story time

### **Other Kinds of Child-related Programs Wanted**

- Better availability of activities across neighbourhoods, as there not much in Wesbrook or Chancellor. Participant noted that Chancellor is not child-friendly; pressure to remove playground
- More drop-in activities
- Activities offered at less traditional times, like weekends or late in the day
- Community support groups (e.g., for single parents); for education, support, social opportunities (e.g., Parents' night out with child care provided)
- Parent babysitting co-op
- Drop-in programs at the Wesbrook Community Centre

### **How participants heard about programs**

- UNA emails/newsletter.
- UBC Family Facebook page
- Word of mouth, leads to dissemination via social media
- Old Barn
- Babysitting Coop, Facebook page

### **Related comments:**

- UBC doesn't help international students find resources – they should, since they have more trouble than most knowing the right names to try to find them
- Faculty relocation checklist very basic, not child-specific
- Few resources for children with special needs, many drop in programs are not suitable or accommodating
- In New Zealand, there is a booklet that helps newcomers with all aspects of needs
- UBC website has good information about child care, however has long waitlists
- Facebook site: ChildcareatUBC useful
- Other good sources of information: UBC website, other parents, UNA newsletter, booklets available around campus (e.g., Old Barn)
- Some parents used Westcoast as a resource, but found the provider lists (for FCC/LNR) out of date, and most providers didn't have space anyway
- Online linkages are poor, need a centralized website or phone number for parent resources
- Wesbrook Properties has information

### **Other Suggestions**

- UBC Families Facebook page and other social media are increasingly providing a sort of organic source of parent support in the UNA
- Strong Start sounded good, but none in the west side of the city
- 24 hour health services for young families on campus; no urgent care available at UBC after 10:00 pm
- Property managers could provide more useful information
- When getting UNA card, get a personalized session from someone at UNA to find out what you need
- Tours of UBC child care for people new to UBC

## APPENDIX 3. UBC/UNA NEIGHBOURHOODS CHILD CARE QUESTIONNAIRE

### UNA Child Care Needs Survey

Thank you for taking the time to complete this important survey being undertaken by the University Neighbourhood Association (UNA) and Campus + Community Planning. Your participation is extremely valuable. The information you provide will help us better understand child care needs in the UBC neighbourhoods to help inform future child care planning and policy development. It should take approximately 15 minutes to complete. If you need more than one session, you can save your results and come back and finish it at a later time. All responses are anonymous and will only be reported as group data. It is important that only one survey is completed per household. The best person in the household to complete the survey is the adult who is most familiar with the family-friendly programs and services that are available at UBC, especially those for young children. The deadline for survey responses is January 31, 2016. Once you have completed the questionnaire you may enter a draw for a chance to win an iPad mini, or one of four \$50 Save-On-Foods gift cards. If you have any questions about the survey, please email Aviva Savelson, Senior Policy Planning, Campus + Community Planning, at [aviva.savelson@ubc.ca](mailto:aviva.savelson@ubc.ca). Privacy Notification This survey is anonymous. While portions of your responses may be made available for public viewing, any personally identifiable information you may provide in this survey will be kept confidential. Personal information is collected by UBC Campus + Community Planning under the authority of section 26(c) of the Freedom of Information and Protection of Privacy Act for the sole purpose of this consultation process. For more information about the collection of your personal information, contact Aviva Savelson, Senior Policy Planner, Campus + Community Planning at (604) 822-0273 or by email at [aviva.savelson@ubc.ca](mailto:aviva.savelson@ubc.ca).

#### Section A1: Where You Live

In which UBC neighbourhood do you live?

- Chancellor Place (near Theology Mall)
- East Campus (Sitka, Vista Point, and Greenwood Commons only)
- Hampton Place
- Hawthorn Place (near the Old Barn Community Centre)
- Wesbrook Place (South Campus area)
- None of the above

Thank you for your interest in the survey. You live in an area that falls outside the study area for the survey. The survey is for residents who live in UNA Neighbourhoods, which includes: Chancellor, East Campus (Sitka, Vista Point and Greenwood Commons only), Hampton, Hawthorn and Wesbrook.

Are you sure that you don't live in one of the five UNA neighbourhoods listed above?

- Yes
- No

Choose the neighbourhood above in which you think you live, and then click on Next.

Section A1: Where You Live

Do you live in:

- A rental building
- A unit that you purchased
- Other, please specify... \_\_\_\_\_

Do you live in a faculty/staff rental?

- Yes
- No



How many years have you lived at UBC?

- Less than one year
- 1 to 2 years
- 3 to 5 years
- 6 to 10 years
- More than 10 years

**Section A2: Household Composition**

Are you:

- Female
- Male
- Other

Besides yourself, how many other adults (over 18 years) live in your household for the majority of the year?

- |                        |                         |                           |                         |
|------------------------|-------------------------|---------------------------|-------------------------|
| Partner or spouse      | <input type="radio"/> 0 | Roommates                 | <input type="radio"/> 0 |
|                        | <input type="radio"/> 1 |                           | <input type="radio"/> 1 |
|                        | <input type="radio"/> 2 |                           | <input type="radio"/> 2 |
|                        | <input type="radio"/> 3 |                           | <input type="radio"/> 3 |
|                        | <input type="radio"/> 4 |                           | <input type="radio"/> 4 |
|                        | <input type="radio"/> 5 |                           | <input type="radio"/> 5 |
| Adult children over 18 | <input type="radio"/> 0 | Parents or parents-in-law | <input type="radio"/> 0 |
|                        | <input type="radio"/> 1 |                           | <input type="radio"/> 1 |
|                        | <input type="radio"/> 2 |                           | <input type="radio"/> 2 |
|                        | <input type="radio"/> 3 |                           | <input type="radio"/> 3 |
|                        | <input type="radio"/> 4 |                           | <input type="radio"/> 4 |
|                        | <input type="radio"/> 5 |                           | <input type="radio"/> 5 |
| Other adults           | <input type="radio"/> 0 |                           |                         |
|                        | <input type="radio"/> 1 |                           |                         |
|                        | <input type="radio"/> 2 |                           |                         |
|                        | <input type="radio"/> 3 |                           |                         |
|                        | <input type="radio"/> 4 |                           |                         |
|                        | <input type="radio"/> 5 |                           |                         |

Do you have any children aged 0 to 18 who live with you on a full-time or part-time basis?

- Yes
- No

How many children in each of the following age groups lives with you on a full-time or part-time basis?

- |  |                         |  |                         |
|--|-------------------------|--|-------------------------|
| Under 18 months                            | <input type="radio"/> 0 | 18 months to 3 years                     | <input type="radio"/> 0 |
|  | <input type="radio"/> 1 |  | <input type="radio"/> 1 |
|  | <input type="radio"/> 2 |  | <input type="radio"/> 2 |
|  | <input type="radio"/> 3 |  | <input type="radio"/> 3 |
|  | <input type="radio"/> 4 |  | <input type="radio"/> 4 |
|  | <input type="radio"/> 5 |  | <input type="radio"/> 5 |
| From 3 to 5 years, not yet in kindergarten | <input type="radio"/> 0 | From kindergarten age up to age 12 years | <input type="radio"/> 0 |
|  | <input type="radio"/> 1 |  | <input type="radio"/> 1 |
|  | <input type="radio"/> 2 |  | <input type="radio"/> 2 |
|  | <input type="radio"/> 3 |  | <input type="radio"/> 3 |
|  | <input type="radio"/> 4 |  | <input type="radio"/> 4 |
|  | <input type="radio"/> 5 |  | <input type="radio"/> 5 |

- From 13 to 18 years old
- 0
  - 1
  - 2
  - 3
  - 4
  - 5

Do any of your children have an identified or diagnosed special need?

- Yes
- No

Please describe the nature of the special need.

Are you planning to have or adopt a child in the next three years?

Check all that apply.

- Yes, currently expecting
- Yes, in the next three years
- No
- Maybe

**Section A3: Work/Study**

Which best describes your current work/study situation?

Check all that apply.

- I work full time (30 or more hours/wk overall)
- I work part time (under 30 hours/wk overall)
- I am currently on maternity or parental leave
- I am unemployed
- I am at home full time caring for my children
- I am a student
- I am retired
- Other, please specify... \_\_\_\_\_

Which best describes your affiliation with UBC?

Check all that apply.

- UBC Student or Post-doc
- UBC Faculty or Staff
- Not currently working or studying with UBC
- Work on campus, and not employed by UBC
- Work or study with UBC, off-campus
- Other, please specify... \_\_\_\_\_

Which best describes your partner/spouse's current work/study situation?

Check all that apply.

- Works full time (30 or more hours/wk overall)
- Works part time (under 30 hours/wk overall)
- Currently on maternity or parental leave
- Unemployed
- At home full time caring for our children
- Student
- Retired
- Other, please specify... \_\_\_\_\_

Which best describes your partner/spouse's affiliation with UBC?

Check all that apply.

- UBC Student or Post-doc
- UBC Faculty or Staff
- Not currently working or studying with UBC
- Works on campus, and not employed by UBC

- Works or studies with UBC, off-campus
- Other, please specify... \_\_\_\_\_

Do you provide full-time or part-time child care for children other than your own, as a paid caregiver?

- Yes
- No

Where do you provide this care?

Check all that apply.

- In your home
- In the child's home
- Other, please specify... \_\_\_\_\_

**Section B: About the Children in the Household**

We would like you to tell us about your current arrangements for each of your children up to 12 years old who are living with you at UBC. Please start with the youngest, and then the next oldest, and so on.

B1. Your Youngest Child (Note: Section B items repeated for all children aged 12 or younger)

How old is this child?

- |                                       |                                |
|---------------------------------------|--------------------------------|
| <input type="radio"/> Under 12 months | <input type="radio"/> 6 years  |
| <input type="radio"/> 12 to 17 months | <input type="radio"/> 7 years  |
| <input type="radio"/> 18 to 23 months | <input type="radio"/> 8 years  |
| <input type="radio"/> 2 years         | <input type="radio"/> 9 years  |
| <input type="radio"/> 3 years         | <input type="radio"/> 10 years |
| <input type="radio"/> 4 years         | <input type="radio"/> 11 years |
| <input type="radio"/> 5 years         | <input type="radio"/> 12 years |

What is the primary child care arrangement for this child (i.e., the arrangement used for the most hours)? (only asked for children under 2 years old)

- |  |   |
|--|---|
| <input type="radio"/> My spouse or I are on parental leave         | <input type="radio"/> A relative, in their home             |
| <input type="radio"/> My spouse or I are at home with the children | <input type="radio"/> A caregiver on campus (in their home) |
| <input type="radio"/> My spouse and I work different shifts        | <input type="radio"/> A caregiver who comes into our home   |
| <input type="radio"/> A child care centre on campus                | <input type="radio"/> A caregiver off campus                |
| <input type="radio"/> A child care centre off campus               | <input type="radio"/> Care by an older brother or sister    |
| <input type="radio"/> A relative, in our home                      | <input type="radio"/> Other, please specify... _____        |

What is the primary child care arrangement for this child (i.e., the arrangement used for the most hours)? (only asked for children 2 to 4 year olds)

- |  |   |
|--|---|
| <input type="radio"/> My spouse or I are at home with the children | <input type="radio"/> A relative, in their home             |
| <input type="radio"/> My spouse and I work different shifts        | <input type="radio"/> A caregiver on campus (in their home) |
| <input type="radio"/> A child care centre or preschool on campus   | <input type="radio"/> A caregiver who comes into our home   |
| <input type="radio"/> A child care centre or preschool off campus  | <input type="radio"/> A caregiver off campus                |
| <input type="radio"/> A relative, in our home                      | <input type="radio"/> Care by an older brother or sister    |
|  | <input type="radio"/> Other, please specify... _____        |

What is the primary child care arrangement for this child (i.e., the arrangement used for the most hours outside of regular school hours)? (only asked for 5 year olds)

- |  |   |
|--|---|
| <input type="radio"/> My spouse or I are at home with the children | <input type="radio"/> age child care program off campus     |
| <input type="radio"/> My spouse and I work different shifts        | <input type="radio"/> A relative, in our home               |
| <input type="radio"/> A child care centre or preschool or school   | <input type="radio"/> A relative, in their home             |
| <input type="radio"/> age child care program on campus             | <input type="radio"/> A caregiver on campus (in their home) |
| <input type="radio"/> A child care centre or preschool or school   | <input type="radio"/> A caregiver who comes into our home   |
|  | <input type="radio"/> A caregiver off campus                |

- Care by an older brother or sister \_\_\_\_\_
- Other, please specify...

What is the primary child care arrangement for this child (i.e., the arrangement used for the most hours outside of regular school hours)? (only asked for children 6 to 12 years old)

- My spouse or I are at home with the children
- My spouse and I work different shifts
- A school age child care program on campus
- A school age child care program off campus
- A relative, in our home
- A relative, in their home
- A caregiver on campus (in their home)
- A caregiver who comes into our home
- A caregiver off campus
- Care by an older brother or sister
- Child cares for himself/herself
- Other, please specify... \_\_\_\_\_

Which on-campus child care centre or preschool does this child attend as a primary care arrangement? (only asked for children under 5)

- UBC Child Care Services
- UBC Lluvia Preschool (part-day program)
- Berwick Preschool
- U-Hill Preschool
- Other, please specify... \_\_\_\_\_

Which on-campus child care centre or preschool or school-age program does this child attend as a primary care arrangement? (only asked for children 5 years old)

- UBC Child Care Services
- UBC Lluvia Preschool (part-day program)
- UBC Kids Club
- Berwick Preschool
- U-Hill Preschool
- U-Hill Kinder Club
- Other, please specify... \_\_\_\_\_

Which on-campus school-age program does this child attend as a primary care arrangement? (only asked for children 6 to 12 years old)

- UBC Kids Club
- U-Hill Kinder Club
- Other, please specify... \_\_\_\_\_

Was this child on a waiting list for their current on-campus program?

- Yes
- No

For how long?

- Less than six months
- Six months to 12 months
- 13 months to 24 months
- More than 24 months

Which off-campus child care centre or preschool does this child attend as a primary arrangement? (only asked for children under 5)

Which off-campus child care centre or preschool or school-age program does this child attend as primary arrangement? (only asked for 5 year olds)

Which off-campus school-age program does this child attend as a primary arrangement? (only asked for children 6 to 12 years old)

Are you using this primary care arrangement temporarily until your preferred arrangement becomes available?

- Yes
- No

How many months and/or years has this child been in this primary care arrangement?

Months

Years

Has this child's primary arrangement changed in the past 12 months?

- Yes
- No

How many times has this child's primary arrangement changed in the past 12 months?

What were the reasons for changing this child's primary care arrangement?

Check all that apply.

- |  |  |
|--|--|
| <input type="checkbox"/> My preferred arrangement became available | <input type="checkbox"/> program                                   |
| <input type="checkbox"/> We relocated                              | <input type="checkbox"/> Needed less expensive care                |
| <input type="checkbox"/> Care arrangement no longer available      | <input type="checkbox"/> Child became too old for that arrangement |
| <input type="checkbox"/> Need caregiver with more flexible hours   | <input type="checkbox"/> Child started school                      |
| <input type="checkbox"/> Caregiver too far away                    | <input type="checkbox"/> Maternity/parental leave ended            |
| <input type="checkbox"/> Child not happy with caregiver or program | <input type="checkbox"/> Other, please specify...<br>_____         |
| <input type="checkbox"/> We were not happy with caregiver or       |  |

Do you use any other regularly scheduled care arrangements for this child (excluding occasional babysitting)?

- Yes
- No

What are the other regular care arrangements for this child? (only asked for children under 5)

Check all that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> A child care centre or preschool on campus  | <input type="checkbox"/> A relative, in their home          |
| <input type="checkbox"/> A child care centre or preschool off campus | <input type="checkbox"/> A caregiver off campus             |
| <input type="checkbox"/> A caregiver on campus (in their home)       | <input type="checkbox"/> Care by an older brother or sister |
| <input type="checkbox"/> A caregiver who comes into my home          | <input type="checkbox"/> Emergency/backup care              |
| <input type="checkbox"/> A relative, in our home                     | <input type="checkbox"/> Other, please specify...<br>_____  |

What are the other regular care arrangements for this child? (only asked for 5 year olds)

Check all that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> A child care centre or preschool or school age program on campus  | <input type="checkbox"/> A relative, in their home          |
| <input type="checkbox"/> A child care centre or preschool or school age program off campus | <input type="checkbox"/> A caregiver off campus             |
| <input type="checkbox"/> A caregiver on campus (in their home)                             | <input type="checkbox"/> Care by an older brother or sister |
| <input type="checkbox"/> A caregiver who comes into our home                               | <input type="checkbox"/> Emergency/backup care              |
| <input type="checkbox"/> A relative, in our home   | <input type="checkbox"/> Other, please specify... _____     |

What are the other regular care arrangements for this child? (only asked for 6 year olds)

Check all that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> A school age program on campus        | <input type="checkbox"/> A caregiver off campus             |
| <input type="checkbox"/> A school age program off campus       | <input type="checkbox"/> Care by an older brother or sister |
| <input type="checkbox"/> A caregiver on campus (in their home) | <input type="checkbox"/> Child cares for himself/herself    |
| <input type="checkbox"/> A caregiver who comes into our home   | <input type="checkbox"/> Emergency/backup care              |
| <input type="checkbox"/> A relative, in our home               | <input type="checkbox"/> Other, please specify... _____     |
| <input type="checkbox"/> A relative , in their home            |   |

Which on-campus child care centre or preschool does this child attend as another regular arrangement? (only asked for children under 5)

- UBC Child Care Services
- UBC Lluvia Preschool (part-day program)
- Berwick Preschool
- U-Hill Preschool
- Other, please specify... \_\_\_\_\_

Which on-campus child care centre or preschool or school-age program does this child attend as an other regular arrangement? (only asked for 5 year olds)

- UBC Child Care Services
- UBC Lluvia Preschool (part-day program)
- UBC Kids Club
- Berwick Preschool
- U-Hill Preschool
- U-Hill Kinder Club
- Other, please specify... \_\_\_\_\_

Which on-campus school-age program does this child attend as an other regular arrangement? (only asked for children 6 to 12 years old)

- UBC Kids Club
- U-Hill Kinder Club
- Other, please specify... \_\_\_\_\_

Which off-campus child care centre or preschool does this child attend as an other regular arrangement? (only asked for children under 5)

Which off-campus child care centre or preschool or school-age program does this child attend as another regular arrangement? (only asked for 5 year olds)

Which off-campus school-age program does this child attend as another regular arrangement? (only asked for children 6 to 12 years old)

Which school does this child attend? (only asked for 5 year olds)

- Norma Rose Point
- U-Hill Elementary
- Being home-schooled
- Hasn't started school yet
- An off-campus school, please specify... \_\_\_\_\_
- Other, please specify... \_\_\_\_\_

Which school does this child attend? (only asked for children 6 to 12 years old)

- Norma Rose Point
- U-Hill Elementary
- Being home-schooled
- An off-campus school, please specify... \_\_\_\_\_
- Other, please specify... \_\_\_\_\_

What is the primary mode of transportation for you and this child to get to and from child care?

- Walk
- Cycle
- By car
- By public transit
- Other, please specify... \_\_\_\_\_

How satisfied are you with each of the following aspects of your current primary care arrangement for this child?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Section C: Current Wait List Status

Are any of your children currently on the waiting list for any on-campus child care program?

- Yes
- No

For which of the following on-campus child care programs are you currently waitlisted?

Check all that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> UBC Child Care infant or toddler care       | <input type="checkbox"/> Berwick Preschool                |
| <input type="checkbox"/> UBC Child Care 3-5 care                     | <input type="checkbox"/> U-Hill Preschool                 |
| <input type="checkbox"/> UBC Child Care preschool program (part-day) | <input type="checkbox"/> U-Hill Kinder Club               |
| <input type="checkbox"/> UBC Kids Club                               | <input type="checkbox"/> An on-campus child care provider |

How long have you been on a waiting list?

- Less than six months
- Six months to 12 months
- 13 months to 24 months
- More than 24 months

Are any of your children currently on the waiting list for an off-campus child care program?

- Yes
- No

What is the name of the off-campus child care program for which your child is waitlisted?

How long have you been on the waiting list?

- Less than six months
- Six months to 12 months
- 13 months to 24 months
- More than 24 months

Do you have any comments relating to your experience with wait lists?

In the past (not currently), have you ever used an off-campus child care centre in Vancouver for any of your children aged 0 to 12?

- Yes
- No

Which off-campus child care centres in Vancouver have you used?

#### Section D: Your Child Care Needs and Preferences

Which best describes your child care needs for children not yet in kindergarten?

If these options do not adequately describe your particular child care needs, please use the space below to provide more details.

- Five days a week, full days (more than four hours a day)
- Five days a week, part days (four hours or less a day)
- One to four days a week, full days
- One to four days a week, part days
- Occasional care as needed (irregular schedule)
- Regular care outside typical day time hours
- No need for child care
- Other, please specify... \_\_\_\_\_

If the options above do not adequately describe your particular child care needs, please use the space below to provide more details.

Would you change any of your child care arrangements if a preferred option became available at a price that you could afford?

- Yes
- No

What would be your preferred options for quality child care, at a price you can afford? Rank your top three preferences, using 1, 2 and 3.

UBC Child Care	<input type="text"/>
Another child care arrangement on campus	<input type="text"/>
A child care centre off campus	<input type="text"/>
Relative care in my home	<input type="text"/>
A caregiver in my home	<input type="text"/>
Family child care in a caregiver's home on campus	<input type="text"/>
Family child care in a caregiver's home off campus	<input type="text"/>
Other, please rank and specify	<input type="text"/>



What are the barriers that make it difficult to use your preferred arrangement? Check all that apply.

- Cost
- Hours of operation
- Lack of available spaces
- Need a program for a child with special needs
- Need a program that meets my language or cultural needs
- Location of the program
- Other, please specify \_\_\_\_\_

In total, how much do you pay in child care fees in an average month?

- Nothing
- Less than \$500
- Between \$500 and \$800
- Between \$801 and \$1,100
- Between \$1,101 and \$1,400
- Between \$1,401 and \$1,700
- More than \$1,700, please specify the amount in (don't use dollar sign or commas) \_\_\_\_\_

**Section E: Children's Programs Other Than Child Care**

Apart from child care, what on-campus programs have you used with your children in the past 12 months?

Check all that apply.

- |  |  |
|--|--|
| <input type="checkbox"/> Parent-child drop-in programs   | <input type="checkbox"/> Children's story time       |
| <input type="checkbox"/> Child minding (while parent participates in a program in the same building) | <input type="checkbox"/> Pro-D camps                 |
| <input type="checkbox"/> Sports or recreation programs   | <input type="checkbox"/> Utown@UBC                   |
| <input type="checkbox"/> After school clubs  | <input type="checkbox"/> Tutoring                    |
| <input type="checkbox"/> UBC/UNA summer camps  | <input type="checkbox"/> Other, please specify _____ |

Apart from child care, which of the following off-campus programs have you used with your children in the past 12 months?

Check all that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> Neighbourhood House               | <input type="checkbox"/> Childminding                   |
| <input type="checkbox"/> Family Place                      | <input type="checkbox"/> Sports or recreation programs  |
| <input type="checkbox"/> Strong Start                      | <input type="checkbox"/> Other, please specify... _____ |
| <input type="checkbox"/> Music, dance, or theatre programs | <input type="checkbox"/> None of the above              |
| <input type="checkbox"/> Library                           |   |
| <input type="checkbox"/> Parent/child drop-ins             |   |

What would be your top three priorities for additional child-related services in the UBC neighbourhoods? Rank your top three preferences, using 1, 2 and 3.

More full-time child care	<input style="width: 150px; height: 25px;" type="text"/>
More part-time child care	<input style="width: 150px; height: 25px;" type="text"/>
Occasional child care options (part-time drop-in)	<input style="width: 150px; height: 25px;" type="text"/>
Child care outside regular day time hours (before 8:00 am or after 5:30 pm)	<input style="width: 150px; height: 25px;" type="text"/>
Parent-child drop ins/family places	<input style="width: 150px; height: 25px;" type="text"/>
More children's recreation programs	<input style="width: 150px; height: 25px;" type="text"/>

Library programs/story times

Parenting programs

More health-related facilities

More organized information on available on-campus programs for children

Other, please rank and specify

**Section F: Other Family Supports**

What additional programs or services that are not currently available on campus would your household most benefit from?

**Section G: Final Details**

Are there any pets in the household?

We ask this question about pet ownership to assist us with our emergency preparedness planning.

- Yes
- No

How many of each of these types of pets?

Cats

Dogs

Birds

Other, please specify type and number

What is the language that is most commonly spoken in your household?

- |                                 |  |
|---------------------------------|--|
| <input type="radio"/> English   | <input type="radio"/> Punjabi                  |
| <input type="radio"/> French    | <input type="radio"/> Korean                   |
| <input type="radio"/> Cantonese | <input type="radio"/> Other, please specify... |
| <input type="radio"/> Mandarin  |  |

Last year, what was your total household income, before taxes and deductions?

- |  |  |
|--|--|
| <input type="radio"/> Under \$20,000       | <input type="radio"/> \$100,000 to \$124,999 |
| <input type="radio"/> \$20,000 to \$39,999 | <input type="radio"/> \$125,000 to \$149,999 |
| <input type="radio"/> \$40,000 to \$59,999 | <input type="radio"/> \$150,000 to \$199,999 |
| <input type="radio"/> \$60,000 to \$79,999 | <input type="radio"/> \$200,000 or more      |
| <input type="radio"/> \$80,000 to \$99,999 | <input type="radio"/> Prefer not to answer   |

Do you have any other comments you would like to make?

How did you hear about this survey?

Check all that apply.

- |  |  |
|--|--|
| <input type="checkbox"/> E-mail                    | <input type="checkbox"/> Campus Resident Newspaper |
| <input type="checkbox"/> C+CP Website              | <input type="checkbox"/> Friend or colleague       |
| <input type="checkbox"/> UNA Website               | <input type="checkbox"/> Other, please specify...  |
| <input type="checkbox"/> UNA Child Care Info Booth | _____  |

Are you interested in participating in our draw for an iPad mini or one of four \$50 Save-On-Foods gift cards?

If you check "yes" you will be redirected to a separate page where we'll ask you for your contact information. That information will not be linked to your answers on the survey.

- Yes
- No