

VIRTUAL PROGRAMS AND SERVICES

SURVEY RESULTS

survey completed April 2021

The City of Hamilton asked families about **their experiences with EarlyON virtual services** and here's what 200 families shared...

For more information, visit:
hamilton.ca/EarlyOnCentres

Questions:
eycp@hamilton.ca



caregivers and children enjoyed...



EarlyON **STAFF** are highly valued

families value **SOCIAL** elements of EarlyON programming



ENGAGING and **INTERACTIVE** EarlyON programming are attended and enjoyed most



services not accessed because...



difficult to engage **YOUNGER** children (0-3 yrs)

program **TIMING** did not work



prefer **IN-PERSON** programming



suggested improvements...

Register



STREAMLINE registration

EXTEND virtual program hours



better **PROMOTION** of services and programs



should virtual services continue?



52% said **YES**

while in-person is preferred, recognized **VALUE** in virtual options



increased **ACCESSIBILITY**
increased **FLEXIBILITY**
increased **OPTIONS**