

## 2011 Needs Assessment Survey Results

A total of 300 Needs Assessment surveys were printed and made available in English and French. In addition to direct mail to those on our newsletter mailing list, the survey was available for download on our website, and copies were available at the main office. Self-addressed stamped envelopes were included in the mailed copies. Incentives were offered to those that were returned in person only as it was difficult to verify that mailed-in surveys had actually been mailed in. Incentives offered: a \$10 Tim Card and a chance to win a \$250 gift card from the Best Western Hotel chain. Every effort was made to preserve the confidentiality of the respondents.

In addition to direct mail, a notice was put in our newsletter, notices were put up at the MFRC, and a Base-wide email was sent out.

A total of 95 surveys were returned--twelve French and 63 English. Of those 18 appeared to have been downloaded from the website.

1. Respondents were: 43% military members <b>46%</b> Spouse/common-law partner of a military member; 19% DND employees								
2. Of the military members who responded most said they had a spouse or common-law partner.								
3. Your family unit includes (check all that apply and include yourself):								
Regular Force member - <b>74%</b>			Dual Service couple - 15%					
Reserve full-time (B/C) member - 2%			Other (please specify): - 15% (2 Retired, 4 DND, 1 Civilian Spouse, 3 retired now DND)					
Reserve part-time (A) member - 0								
4. Do you have children living with you at your current location? Yes – 65% No – 27%								
a) If you answered yes, please indicate the number of children you have in each age group.								
Birth to 5 years - 51%			13-17 years - 22%					
6-12 years - <b>52%</b>			18 or over - 6%					
5. In what year was your family posted into this MFRC community?								
1999 - 1%	2002 - 2%	2004 - 3%	2006 - 3%	2008 - 13%	2010 - 11%			
2000 - 1%	2003 - 1%	2005 - 4%	2007 - 14%	2009 - <b>16%</b>	2011 - 5%			
6. Where do you live?								
Denwood - 39%			Town of Wainwright - <b>49%</b>			MD of Wainwright - 5%		
Other - 4% (2 MD of Provost, 1 Ascot Heights, 1 Hardisty)								
7. Almost all responded that they were not on Imposed Restriction.								
8. What is the best way to communicate information about the Wainwright MFRC programs and services? Please rank the following where 1 is your most preferred method and 8 is your least preferred method.								
Ranking	Most Preferred <span style="float:right">▶Least Preferred</span>							
	1	2	3	4	5	6	7	8
*Mail to home /Messenger	<b>56%</b>	40%	25%	9%	13%	7%	7%	11%
Email	25%	15%	14%	17%	4%	3%	3%	8%
Newspaper	3%	5%	9%	13%	20%	16%	6%	7%
MFRC web	9%	5%	9%	11%	14%	14%	14%	8%
Facebook	11%	7%	7%	9%	6%	6%	7%	25%
Road signs	3%	3%	7%	14%	7%	15%	18%	14%
Radio ads	3%	6%	5%	5%	11%	8%	16%	26%

9. How likely is it that you or a member of your family would participate in the following military lifestyle programs in the next year?  
Please indicate which programs or resources are most needed by you and your family.

	Likely to need	Unlikely to need	No Need
<b>Adult Programming</b>			
Second Language Training	39%	47%	<b>26%</b>
Leisure Programs (crafting, scrapbooking, etc.)	40%	46%	18%
Health and wellness (cooking, fitness, etc.)	<b>57%</b>	32%	9%
Financial planning	39%	<b>51%</b>	25%
<b>Family Separation and Reunion</b>			
Pre-deployment/deployment/post-deployment information and support	<b>28%</b>	57%	36%
Children's deployment support	15%	<b>65%</b>	<b>47%</b>
Warm Line Calls	16%	63%	40%
Casual Child Care	22%	58%	43%
<b>Parent Education</b>			
Behaviour and discipline	<b>31%</b>	57%	35%
Child development	27%	62%	38%
Families with special needs	7%	<b>75%</b>	<b>58%</b>
<b>Support Programs</b>			
Counselling services	<b>21%</b>	62%	<b>35%</b>
Social support groups	19%	<b>65%</b>	34%
<b>Child Care</b>			
Full-time child care	18%	62%	55%
Part-time child care	14%	64%	52%
Casual Child Care	<b>26%</b>	57%	43%
Out of School Care	21%	58%	49%
Summer programming	<b>26%</b>	55%	42%
Emergency Child Care	19%	57%	39%
Respite Child Care	5%	<b>74%</b>	<b>57%</b>
<b>Youth Programming</b>			
Drop-in teen program	9%	<b>73%</b>	<b>56%</b>
Babysitting Course/Home Alone Course	<b>25%</b>	59%	48%
Youth special events (dances, etc.)	20%	61%	47%
Playmates	23%	59%	48%
Tumble Time	<b>25%</b>	57%	45%
Play-based education programs	22%	60%	46%

	Likely to need	Unlikely to need	No Need
<b>Community</b>			
West Edmonton Mall bus trips	59%	28%	15%
Bus trips to other attractions	<b>64%</b>	22%	11%
Cook for the Cure (cancer fundraiser)	44%	<b>42%</b>	<b>17%</b>
<b>Special Events</b>			
International Women's Day Showroom Party and Fashion Show	45%	41%	17%
Military Family Appreciation Week	<b>66%</b>	19%	11%
Stampede Pie Auction	54%	32%	14%
End of Summer Blast-( <i>Comment: What is it?</i> )	63%	22%	8%
Family Christmas Gathering	54%	<b>33%</b>	<b>18%</b>
<b>Prevention, Support &amp; Intervention</b>			
P.S.I. Coordinator/Social Worker	17%	63%	<b>37%</b>
Confidential referral to other agencies/services	20%	63%	34%
Confidential referral to other counseling options	<b>21%</b>	62%	33%
Assistance in contacting emergency after-hours services (crisis support)	19%	64%	34%
JPSU Family Liaison Coordinator	16%	<b>67%</b>	35%

13. Overall, how would you rate our services or assistance in the following areas?				
	Very Useful	Somewhat Useful	Not Very Useful	No Opinion
Frequent moves	22%	<b>37%</b>	7%	27%
Separations due to deployments or frequent separations due to courses and training	20%	29%	15%	31%
Loss of social support from friends and extended family due to geographical distance	18%	26%	<b>19%</b>	27%
Meeting new friends	<b>29%</b>	33%	14%	19%
Finding employment	24%	19%	16%	<b>35%</b>
Language	26%	25%	7%	32%
Finding Accessible quality child care	28%	19%	16%	32%
Finding information about resources in the community	38%	35%	8%	16%
17. Are there any specific conditions that may prevent you or your family from accessing the programs and services offered by the MFRC? Check below all that apply.				
Poor past service at the Wainwright MFRC - 6% Poor past service at another MFRC - 2% Cost - 12% Location of MFRC - 3% Timing of the events or activities - 31% Not enough information available about programs/services - 23% There is nothing that interests me - 13%		Language barrier - 6% Finding the time - <b>39%</b> Confidentiality - 4% Transportation - 3% Service is accessed elsewhere in the community - 3% Event locations - 1% Other 2% (please specify): 1. Haven't thought about it; 2. not military		

## SUMMARY OF COMMENTS

### Programming

More programs for teens / youth / 0-5.

More supervision at teen and youth events and regular centre times.

After-school and weekend activities for youth.

Programs for mature couples with no kids (cooking classes, dance classes, or bartending classes).

More bus trips (football, hockey, skiing, WEM).

**WMFRC RESPONSE: There is a bus trip every month. There are limitations on distance we are able to travel.**

Ideas for new programs: parent-child yoga, computer training, business support, nature walks, fairs, cooking classes, group exercise/walking program, Sign language classes, music classes and/or choir classes, indoor flea market mixer (for example in the building at Parade Square), belly dancing.

Evening/weekend activities (drop-in classes).

More accessibility to OSC especially on PD days.

To have services in French.

**WMFRC RESPONSE: We try as budgets will allow, to offer services to francophones. Our French Services Coordinator is able to assist. However, we encourage francophone families to see their posting to Alberta as an opportunity to acquire and become proficient in a second language. Bilingualism is an asset on a resume and enhances quality of life.**

Summer camp for francophones.

More social gatherings.

Dances for adults at Buffalo Park Hall for singles to get a chance to meet each other. Involve non-military community as well.

Summer bus trips to Jasper, Banff or Lake Louise which have horseback trail rides for adults and kids.

More out-of town trips.

Access to services/information on weekends.

Have some events in the outlying communities.

More notice of cancellation.

Charge military and civilian same price.

More family fun activities.

There is nothing for adult male members.

Lloydminster shuttle-twice daily on weekends and optional stops in Lloydminster.

Bring in new ideas.

**WMFRC RESPONSE: That is part of the reason for this survey. Our well-published motto is: "We have learned that the extent of the programs and services available at the MFRC is only limited by the imagination of its participants and users."**

Drop-in program once a week for 0-5 during the summer.

Make sure timing of events does not conflict with exercises or major in-town events like Stampede.

I don't find this MFRC offers as much as other bases. Aside from Tumble Time and playgroup there isn't much for the toddler age to be honest.

Have programs available to DND employees as well as military.

### Family Separation & Reunion

Was not aware that I could access deployment services if spouse was on training.

Home-care and pet care services for deployed members (snow shoveling, lawn mowing).

Have activities on evenings and weekends so that parents who work can attend.

### Welcoming

Community orientation or posting-in parties for new families to meet each other.

**WMFRC RESPONSE: We hold one every year. It is the End of Summer Blast.**

Improve the welcome activities and a more personalized welcome for new people with a welcome package delivered in person by a volunteer, followed by a phone call within the first months. Must be done when all the family members are present, not just the military member.

assign someone to go to members' homes shortly after posting to make them feel welcome and assess any needs. Not everyone will go to the MFRC (even when they need to).

Offer a follow-up and show interest, especially for Francophone members.

Better bridge between military and non-military families.

Welcome wagon offerings for incomers, home visits for deployed status.

**WMFRC RESPONSE: We offer a Welcome Package for all newcomers to the base. Everyone who clears in to the MFRC receives one. The Town also has a welcome service, but you need to make them aware that you are new to town.**

Information about recycling programs in the community.

### Volunteers

Offer recognition, incentives, rewards, discounts, trips, letters of reference.

Free child care during volunteer time (point system).

Be specific about what the needs are.

Get the word out that you need more volunteers. Use radio, newspaper.

More advertising—wasn't aware it was a volunteer program.

Send out flyers to the PMQs.

Use Facebook, base-wide email to advertise for volunteers.

**WMFRC RESPONSE: Our volunteer program is advertised in the monthly Messenger that goes out to all registered families and to many sections on base. It is also advertised on our website. Volunteer opportunities are sent out to registered volunteers by email or phone.**

### Child Care

Up-to-date childcare list.

Casual Child Care for children too young to stay home alone.

Casual Child Care in the afternoon.

Satellite day homes like Cold Lake have would be preferred to aid parents in finding quality day home placements; homes are visited, have specific criteria, activity and menu submissions, etc.

**WMFRC RESPONSE: The provincial licensing body already oversees this.**

Offer emergency child care that is well-established, high quality, and confidential.

Casual childcare at night.

Child care for under 19 months.

More spaces in CDC, OSCC and Playmates.

Offer programs/Casual Child Care for children over 6 years old.

**WMFRC RESPONSE: As our space and staffing for CCC are limited we are only able to serve one age group at present.**

Revised hours of operations. Earlier opening hours which would provide a more relaxing environment to drop off kids and report to work as oppose to rushing in the space of 15 minutes as it currently stands, better part time child care service programs allowing you to have

your kids there for half days compared to 2 full days/week which doesn't coincide with all pre-school programs.

Child care services on Remembrance Day which is a working day for military.

Lower prices for child care.

Work to eliminate wait lists for child care.

Day care hours not suitable for our situation. We need 0745-1715 with the occasional 0700-1730.

List of caregivers for last minute, but not emergency needs-eg-late meetings, early morning work.

#### Employment

Hire employees who are military spouses.

**WMFRC RESPONSE: Several of our employees are military spouses. We welcome resumes from military spouses but also have to keep in mind the requirements of the advertised positions.**

Job seeking, especially the level of language and certification is different from one province to another.

Spousal work-aid, i.e., MFRC part-time jobs for spouses having difficulty finding work in Wainwright, workfare for newly posted spouses.

Offer more employment-seeking seminars, i.e., resume's, interview prep, etc.

#### Support Services

Counselling for couples, children, families.

Conflict resolution.

Financial assistance.

I needed more help finding a family doctor when I first moved to Wainwright. I did not know that I could ask MFRC help with this.

**WMFRC RESPONSE: We do provide a list of practitioners. It is up to the individual to make the necessary contact.**

I believe we need to find a better balance between family support in times of need and the lazy "do it all for me" cases. There is nothing wrong with helping personnel, but some people need a kick in the ass. They give a negative impression for other potential users.

#### Communication

Hold a Town Hall and let everyone actually know what you actually do offer. Allow a question and answer period.

**WMFRC RESPONSE: This is an annual event at our Welcome Meet & Greet.**

Use flyers.

Use base-wide emails.

Many people said they did not know about our events and services. One person even said we do a poor job at letting people know.

**WMFRC RESPONSE: The MFRC Messenger is mailed to 300 military families in the area and sent to many sections on base; website is updated regularly; special events are posted on the PSP sign and put in the newspaper under Upcoming Events; posters are put up around base and in town; many events are posted on our Facebook page. Any large newspaper ads are prohibitively expensive for non-profits.**

I do not receive the Messenger.

**WMFRC RESPONSE: Military families who do not receive the Messenger may visit the MFRC or phone 1253 to request to be put on the mailing list.**

#### Other

More military discounts.

Timings of some programs make them difficult to attend.

Obtain a debit machine.

Facility

Several comments on the run-down state of the building.

Items mentioned do not fall under the service delivery model of the MFRC

Medical specialist-family members-funding or assistance in cost of travelling and support. **Quality of Life committee?**

PMQ D.I.Y. repair projects/supplies (paint materials etc.). **CFHA**

I would be interested in a military family day at the pool, skating rink, bowling alley, etc. **PSP**

I find it difficult and frustrating that it is so difficult to enroll my children in certain sports, i.e., swimming, skating, unless you know the right people. Maybe there should be a separate program set up for military children so they have a chance. **PSP? The MFRC has no link with sports organizations.**

I would like to see belly dancing lessons and other programs like that. **PSP**

Fitness or sports classes for family in the evenings, weekend activities (eg-Tumble Time on a Sunday). **PSP**

Retirement information, medical retirement information. **BOR**

Special fundraising events for wounded soldiers and sports events and tickets. **PSP**

Pats on the back

You are doing a great job!

I think the MFRC does an amazing job! I still have my plant they gave me when we first moved here! How thoughtful, when you have no one!

They are doing a great job as it is.

I think that the job that they are doing now is very productive.

Great job.

I think you do a great job already for what you do! I see a lot of very happy kids running around here.

(This survey has been coordinated through the DGMPRA Social Science Research Review Board, in accordance with CANFORGEN 198/08. Coordination # 989/11- F)