



MISSION...  
WHERE CHILDREN COME FIRST

Mission's Understanding the Early Years Project  
&  
Early Childhood Development Committee

Present

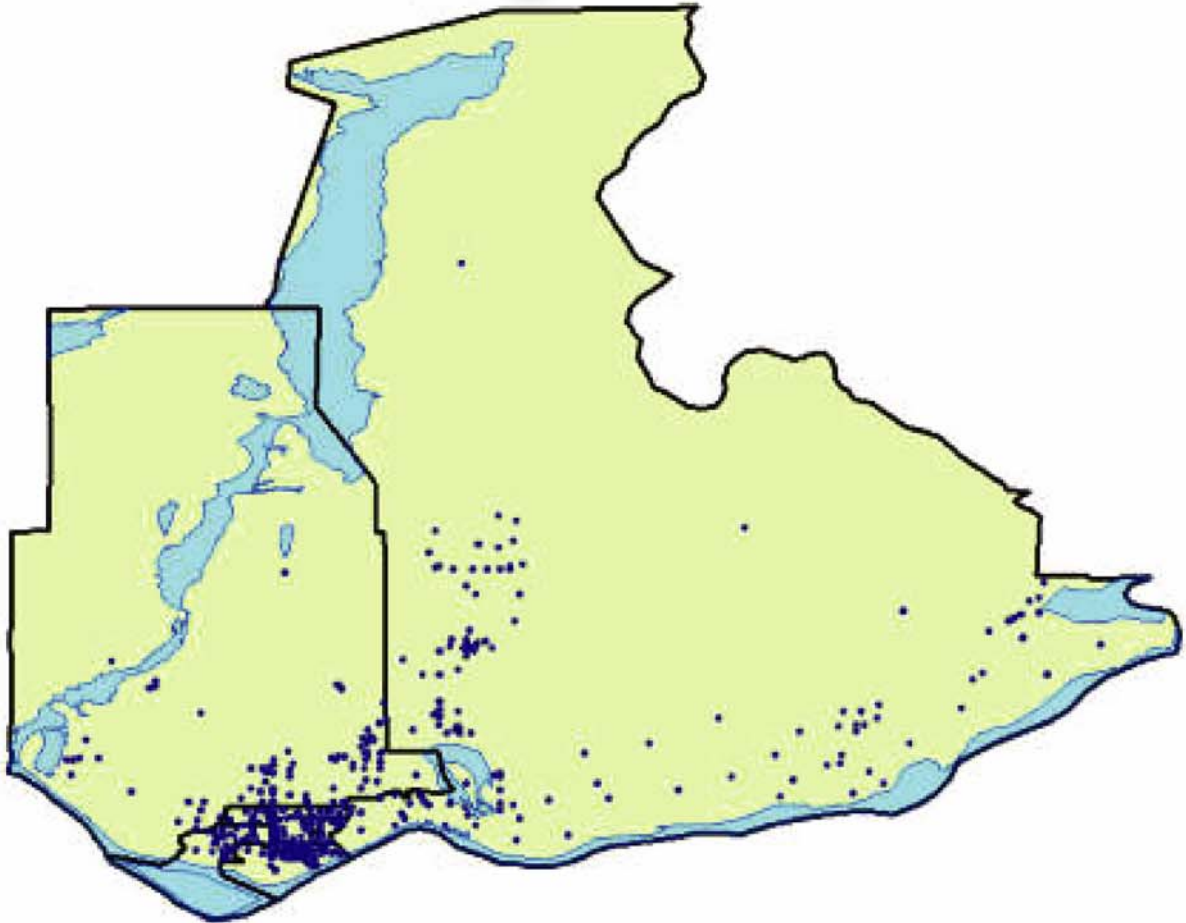
# Mission's Parent Barrier Report

**MISSION  
BRITISH COLUMBIA**



**Canada**  
This Project funded by Human Resources and  
Social Development Canada

# Mission's Parent Barrier Report



## MISSION BRITISH COLUMBIA

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July 2007

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## **About this Report**

Any non-profit organization may freely copy and use this report to promote public understanding of children's needs and services.

Opinions and interpretations are those of the author's and do not necessarily reflect those of the Government of Canada, Provincial Government of British Columbia or any other organizations.

We would like to extend our appreciation and gratitude to Save On Foods, Safeway, St. Joseph's food bank, Mission Community Services Society, Mission Parks and Recreation and the 314 families with young children that participated in this survey.

Without funding from Human Resources and Social Development Canada this project would not have been possible and the community of Mission is grateful for the opportunities that the Understanding the Early Years Project has offered them.

Additional details about this report or for more information about early child development please contact Laura Wilson or Roberta O'Brien at 604-826-2295 or [ecdcommittee@shawbiz.ca](mailto:ecdcommittee@shawbiz.ca).

This report may also be found on the internet:  
**[www.missionecdcom.shawbiz.ca/Home.html](http://www.missionecdcom.shawbiz.ca/Home.html)**

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### Appendix I: Significance Testing

## Methodology

Based on time, flexibility, and availability of staff we chose to complete an in-person interview survey based out of several key locations in our community that represented the cultural, social, and economic diversities within Mission, British Columbia. We chose Safeway, The Real Canadian Superstore, Save On Foods, two food banks, community events, and the Mission Leisure Centre as sites for survey collection. The Real Canadian Superstore was the only requested location that did not want to participate in our survey.

The 314-sample population was collected over a period of six months from August 2006 to February 2007. All parents or caregivers of children under the age of 6 living in Mission were eligible to participate in the Parent Barrier survey. There was 0% non-response due to the nature of the survey conducted.

Collection of the survey was undertaken by staff of the Understanding the Early Years and two Canada World Youth students. Training was provided by the researcher

for Understanding the Early Years project. At cultural events translation was provided in Punjabi.

A total of 15 questions were asked of respondents and the completed surveys were processed and analyzed by the Understanding the Early Years research staff.

## Margin of Error

The results of a 314-sample survey are considered accurate to within  $\pm 4.9\%$  of what a census would show. In other words, if all Mission parents/caregivers with children under the age of six were surveyed, the results of that poll would be within 5 percentage points of the results of this survey, 19 times out of 20.

To facilitate greater interpretation of the findings, the following survey results are presented for Mission's seven neighbourhoods in the following table:

#### Community Level Results

Region	Sample Size	Margin of Error
Mission	314	$\pm 4.9\%$
<i>West Heights</i>	65	$\pm 12.2\%$
<i>Downtown</i>	62	$\pm 12.5\%$
<i>Silverhill</i>	46	$\pm 14.5\%$
<i>Northeast</i>	40	$\pm 15.5\%$
<i>North</i>	40	$\pm 15.5\%$
<i>Upper West Heights</i>	31	$\pm 17.6\%$
<i>Hatzic</i>	30	$\pm 17.9\%$

## Significance Testing

Tests of significance describe whether a characteristic or phenomenon observed in one population exists in a similar level in another or not. By default, the test assumes that no difference exists. Only when a difference is detected of such magnitude as to strongly preclude being due to survey error or other factors do we say that it is a 'real' or significant difference. Such differences will be described as being 'significant' when testing for differences between subpopulations for varying questions. Rounding exists in all figures and

tables. Refer to Appendix I for detailed explanations of significance testing for applicable questions.

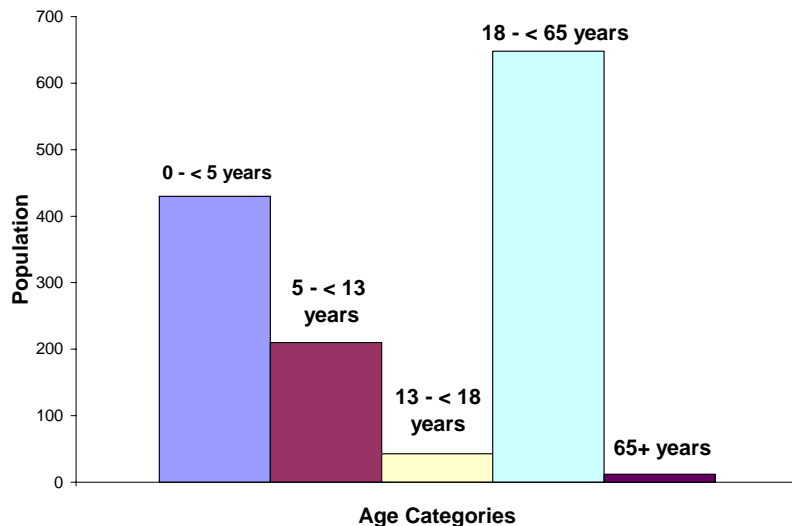
## Introduction

The first section of this report will describes the survey population by means of six demographic questions asked of all participants.

The second section details the results of the remaining nine questions asked on the survey. Individuals were asked about the strengths and weaknesses of Mission; if, where and why they went elsewhere for services/programs; satisfaction levels of services/programs; what barriers they had experienced with regards to services/programs; how they got their information for services/programs; what services/programs they would like to have in Mission; and any difficulties they may have experienced as a family in Mission.

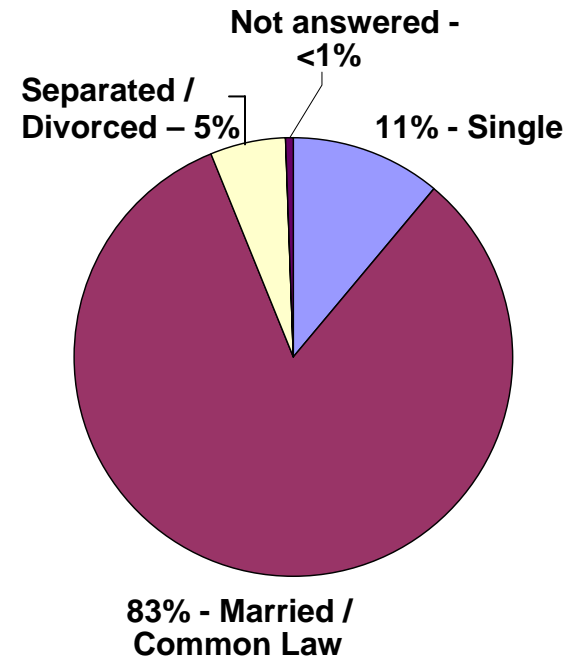
## Section 1: Describing the Survey Sample

Q10. How many people living in your house are in each age category?



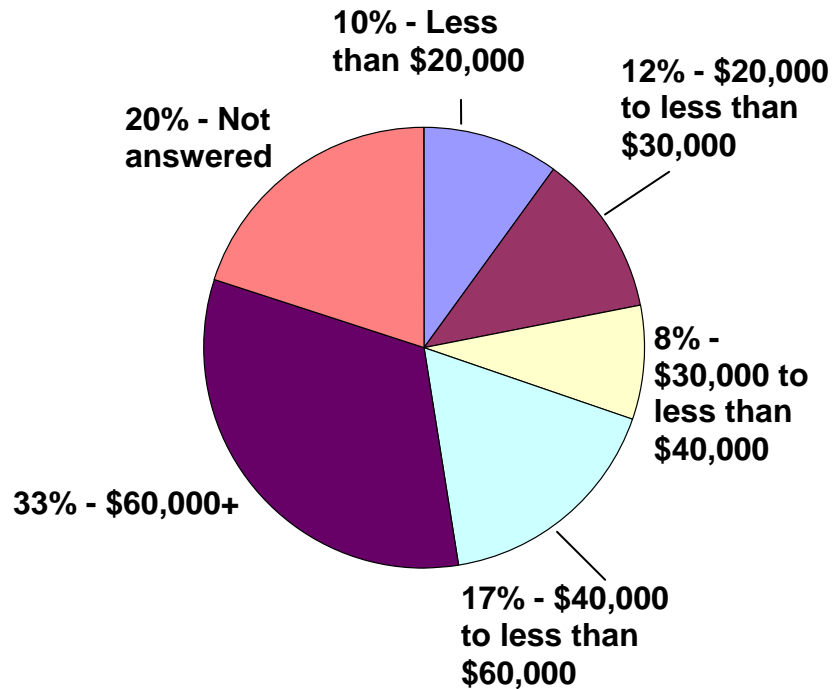
- Age cut-offs were defined by Mission Parks and Recreation age limits for programs.
- The average number of children per surveyed family (0 to under 18) was 2.2.
- 2.9% of surveyed families had seniors (1 or more) living with them.

Q14. What is your marital status?



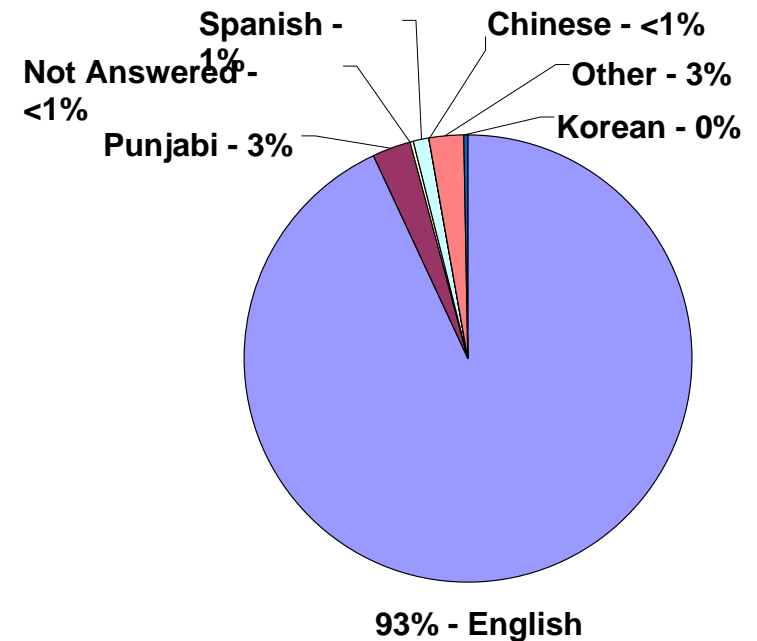
- Combined, separated/divorced and single households accounted for approximately 16% of lone parent families – 40% of these families were located in the Downtown neighbourhood and 30% were located in the West Heights neighbourhood.
- Two people chose not to answer this question.

Q11. What is your total combined household income?



- Half of Mission families with young children had a combined total income greater than \$40,000.
- Approximately half of North, Northeast and Upper West Heights surveyed family incomes were weighted above \$60,000.
- 20% of surveyed parents/caregivers chose not to answer this question.

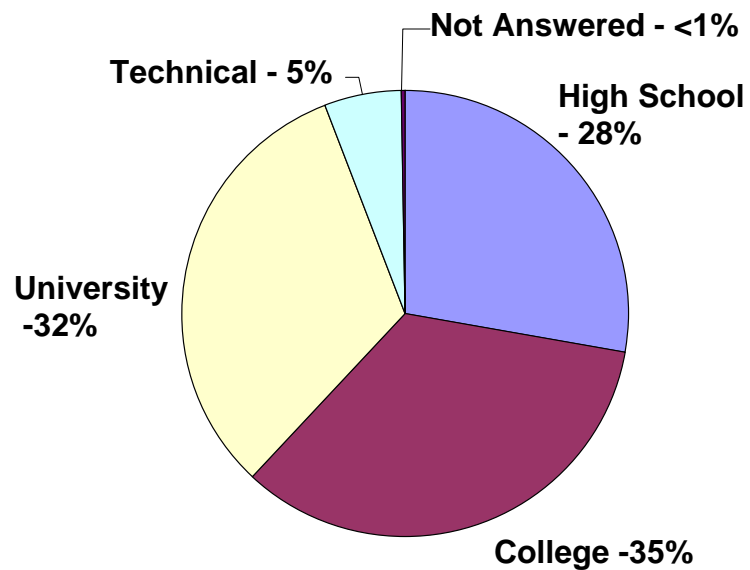
Q12. What is the primary language spoken at home?



- The majority of surveyed families' primary language spoken at home was English.
- Other primary languages spoken in the home were Arabic, Dutch, German, Japanese, Czech/Slovak and Romanian (these surveyed families did not require translation services).
- 3, 1 and 0 surveyed families spoke Spanish, Chinese and Korean respectively.

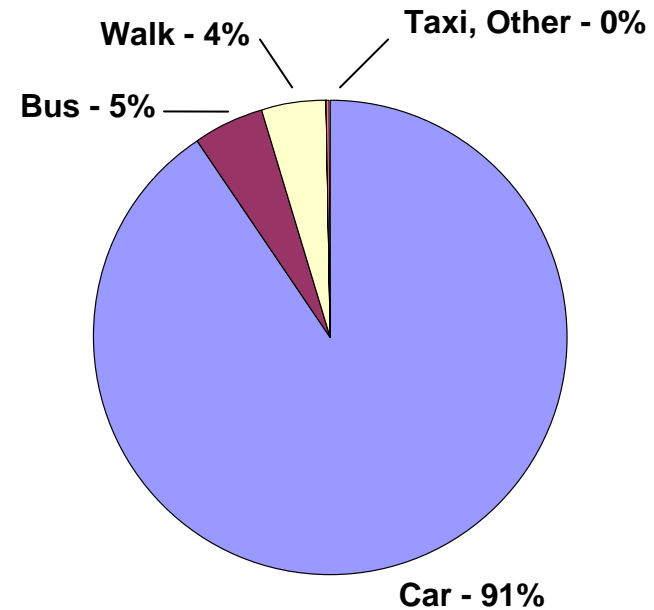


Q15. What is the primary caregiver's highest level of education?



- Overall, surveyed parents and caregiver's were well educated with 67% of the sample population attending college or higher.
- Well over one third of the surveyed populations in North, Northeast and West Heights attended university.
- Upper West Heights also had the highest surveyed population with only a high school education at 40%.

Q13. What is the primary source of transportation used by your family?



- Almost all surveyed families used a car as the primary source of transportation.
- Other primary sources mentioned were walking (4%) and public transportation (5%).

## Concluding Descriptive Remarks

The demographic portion of the Parent Barrier Survey for Mission suggests that a large portion of Mission families were headed by two parents (83%) and that the percent of lone parent families (approx. 16%) had decreased by about 2% from the 2001 census (Mission Community Mapping Study).

Mission family's household income was modestly affluent (middle income status) with half of the surveyed population earning \$40,000 or more. 20% of households chose not to answer this question which is common for income inquiries.

93% of the surveyed population spoke English as their primary language in home. Punjabi, the second highest rate, trails far behind at 3% which was almost double Mission's average for '% of Population by Recent Immigration' 2001 census variable aggregated by

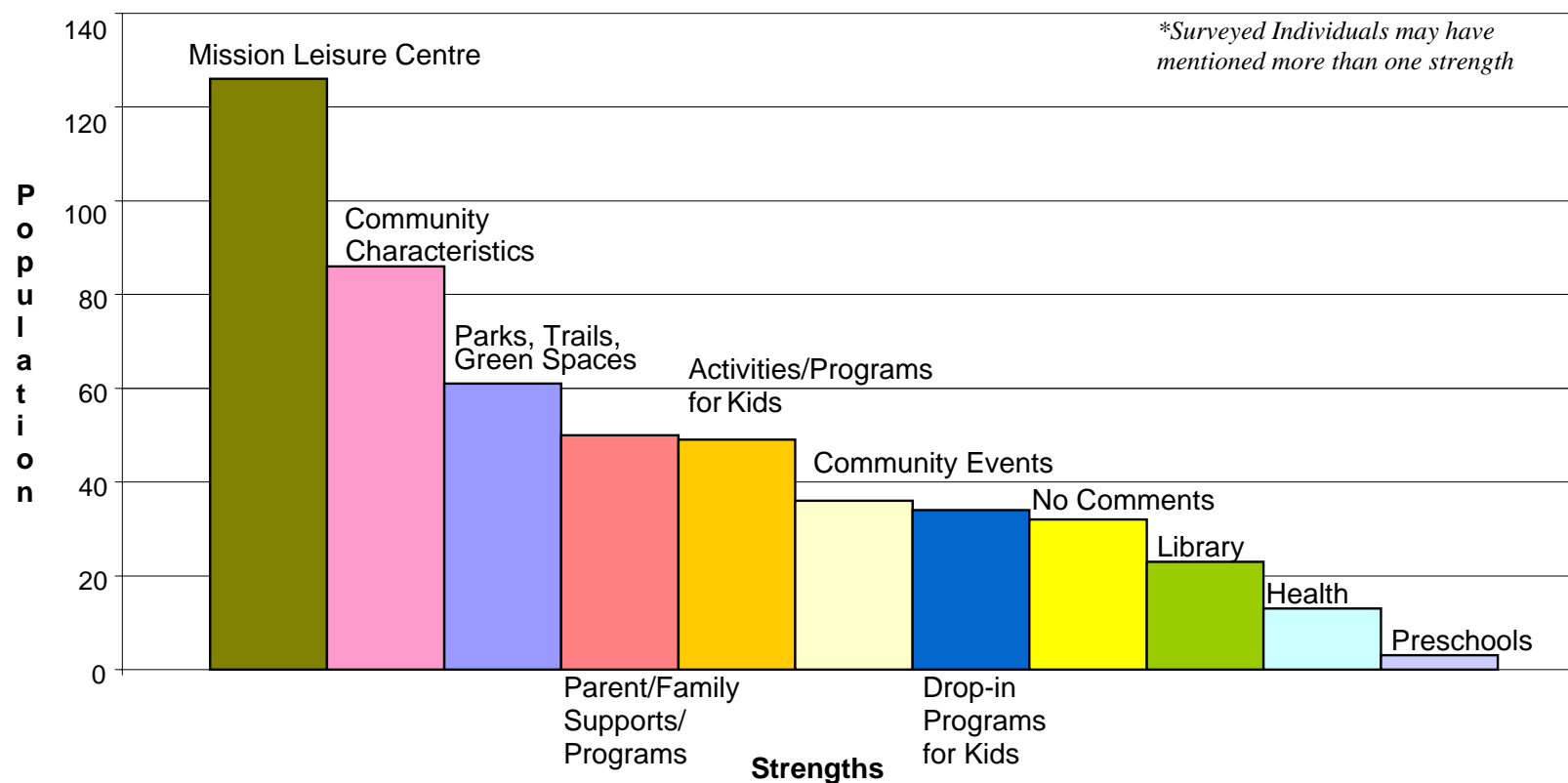
neighbourhood (Mission Community Mapping Study, 2007). Only seven surveys required translation services and all services were in Punjabi. Aboriginal languages were not primary languages in any surveyed home. 'Other' languages spoken in home that were secondary to English were: Punjabi, French, Spanish, English, German, Japanese, Arabic, Korean, Dutch, Hindi, Lakota, Sign, Cree, Thompson, Czech, Greek, Romanian and Polish.

There was a high level of educational attainment within surveyed families with 67% of the sample population having obtained some college level schooling or higher. The 'technical' category reflected certificate courses offered such as a hair dressing certificate or trades.

Over 90% of surveyed family's primary source of transportation was by car. Second choices mentioned were walking (10%) and public transportation (3%).

## Section 2: Detailed Results

Q2. In your opinion what strengths does Mission as a community possess?



Above is a table of the ranked strengths by counts of population.

- Parents and caregivers were asked what strengths they

felt that Mission possessed as a community. 40% of the surveyed population felt that the 'Mission Leisure Centre' was an asset for families with young children followed by

‘community characteristics’ at 27% which was often defined as having a small town atmosphere and being child friendly.

#### Ranked Community Strengths

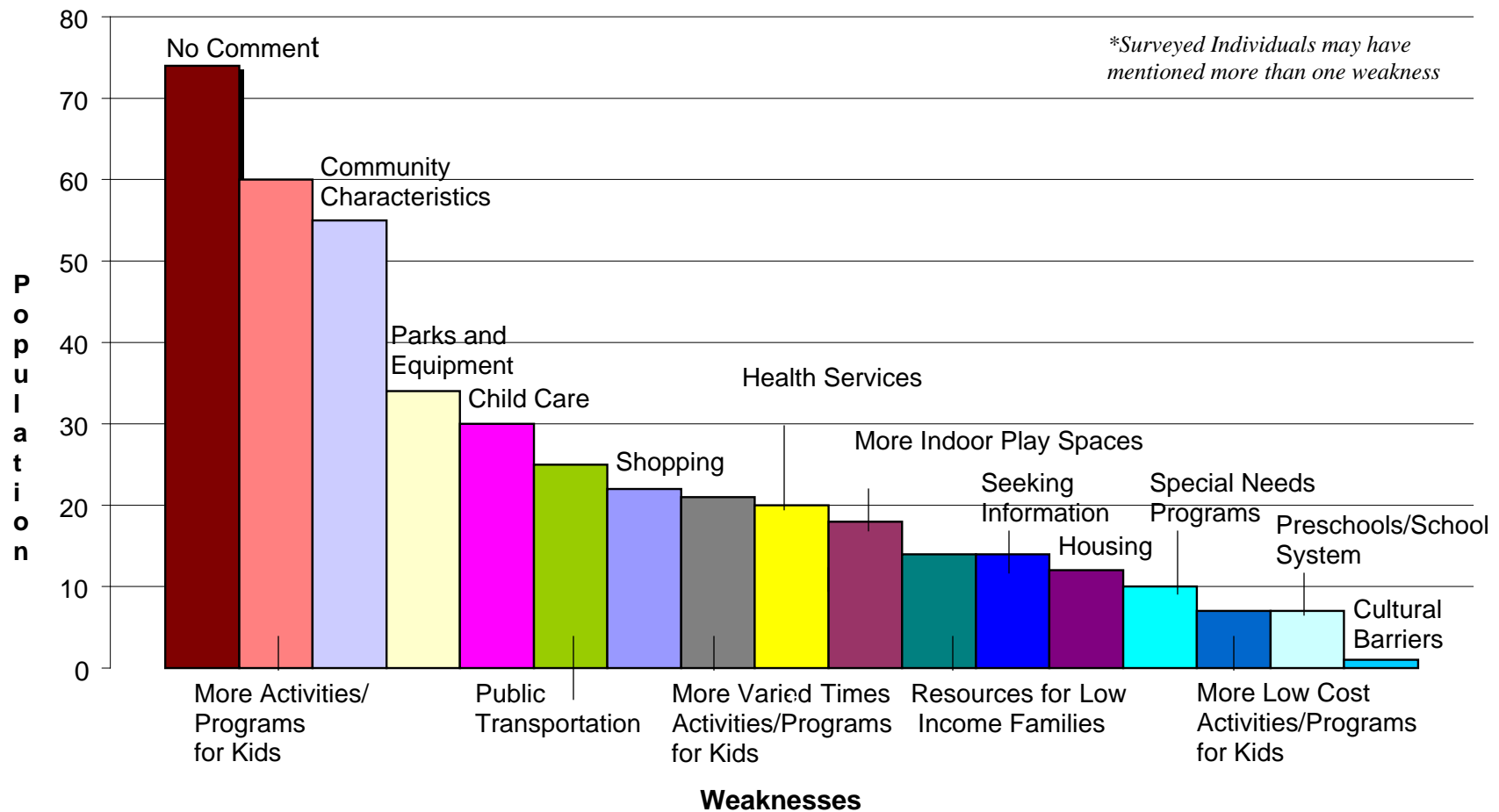
Mission Leisure Centre	40%
Community Characteristics	27%
Parks, Trails and Green Space	19%
Activities/Programs for Kids	16%
Parent/Family Supports and Programs	16%
Community Events	12%
Drop-in Programs	11%
Library	7%
Health	4%
No Comments	10%

- ‘No comments’ were not ranked with community strengths. When asked this question the parents/caregivers that did not comment usually stated they “couldn’t think of any” or were “new to Mission”.
- ‘Activities/programs for kids’ included programs that were offered through the Mission Arts Council, dance

company’s, Mission Leisure Centre, educational system, community events and other organizations.

- ‘Parent/family supports and programs’ included services offered through Mission Community Services Society, Ministry for Children and Family Development, Fraser Health (Mission Health Unit), Women’s Resource Society and church organizations.
- ‘Drop-in programs’ included Mission Indian Friendship Centre, Family Place, Family Treehouse and West Heights Inclusive Neighbourhood Project/StrongStart. Approximately one third of surveyed families from West Heights, the highest proportion of any neighbourhood, considered ‘Drop-in programs’ a strength.
- Approximately 50% of all surveys that commented ‘Mission Leisure Centre’ as a strength lived in Silverhill and Hatzic. All surveyed families in Silverhill and Hatzic, with the exception of 2 in Silverhill, had access to a vehicle. 61% and 83% of respective Silverhill and Hatzic families had a combined household income of over \$40,000. For Hatzic families, who did not qualify for a ‘Play Pass’, income may not have been a burden.

Q3. In your opinion what weaknesses does Mission as a community possess?



Above is a table of ranked weaknesses by count of population.

- Parents and caregivers were asked what weaknesses that they felt Mission as a community possessed. 19%

of the surveyed population felt that 'more activities and programs for kids' were needed for families with young children, followed by 'community characteristics' at

<b>Ranked Community Weaknesses</b>	
More Activities/Programs for Kids	19%
Community Characteristics	18%
Parks and Equipment	11%
Child Care	10%
Transportation	8%
Shopping	7%
Varied Times Activities/Programs for Kids	7%
Health Services	6%
Indoor Play Spaces	6%
Resources for Low Income	5%
Seeking Information	5%
Housing	4%
Special Needs Programs	3%
Low Cost Activities/Programs for Kids	2%
Preschools/School System	2%
Cultural Barriers	.3%
No Comments	24%

18%, which was defined as high rates of crime/drugs and increasingly fast development.

- 'No comments' was not ranked with community weaknesses. When asked this question the parents/caregivers that did not comment usually stated they "couldn't think of any" or were "new to Mission".
- 'Parks and equipment' weaknesses included wanting more of them and varied types, such as water parks and upgrading equipment.
- Most 'weaknesses' described the need for more of the above and included: 'child care' for work, school and other (activities); 'transportation' (bus system reaching other areas); 'shopping' for children; 'health services' (prenatal and hospital); 'resources for low income'; 'housing' (low cost); 'special needs programs'; and 'low cost activities/programs for kids'.
- 'Indoor play spaces' described the need for indoor winter play areas. Some families found that when 'seeking information' it was not readily available to them. 'Preschools/school system' described supports and curriculum while 'cultural barriers' denoted language barriers.

- Public transit did not service Silverhill and Hatzic neighbourhoods, however, there was only a small proportion (6) of surveyed families choosing ‘transportation’ as a weakness in these two regions. Almost all families from these two neighbourhoods had access to a vehicle. Some surveyed families that were serviced by public transit explained that they would use public transit more if services were increased.
- 50% of surveyed families that stated ‘parks and equipment’ as a weakness lived in Downtown and West Heights. Issues ranged from “not enough of them” to type of park (toddler) to outdated or “old” equipment.
- ‘Child care’ was a weakness, by neighbourhood, and ranged from 4% in Silverhill to 16% in Upper West Heights of each sample population. Varied types of child care were emphasized from drop-in to evening and weekend (shift-work).

Q4a. Do you ever go outside the community of Mission for services and/or programs?

38% (118 individuals) stated ‘no’ and 62% (196 individuals) stated ‘yes’ for this question.

Q4b. If yes, please specify where...?

<b>Where</b> <i>*Surveyed Individuals may have mentioned more than one place</i>	
Abbotsford	34%
Maple Ridge	7%
Other	12%
Not Specified	17%

Q4c. ...and for what service and/or program?

<b>Which Service/Program</b> <i>*Surveyed Individuals may have mentioned more than one service/program per place</i>	
Shopping	26%
Activities	21%
Health	18%
Recreation	15%
Education	5%

Q4c. ...and why?

<b>Why</b> <i>*Not all surveyed Individuals mentioned why</i>	
Not Specific	4%
More Selection Elsewhere	4%
Better Services	2%
Not Available In Mission	2%
Not Specified	51%

- Almost two thirds of the surveyed population sought services and/or programs outside of Mission. Over one third of the individuals that stated 'yes' to this question traveled to Abbotsford. 'Other' areas that families went to were Vancouver, Coquitlam, Port Coquitlam and Chilliwack.
- Shopping, activities, health services and recreation were the main reasons for traveling outside Mission for services and/or programs. Education was indicated only when parents stated that it was more convenient for children to go to school closer to where they were employed.
- 55% of surveyed families/caregivers were not specific or did not give a reason why they commuted outside of Mission for services and/or programs.

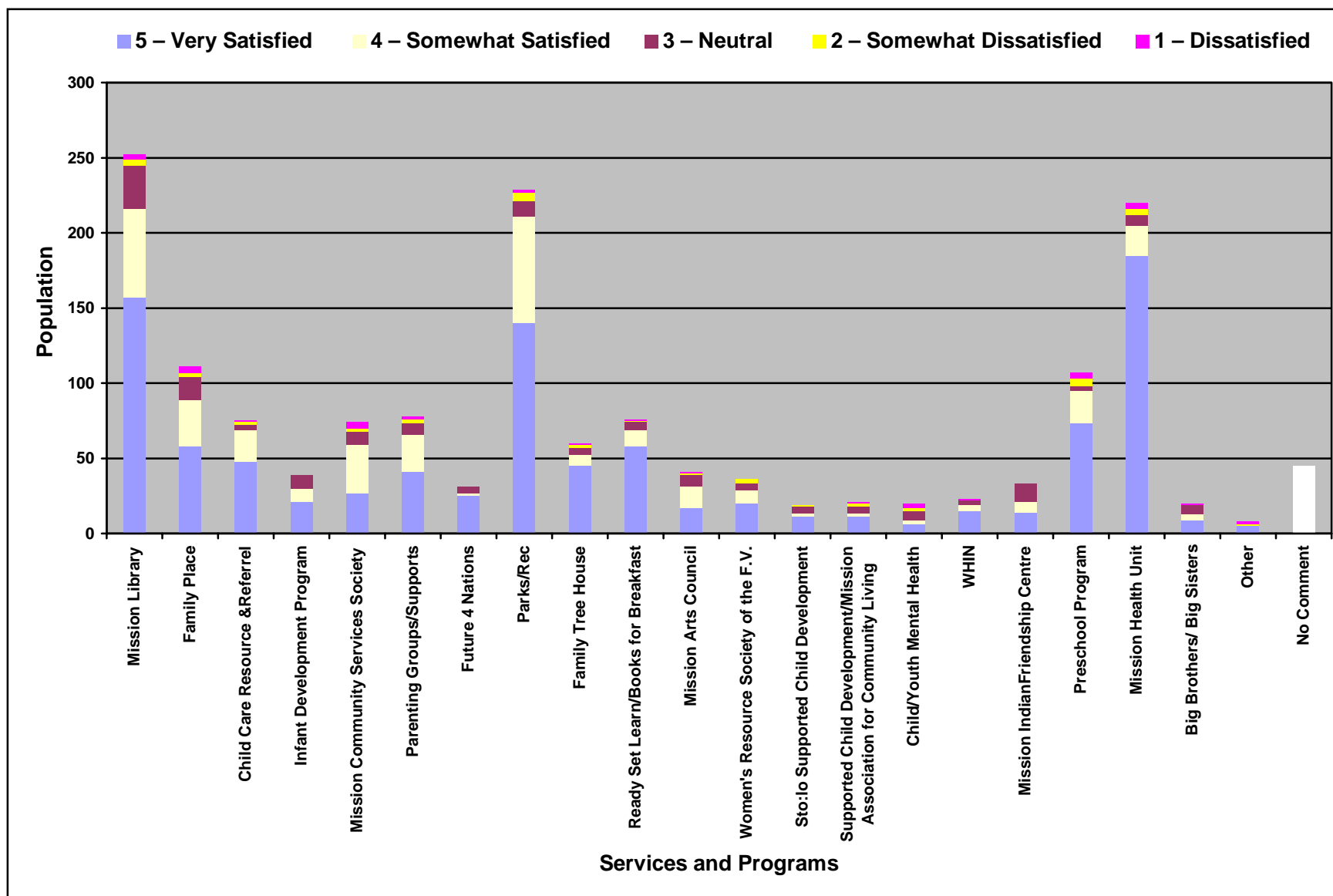
Q5. What are the services and programs that you have used in the past year and the level of satisfaction with these services and programs? (Check all that apply)

Below is a chart that details the level of satisfaction for 21 service and program providers in Mission. Each surveyed

family checked the service or program that they had used within the last year and their level of satisfaction.

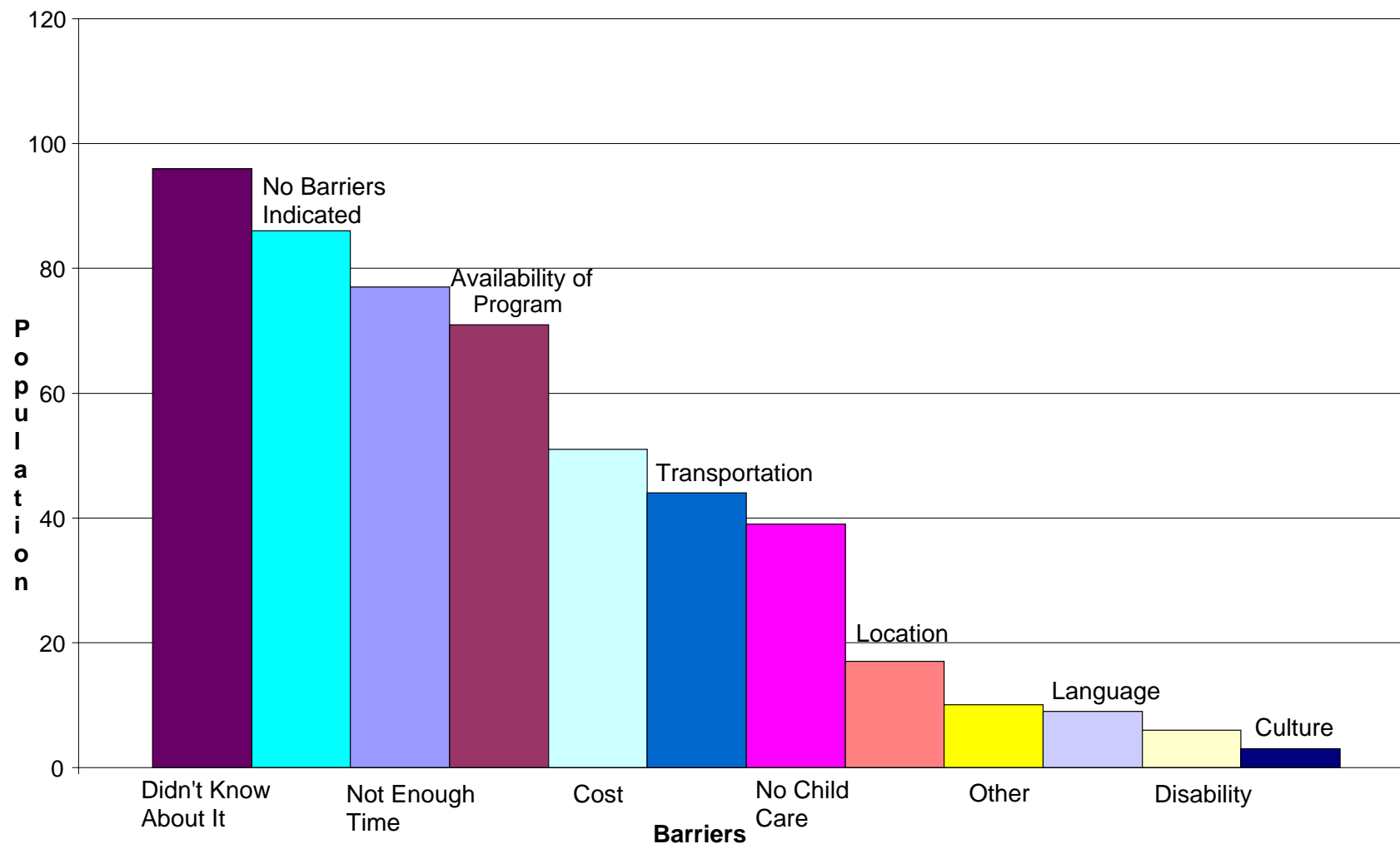
- The 'no comment' column represented the amount of families that had not used any services or programs in the last year or were new to Mission and had not yet discovered them.
- The Mission Library, Mission Parks and Recreation and the Mission Health Unit were the most frequented universal services and programs used by surveyed families.
- Most surveyed families were 'very satisfied' or 'somewhat satisfied' with services and programs that they had used.
- 'Neutral' generally meant that they found the service or program had not applied to them or they preferred others that were similar in nature.
- 'Somewhat dissatisfied' or 'dissatisfied' were generally related to the results for question 6 which highlights barriers that are listed in the following table on page 15.





Q6. If you have experienced difficulties using programs/services due to barriers please specify which program/service beside the appropriate barrier? (Check all that apply)

Below is a list of barriers that surveyed families checked indicating what barriers pertained to them accessing services and programs for their families.



Ranked Barriers for Families	
Didn't Know About It	31%
Not Checked	27%
Not Enough Time	25%
Availability	23%
Cost	16%
Transportation	14%
No Child Care	12%
Location	5%
Other	3%
Language	3%
Disability	2%
Culture	1%

As mentioned on page 13 these barriers were the primary reasons why surveyed families were 'somewhat dissatisfied' to 'dissatisfied' with services and programs that pertained to families with young children in Mission. Above is a table that ranks the barriers by percent of surveyed population.

- The highest proportion of any barrier, at 31%, was that surveyed families 'didn't know about it' it or know that it existed.
- The 'not checked' category reflected surveyed families that felt they did not have any barriers to accessing services or programs.
- 'Not enough time' pertained to the parent/caregivers *own* time to access services and/or programs. Availability pertained to services and/or programs schedules. Many parents stated that if availability of services and/or programs were more flexible, offerings in the evening and weekend *with* child care, they might be able to attend or attend more frequently.
- 'Availability', 'cost', 'transportation', 'no child care', 'language' and 'culture' echo the weaknesses that those surveyed thought Mission as a community possessed (question 3); as they were narrowed to just services and/or programs the rates to these barriers rose.

- Downtown had the highest proportion of transportation issues at 23% of the surveyed population by neighbourhood.
- All neighbourhoods experienced issues with the cost of services and/or programs. The rates by neighbourhood for the surveyed population ranged from 13% to 20% having experienced some form of financial barrier with Silverhill and West Heights peaking at 20% and 19% respectively.
- The proportion of surveyed families was small for language and cultural barriers (4% combined). Interestingly, Upper West Heights which had the highest proportion of recent immigrants did not have one surveyed family in this category.
- Transportation barriers were found in every neighbourhood and ranged from 3% in Upper West Heights to 23% in Downtown. Downtown and West Heights contained the highest proportions of the surveyed population to experience transportation barriers and were also the two neighbourhoods with the highest proportion of surveyed families without access to a car – approximately 50% for both.

Q7. How did you find out about these programs and/or services in Mission? (Check all that apply)

<b>Ranked Forms of Information Gathering</b>	
Leisure Guide	66%
Friend	56%
Newspaper	43%
Web	19%
Other	16%
Health Practitioner	14%
Parent Resource Quarterly	13%
Radio	3%
Phone Information Services	3%

- The Mission Leisure Guide, friends and the local newspapers were the most frequented ways for surveyed families to acquire information about services and/or programs.
- When comparing the surveyed families that checked ‘didn’t know about it’ as a barrier to services and/or programs to the surveyed families that did not check it (Q.6) against the ways in which surveyed families acquired information (Q.7) there were modest

differences. Both sought information in just over 2 different ways.

Q8. What services/programs would you like to have in Mission that to your knowledge do not exist?

- 'No comment' reflected 51% of surveyed parents' opinions that they were satisfied with the services/programs in Mission or that there were not any

#### Ranked Chosen Services and/or Programs

*\*Surveyed Individuals may have chosen more than service/program*

No Comment	51%
Activities/Programs for Kids	21%
Indoor Play Spaces	11%
Child Care	8%
Shopping	7%
Health Service	7%
Parks	2%
Child Friendly Infrastructure	2%
Community Bus	1%
Better Transportation	1%

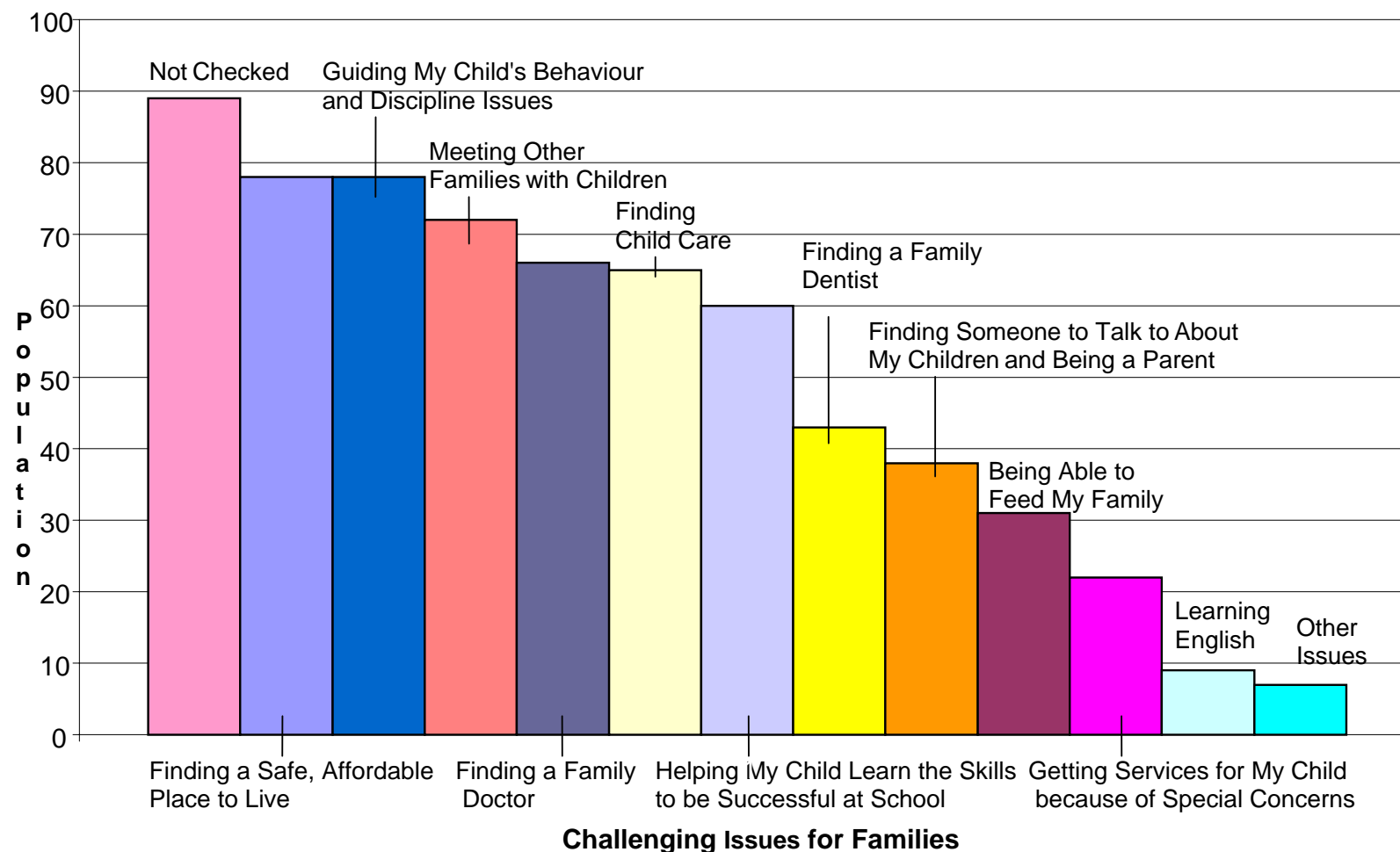
others that they would want created.

- 21% of surveyed parents would have liked to have more activities and programs for children that include younger age groups or that clustered the age groups together so all their children could attend.
- 11% of surveyed parents expressed a need for indoor play spaces during poor weather. All expressed that they would pay for indoor activities.
- With child care at about 0% vacancy rate, 8% of surveyed parents described child care as a necessity for work, school and other.
- 7% of surveyed families stated they would shop locally if adequate resources for young children were readily available.
- Health services, also at 7%, were described as lacking in prenatal and hospital services such as pediatric and delivery services.

Q9. Listed below are important issues facing families with young children. In order to better understand the needs of our community please indicate below any issues that are particularly challenging to your family. (Check all that apply)

<b>Important Issues Facing Families in Mission</b>	
Not Checked	28%
Finding a safe, affordable place to live	25%
Knowing how to guide my child's behaviour and deal with discipline issues	25%
Meeting other young children and families	23%
Finding a family doctor	21%
Finding child care while I go to work or school	21%
Helping my child learn the skills to be successful at school	19%
Finding a family dentist	14%
Finding someone to talk to about my children and being a parent	12%
Being able to feed my family	10%
Getting services for my child because of special concerns	7%
Learning English	3%
Other issues	2%

- 28% of surveyed parents/caregivers felt that none of the above issues pertained to their family unit.
- One quarter of the surveyed population were facing issues of finding safe, affordable housing and at least 50% of this subpopulation's income was below \$30,000 annually.
- 61% of the surveyed families that chose 'being able to feed my family' as an issue lived in Downtown and West Heights.



- The surveyed families that chose 'finding child care while I go to work or school' as an issue were dispersed evenly throughout Mission.
- Effective and successful parenting and connecting with other families were important issues facing many surveyed families.
- Finding health services for families in Mission was a critical situation with many parents and caregivers seeking help outside of Mission or going without a family doctor or dentist.

## Appendix I

### Tests of Significance

*All tests were carried out with the significance level of  $p < .05$ .*

*Significance testing for individual neighbourhoods was not able to be performed due to low sample levels.*

Q.2

Tests of significance were measured to find out if income levels related to the amount that the Mission Leisure Centre was visited. The test question asked was "Do income levels affect how much the Leisure Centre is accessed?" The income categories that were significant were midrange from \$30,000 to less than \$60,000. What this means is that the lowest and highest incomes (less than \$20,000 and higher than \$60,000) had a bearing on how much the Mission Leisure Centre was accessed and that for the mid-ranged income households income did not have a bearing on how much the Mission Leisure Centre was accessed.

Q.6

Tests of significance were measured to find out if cost of services/programs had a direct relationship with income levels. The test question asked was "Does the cost of services/programs depends on income levels?" The significant levels of income were \$20,000 to less than \$60,000. The very lowest and very highest incomes had a direct relationship with cost of programs.

Q.7

Tests of significance were measured to find out if not knowing about services and programs had a bearing in the way in which individuals sought information. The test question asked was "Does accessing different ways of acquiring information have a bearing on how aware people are of services/programs"? All test variables for ways of acquiring services/programs information was not dependant on how aware people were of services/programs. What this means is that although individuals sought information and accessed almost as many sources as individuals that did not check this barrier there were other reasons why people checked 'didn't know about it [services/programs]' that were not related to ways in which information was collected or the amount of information collected.

Q.9

Tests of significance were measured to find out if safe, affordable housing related to income levels. The test question asked was "Does accessing safe, affordable housing depend on income level?" The income levels that were significant were mid-high range from \$30,000 to less than \$60,000. What this means was that safe, affordable housing did depend on income from the two lowest income levels (less than \$20,000 and \$20,000 to less than \$30,000) and the highest income level (\$60,000+) but not mid-high range income.

Tests of significance were measured to find out if ones education had a bearing on being able to feed their family. The test question asked was "Does an individuals education have a bearing on being able to feed ones family"? All levels of education were significant in that these two variables had no bearing on one another.

Tests of significance were measured to find out if being a lone parent had any bearing on being able to feed his/her family. The results detailed that being a lone parent had a  $p < .01$  which means that there was a strong and very direct correlation between these two variables.



