



# Military Family Services Program Participant Survey 2010

## **SITE-SPECIFIC REPORT: GOOSE BAY**

Report prepared for:

Director Military Family Services

**EKOS RESEARCH ASSOCIATES INC.**

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# 1. INTRODUCTION

EKOS Research Associates was commissioned by the Directorate of Military Family Services (DMFS) within the Department of National Defence (DND) to conduct qualitative research with patrons of Canadian/Military Family Resource Centres (C/MFRCs).

## 1.1 CONTEXT

The Military Family Services Program (MFSP) Participant Survey is a bilingual questionnaire that allows respondents to describe their personal experience with the MFSP. For 2010, the MFSP Participant Survey was distributed to 44 C/MFRCs located in Canada, the United States (US) and Europe, as well as to remote locations.

The objective of this survey was to obtain feedback on the personal experience of individuals who use the MFSP. The survey findings will enable DMFS to be accountable for the objectives of the MFSP. It will accurately assess the extent to which the MFSP is accomplishing the mandate of contributing to “the operational effectiveness of the Canadian Forces (CF) by creating an environment that strengthens the existing capacity of CF families and communities.”

## 1.2 METHODOLOGY

The target population consisted of all individuals served by the MFSP. The majority of this population were CF personnel and members of their families (18 years or older) that were knowledgeable about the entire family experience. Only one survey was filled out per C/MFRC client family. C/MFRC employees were not eligible to complete the survey due to the potential conflict of interest.

The questionnaire consisted of 21 structured rating items, followed by 10 structured questions and three open-ended questions allowing respondents to describe their personal experience with the MFSP.

The questionnaires were distributed by DMFS to the participating C/MFRC locations. Most C/MFRCs offered its clients the opportunity to participate in the study and collected the completed survey forms. They had a period of up to two months (January and February 2010) to distribute and collect the completed questionnaires. Upon completion of the survey process, the questionnaires were forwarded to EKOS for data entry and analysis.

## 1.3 RESPONSE RATE

In total, 22 questionnaires were returned by Goose Bay respondents. The number of returned questionnaires was much higher than expected for the Goose Bay MFRC (129%) and was also higher than the overall response rate (14%).

Location	# of Families	Approx. # of Respondents	Total # of Responses	Response Rate
Goose Bay	43	17	22	129%
TOTAL	40,653	16,261	2,308	14%

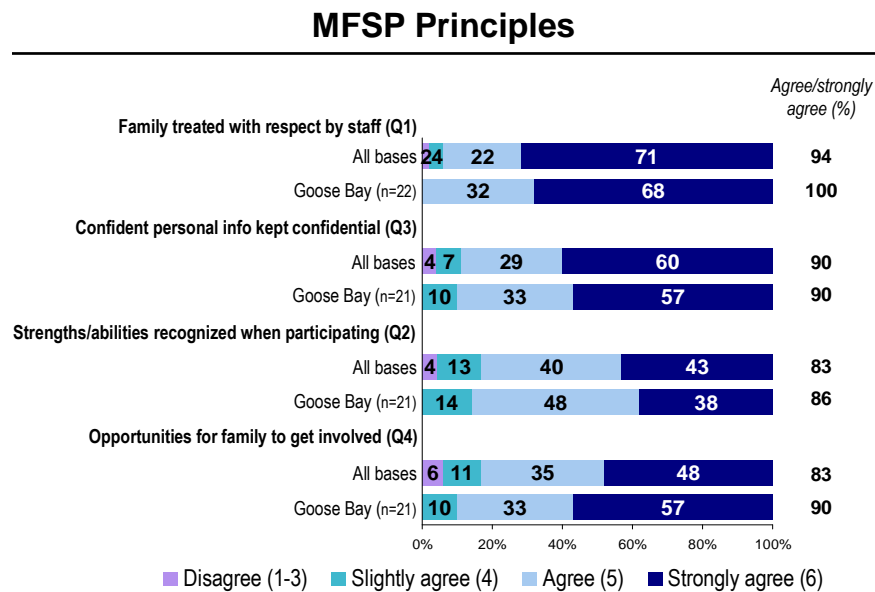
### Note to Reader on Interpretation of Survey Findings

For purposes of analysis, the results presented for Q1-Q21 and the demographic questions exclude those that responded 'not applicable' or did not provide a response. Also, some individual charts / results may not add to 100% due to rounding.

## 2. SURVEY FINDINGS

### 2.1 MFSP PRINCIPLES

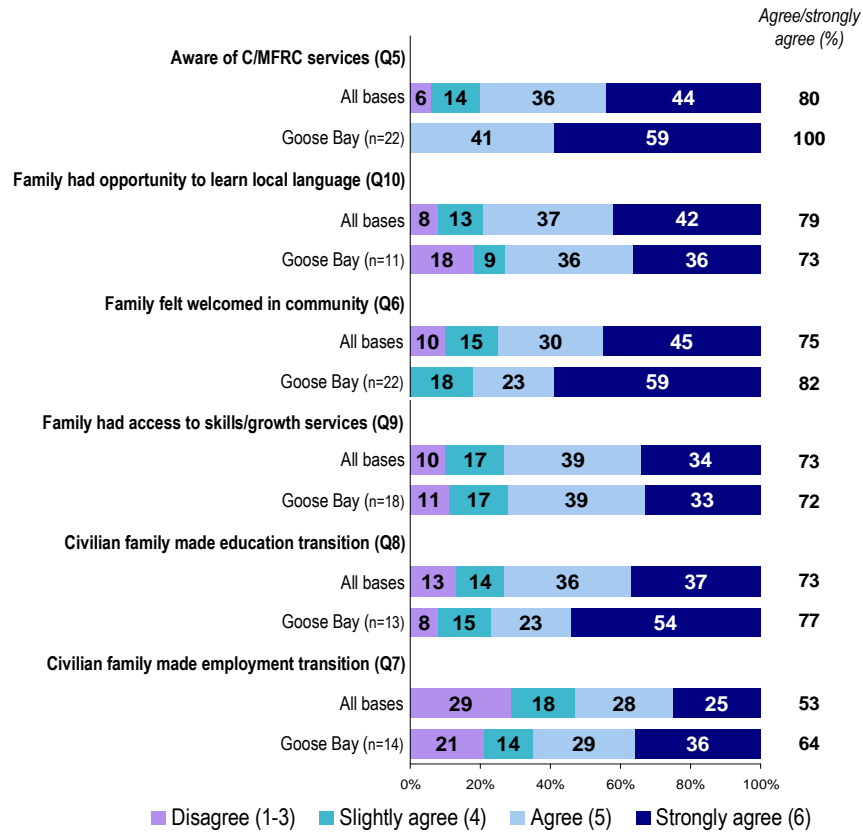
- As with the results across the country, results are very positive in Goose Bay. Between 8.5 and 10 respondents out of 10 provided positive ratings (agree or strongly agree on the scale) in each case. Generally results are similar to the national average.
- Families uniformly feel they are treated with respect, and believe that information is kept confidential.
- Clients feel their strengths and abilities are recognized when participating in the program and there are opportunities for their family to get involved.



## 2.2 PERSONAL DEVELOPMENT AND COMMUNITY INTEGRATION

- Overall awareness of MFRC services is 100 %, which is higher than the national average.
- Clients are positive about their family members' opportunity to learn the predominant language of their respective community (with 73% saying they agree or strongly agree), and feel welcomed in their community (82%). The extent to which people feel welcomed is even more positive than those expressed in the national average.
- Over 7 in 10 agree their family had access to services and resources that supported their skill development or personal growth (72%), and that civilian family members were able to make an appropriate education transition (77%), reflecting the national average.
- Compared to national findings, there appears to be less limitation with employment as two-thirds said they were able to make the transition. In Goose Bay, however, 1 in 5 said they could not make the transition, which is marginally less pronounced than found nationally.

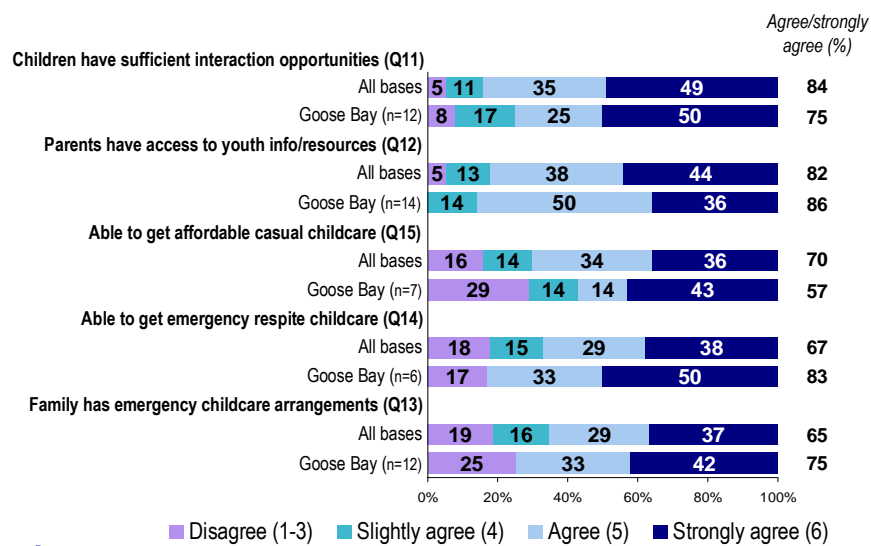
## Personal Development & Community Integration



## 2.3 CHILD/YOUTH DEVELOPMENT AND PARENTING SUPPORT

- Results are positive in terms of parental access to information and resources (86%).
- They are also reasonably positive regarding sufficient interaction opportunities for children, though to a lesser degree (with 75% saying they agree or strongly agree).
- Access to affordable childcare is somewhat of an issue. Just over half (57%) say they are able to get affordable childcare, although these results are also reflected in the national average (therefore this is no more of an issue in Goose Bay than elsewhere across the country).
- That said, the ability to get emergency respite childcare, however, is less of a concern in Goose Bay, where results are higher (83% saying they agree/strongly agree), and three in four say they have emergency arrangements in place
- Results are similar to those found in 2009, except that fewer agree strongly with regard to obtaining emergency respite childcare services than did in 2009 (when it was 64%).

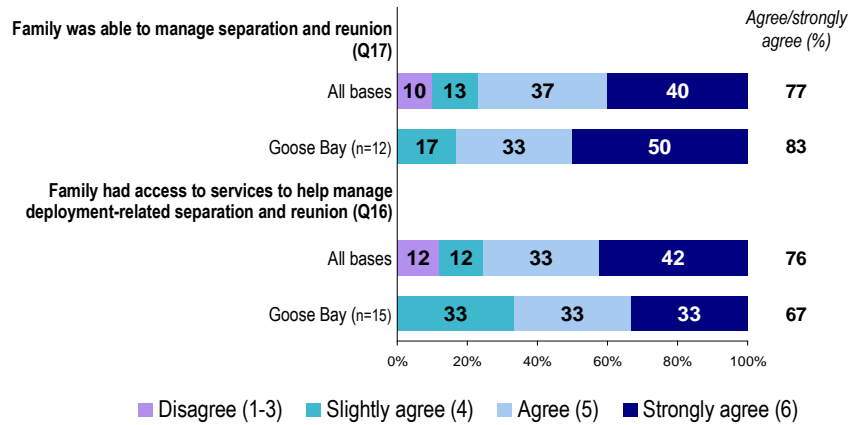
### Child/Youth Development & Parenting Support



## 2.4 FAMILY SEPARATION AND REUNION

- Results in Goose Bay appear to reflect the national average when it comes to separation and reunion of the family, where most (83%) say they are able to manage and two in three have access to separation and reunion management services.

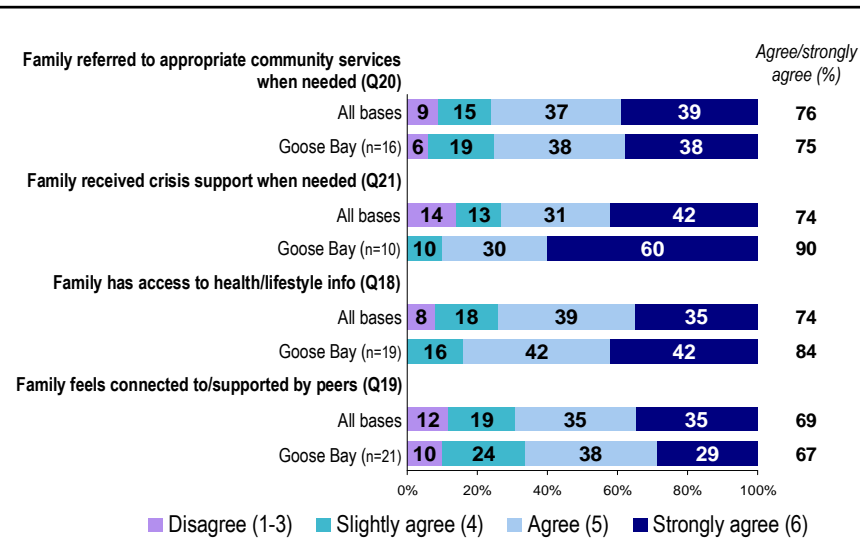
### Family Separation and Reunion



## 2.5 PREVENTION, SUPPORT AND INTERVENTION

- Reflecting the national average overall, results are fairly positive regarding prevention, support and intervention services. 9 in 10 received crisis support when needed, which is higher than the national average. Three in four agreed (or strongly agreed) that they have been referred to appropriate services as needed, as is the case nationally.
- Also, 8 in 10 families agree (or strongly agree) that they have access to health/lifestyle information.
- Weaker than these other results, but on par with national findings, two in three families say they feel connected to and supported by their peers.
- Results appear to be more positive with regard to crisis support than they were in 2009, although results are less positive this year in terms of the connection that families feel.

### Prevention, Support and Intervention

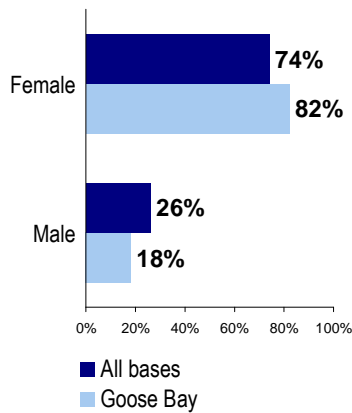


# 3. CHARACTERISTICS OF THE SAMPLE

- In terms of comparison of the sample characteristics among Goose Bay respondents to the national sample it appears that slightly more women (82% vs. 74% nationally) and responses from spouses are found in the Goose Bay sample (64% vs. 55% in national sample).

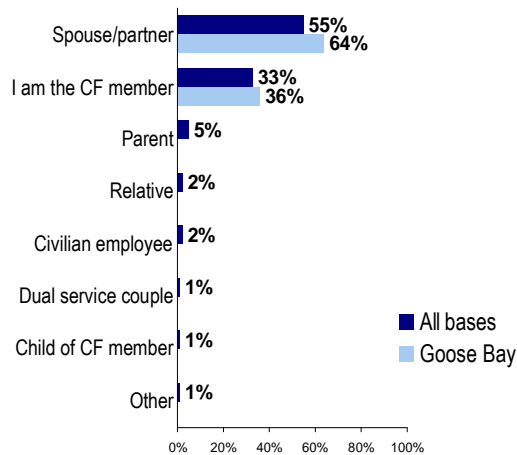
## Gender

“What is your gender?” (Q22)



## Respondent Perspective

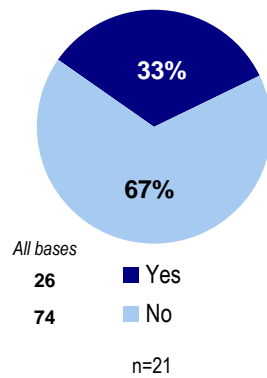
“How are you related to the Canadian Forces member?” (Q25)



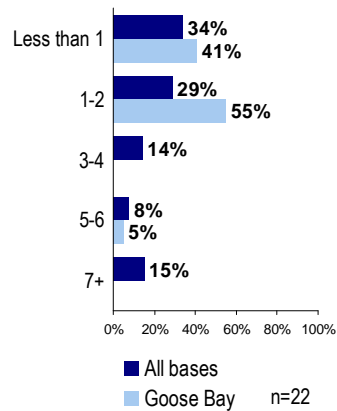
- Responding members are as active in the MFSP as the national average, with one in three saying they volunteer (33% vs. 26% nationally), although the frequency of reported use is lower than the national average (with 96% saying they have used their MFRC two or fewer times compared with only 63% of the national sample).

## Intensity of Involvement

“In addition to participating in programs, I am also a volunteer at this Canadian/Military Family Resource Centre?” (Q43)



[IF YES] “Approximately how many times per month do you participate in the services or programs of this Canadian/Military Family Resource Centre?” (Q24)



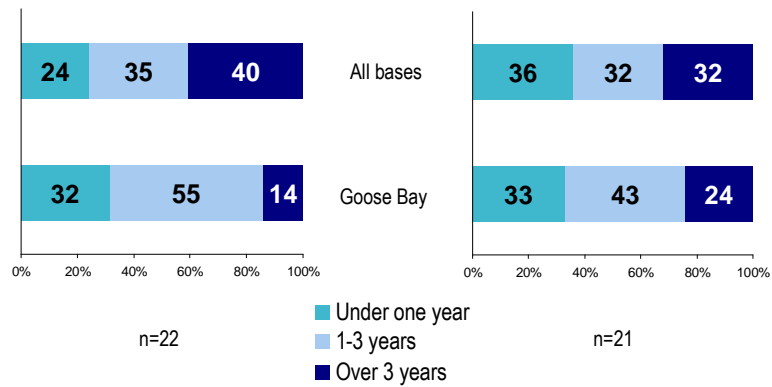
DMFS/MFSP Survey: Goose Bay, 2010

- Posting length appears not to be as long as the national average, although use of the MFRC is closer to the average compared with the national average.

### Length of Posting and Participation in C/MFRC Program

“How long has your family been in the current posting?” (Q26)

“How long has your family been participating in programs offered by this Canadian/Military Family Resource Centre?” (Q27)





APPENDIX A  
OPEN-ENDED VERBATIM RESPONSES



## OPEN-ENDED VERBATIM RESPONSES

<b>If you would like to further explain any of your previous responses, please do so here:</b>	
1	Suggested having a bus tour orientation for new persons posted in during the fall months and nothing became of it. Having a session in the spring doesn't help the first 8-10 months in a new posting.
2	Q28+ During the past 5 years - my 2 daughters have participated in MFRC summer camps (excellent) and local swimming programs.
3	Just want to say, this MFRC has excellent staff. Everyone is friendly and helpful.
4	Awesome teamwork here!!
<b>Please share any other comments about this Canadian/Military Family Resource Centre or its programs:</b>	
1	The staff is dedicated, local knowledge and very professional in dealing with family members.
2	Keep up the excellent work.
3	Very small community, MFRC works hard with small resources and small number of military families. Staff is friendly and welcoming!
4	The MFRC in Goose Bay does an excellent job at trying to include all military members in community events. We are a small base and often run into difficulty rounding up volunteers but the MFRC always steps in to help!
5	This MFRC has been friendly, cooperative, informative and creative with programs and events. I have felt like a part of a large family here and feel welcomed and that my input and opinions matter.
6	Would be more helpful if childcare would be provided for infants and children under 2. If meals were provided by Robin's Nest, would be better. Hours of operation would have been better if opened earlier and open later at end of day.
<b>Please share any comments about your experiences in your community:</b>	
1	I have been involved with volunteer work for the MFRC and in 23 years of service, this has been the first MFRC that has welcomed me and made me feel important enough to offer my services and know they are appreciated.