

MCRC 2025 Demographic Survey Summary

Why did we complete this survey?

In November 2025, MCRC sent out our first annual demographic survey to better understand the families we serve. This information helps us make sure our programs are welcoming, inclusive, and meeting the needs of our community.

Collecting demographic information helps us:

- Understand who is using our programs
- See whether our services reflect the diversity of Milton and Halton
- Identify ways to improve accessibility, inclusion, and family support
- Make sure our equity commitments lead to real action

All responses were anonymous and securely stored.

Who Responded

- Over **3,700** surveys were emailed
- **12%** of families responded (a typical rate for email surveys)
- Responses reflected the size of our programs. Most commonly we heard from families using: **Licensed Child Care**, followed by **EarlyON**
- **25%** of families used more than one MCRC program

About the MCRC Community

- **90%** of families responding to the survey live in Milton
- Postal codes provided in the survey matched the distribution of young children across Milton neighbourhoods, based on census data

Top languages spoken at home by our families: English, Urdu, Hindi, Punjabi, Arabic. In total, 54 different languages were identified!

Most common cultural/ethnic identities of our families: Canadian, Indian, Pakistani, English, Chinese, Filipino, African, Arabic, Italian. In total, 67 different cultural and ethnic identities were listed by our families!

- **1%** of families identified as Indigenous (this is similar to census data for Milton)
- **15%** of families were newcomers to Canada-have been in Canada less than 5 years (this was higher than Milton’s census data)
- **4%** of families included someone who identifies as 2SLGBTQIA+ (this aligns with national census data)
- **14%** reported someone in the household has a disability (this is lower than the data for Halton Region)
- Types of disabilities identified by families in order of most to least common: Mental health, learning, hearing, mobility, seeing, memory

MCRC Families described their financial situation as:

- **7%** – Difficulty meeting basic needs
- **28%** – Can meet basic needs but little extra
- **44%** – Financially stable with some extras
- **8%** – Financially comfortable with many extras
- **13%** – Prefer not to answer

Overall, the survey shows that MCRC families reflect the languages, cultures, and financial diversity of the community. A greater proportion of MCRC families identified as being new to Canada as compared to Milton census data, but this is likely because Milton has grown quickly since 2021. We are pleased to know newcomer families are accessing our programs and services.

For some questions, such as those regarding disabilities and 2SLGBTQIA+ identity, there was no local census data to compare with. The results were similar to the national or regional numbers, but many families chose “prefer not to answer,” which suggests these questions may feel sensitive. MCRC will look at how to ask them in a clearer and more comfortable way in our next survey.

The survey also highlighted a few areas for improvement for our organization. Families need clearer information about how to request accommodations, so MCRC has added an online form and continues to welcome direct contact. A small number of families said they needed translation support; while we can’t translate all materials, families who need help are encouraged to reach out. We recently asked for staff volunteers who speak different languages to help as needed. We will also review the wording of questions about disability and 2SLGBTQIA+ identity to make sure families understand why we ask them and that

responses are not meant to label, but to help us do our best for the whole MCRC community. Finally, because many families use only one MCRC program, we will explore better ways to share information about the full range of services available.

Overall, the results show that MCRC is offering programs that are accessible, inclusive, and affordable, while also giving us clear next steps to strengthen our services.