

COVID-19 Experiences and Impact Survey

Voices of Albertans, May-June 2020

COVID-19

Experiences and Impact Survey

Help lines

Key findings

A photograph showing a man and a young child from behind, both wearing white face masks. The man is on the left, and the child is on the right. They appear to be outdoors in a bright, sunny environment.

- Over one-third of Albertans (38%) called Health Link
- Over two-thirds (68%) were satisfied with Health Link
- For those who weren't satisfied, the most common reasons were no one answered their call (43%), and the advice wasn't helpful (27%)

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Key findings

A photograph showing a man and a young child from behind, both wearing white face masks. The man is on the left, and the child is on the right. They appear to be outdoors in a bright, sunny environment.

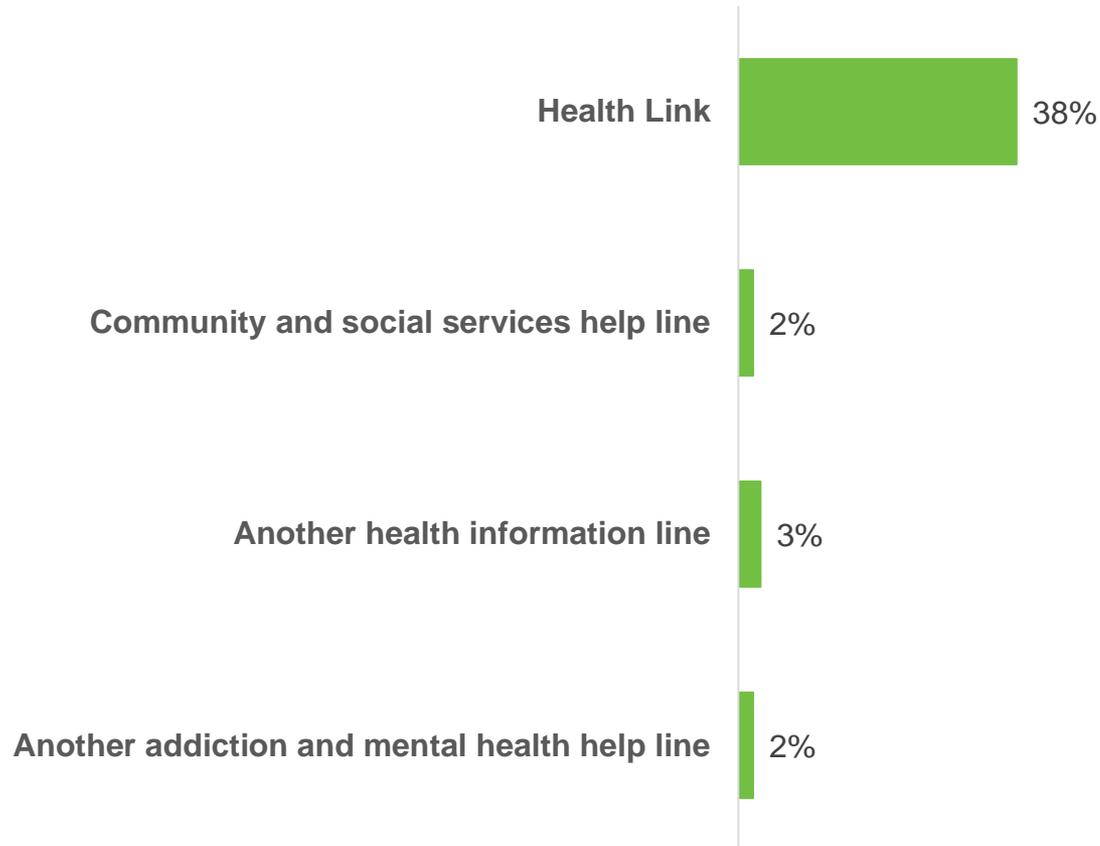
- 2% of Albertans called the Community and Social Services Help Line
- Almost two-thirds (64%) were satisfied with the Community and Social Services Help Line
- For those who weren't satisfied, the most common reasons were that the advice wasn't helpful (79%), and they didn't understand my question (59%)

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Help Lines Question Level Results

Have you ever called any of the following help lines?

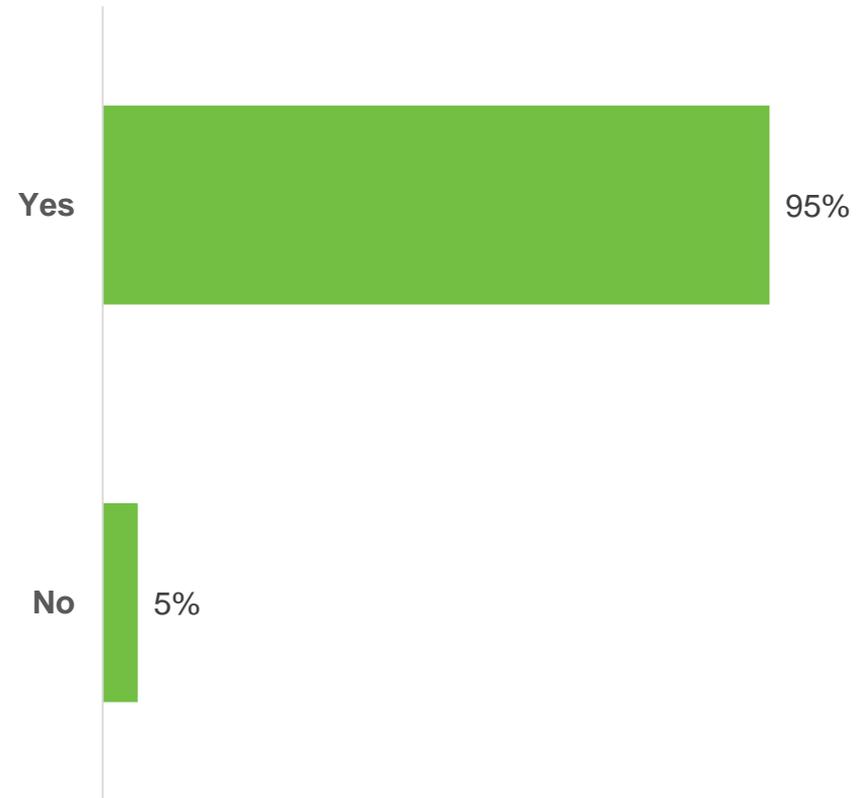


Base: All respondents (N=11,196). Multiple responses allowed. Bars represent percentage of respondents choosing that response. Totals may not equal 100%.

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Were you aware of Health Link before the COVID-19 pandemic?

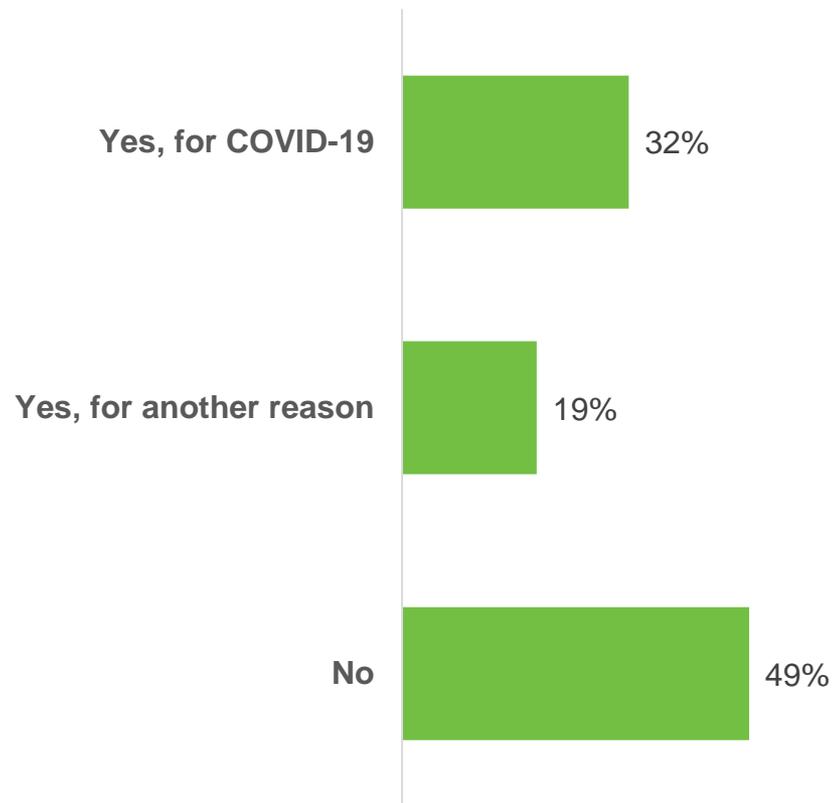


Base: Respondents who have called Health Link (N=4,360). Bars represent percentage of respondents

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Have you called Health Link since the COVID-19 pandemic started?

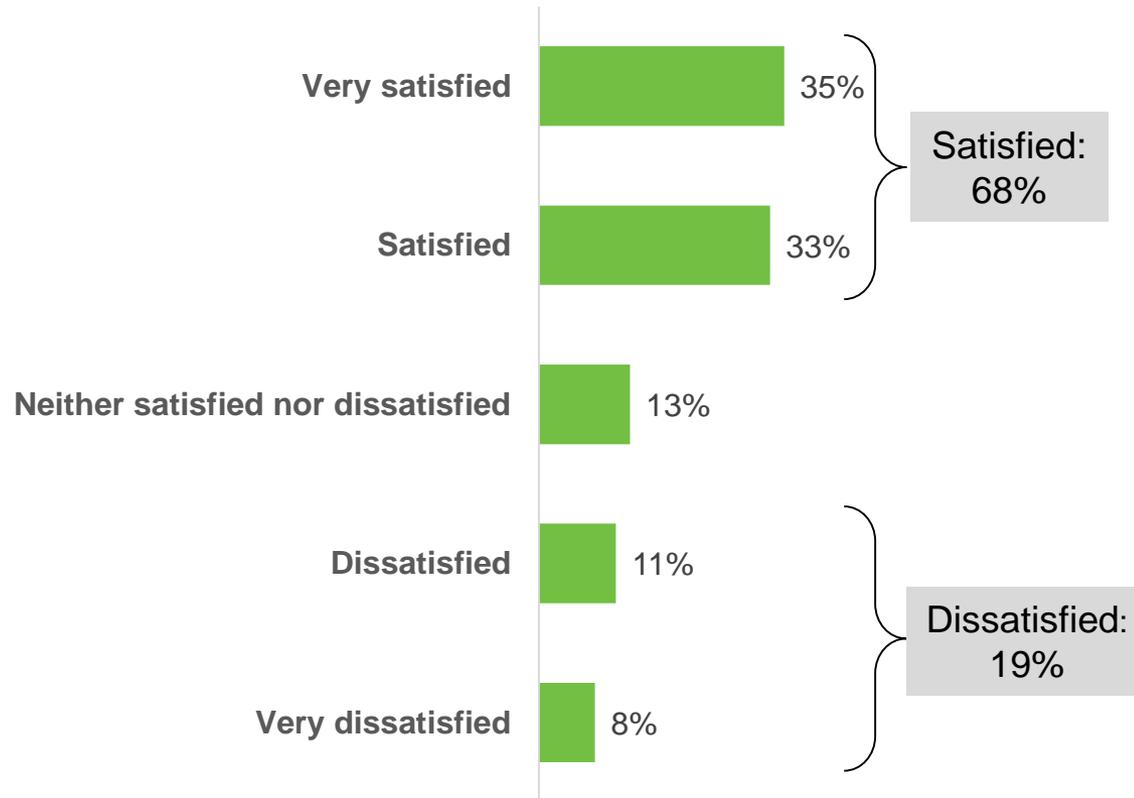


Base: Respondents who have called Health Link (N=4,360). Bars represent percentage of respondents

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To what degree were you satisfied or dissatisfied with your experience with Health Link?

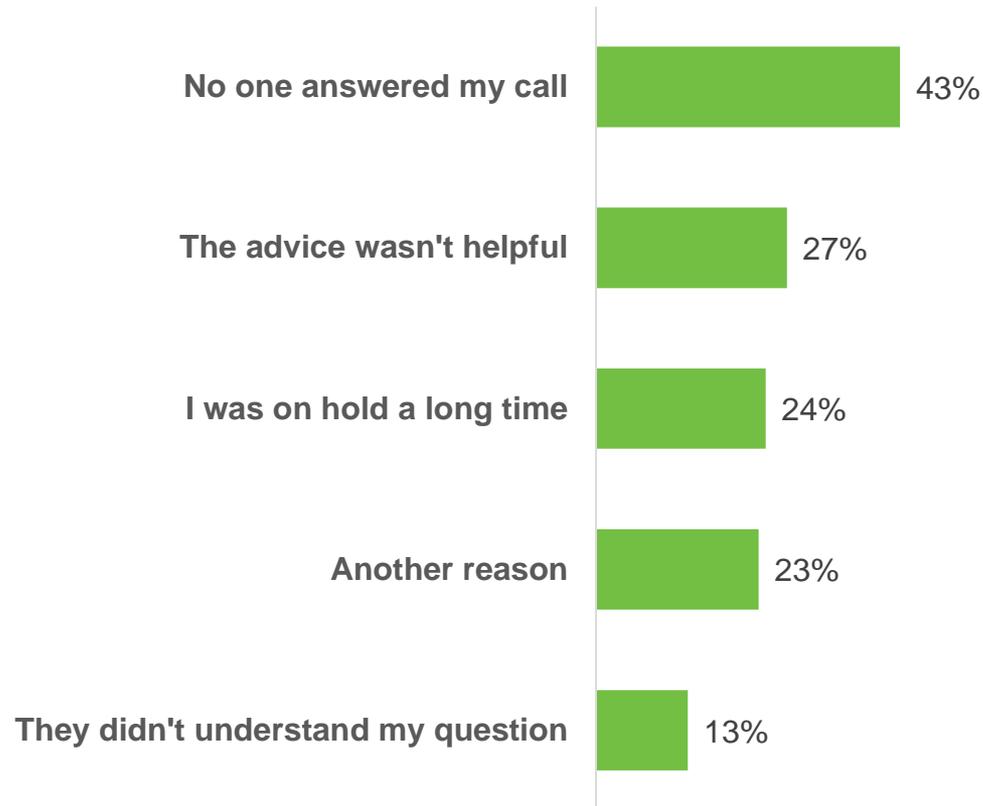


Base: Respondents who have called Health Link (N=4,360). Bars represent percentage of respondents

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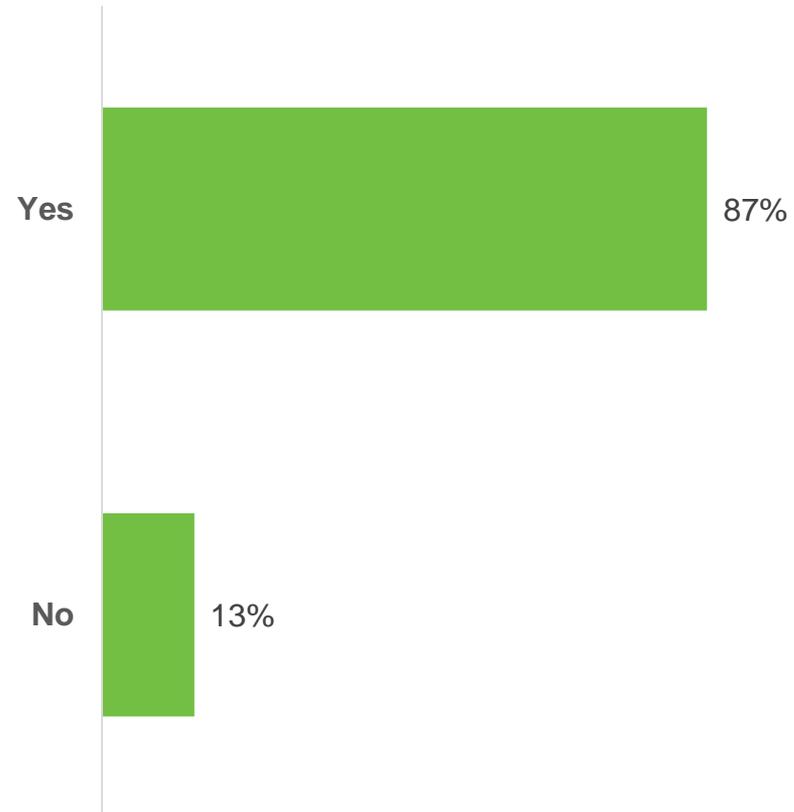
Why weren't you satisfied with your experience with Health Link?



Base: Respondents who were dissatisfied with their Health Link experience (N=396). Multiple responses permitted.
Bars represent percentage of respondents choosing that response.

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Were you aware of the Community and Social Services Help Line before the COVID-19 pandemic?

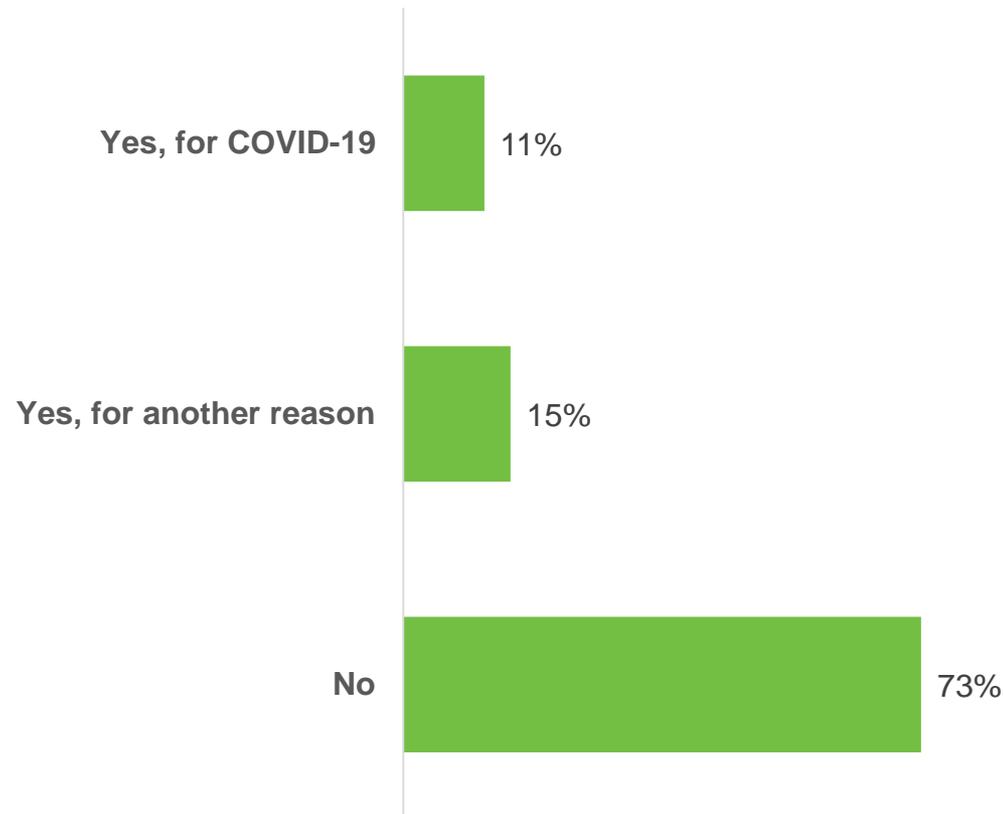


Base: Respondents who have called the CSS Help Line (N=237). Bars represent percentage of respondents

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Have you called the Community and Social Services Help Line since the COVID-19 pandemic started?

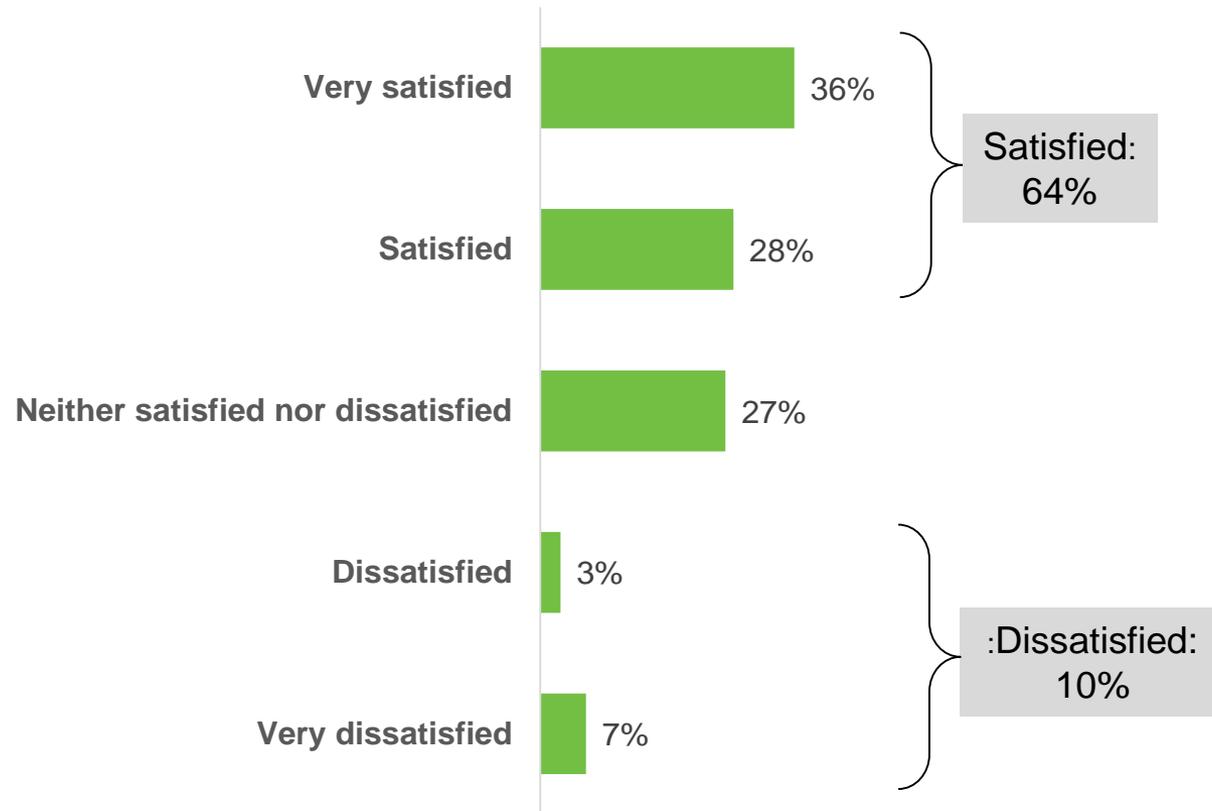


Base: Respondents who have called the CSS Help Line (N=236). Bars represent percentage of respondents. Totals may not equal 100% due to rounding.

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To what degree were you satisfied or dissatisfied with your experience with the Community and Social Services Help Line?



Base: Respondents who have called the CSS Help Line since pandemic began (N=56). Bars represent percentage of respondents. Totals may not equal 100% due to rounding.

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Why weren't you satisfied with your experience with the Community and Social Services Help Line?



Base: Respondents who were dissatisfied with their CSS Help Line experience (N=9). Multiple responses permitted. Bars represent percentage of respondents choosing that response. Totals may not equal 100%.

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