

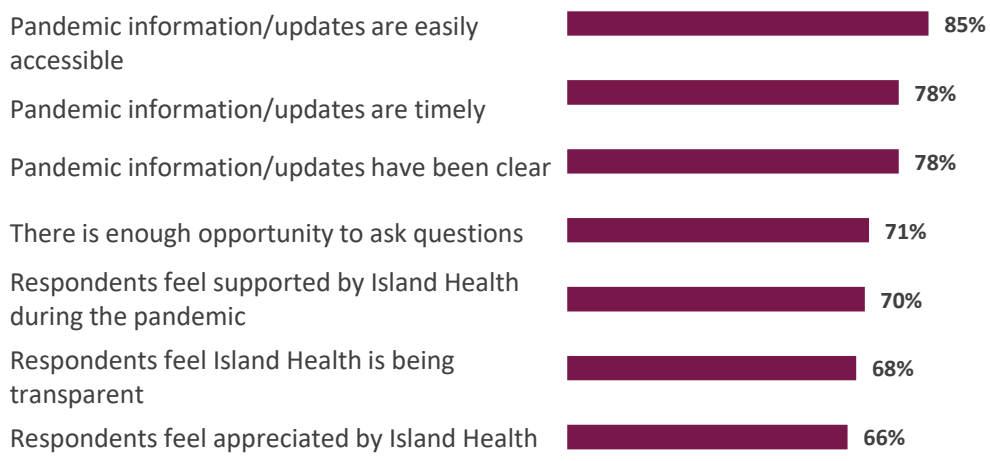
A total of 2,916 Island Health staff and medical staff completed this survey between April 21 – 27, 2020.

## Read or Used Communication Mechanisms and Resources



- 96% CEO/CMHO Emails
- 80% COVID Intranet Site
- 80% Targeted Memos
- 79% The Weekly
- 52% Town Halls

## Overall Perspectives



**In the comments**, respondents explained that there is a lot of information coming at staff, which takes them time to read through and determine what is relevant. It can be difficult to identify what is the most recent protocol/policy to follow and to keep up with changes (e.g., PPE). It can also be difficult to determine which protocols/policies to follow: province, health authority, site, department, or manager.



## Daily CEO/CMHO Emails

94% find the daily CEO/CMHO emails valuable, and 96% would like to receive these emails at least twice per week. Feedback suggested that respondents appreciate the intent, but would like focus on critical updates related to the COVID response. Additionally, there were mixed feelings about the messages of appreciation: some like it, others felt this information does not need to be included; and several noted a need for more recognition of work being done in the community. The most popular content is the key updates (95%), key messages (94%) and summary of official updates (93%).



## COVID Intranet Site

Most respondents found all (34%) or some (51%) of the information they were looking for on the COVID Intranet site, and 75% found the site easy to navigate. The top five comments on the site included:

- Provide specific role/unit/department/site level information
- Provide information about incidence by community site
- Personal Protective Equipment
- Coordination of information and sources
- Provide clear, concise information



## Town Halls

47% of respondents felt their participation in the Town Halls was worthwhile (note that 37% said they were unsure or had never participated). Few respondents (8%) said they had submitted a question to Town Hall via Sli.do, and 43% of those respondents said their question was addressed during the Town Hall (36% said their question was addressed in the FAQ/minutes).