



May 14, 2020

Local Advisory Committees  
Via email

Dear Partners,

I hope your community is doing well during these trying times. In an effort to support Yukoners and our communities, I wanted to quickly update you on some good news. We have launched a dedicated **COVID-19 call centre line** that we hope will help keep Yukoners informed, provide access to registering enforcement concerns, and alleviate some of the communications burdens for your organizations. Please share the phone number widely with your networks in whatever ways work best in your community.

Quick Facts:

Yukoners looking for **non-medical COVID-19 information** will now find it much easier with the launch of a new, dedicated COVID-19 InfoLine. The InfoLine can provide Yukon specific information about travel and borders, self-isolation and physical distancing, enforcement, and the various social and economic supports for businesses and families.

Yukoners can reach the **COVID-19 InfoLine at 877-374-0425 between 7:30 a.m. and 8 p.m. seven days a week**. Information is available in English, French, Gwich'in, Tagalog, and many other languages.

While the new phone line will ease pressure on the 811 HealthLine, Yukoners should still call 811 for health-related COVID-19 information. Yukoners are also reminded to call 911 for medical emergencies.

Stay Safe,

John Streicker  
Minister of Community Services

## Questions and answers

### 1. Who is managing the call centre?

The call centre is being managed by Maximus. Maximus is a BC company handling similar types of call centre services for the BC Government during COVID-19. They provide the call centre staff, infrastructure, technology, management and maintenance.

### 2. Can Yukoners still email their questions?

Yes – Yukoners can still email their questions to [covid19info@gov.yk.ca](mailto:covid19info@gov.yk.ca) for information or [covid19enforcement@gov.yk.ca](mailto:covid19enforcement@gov.yk.ca) for enforcement concerns if they don't want to access the phone line.

### 3. How does the translation service work? Will I be speaking directly to a person?

If a caller reaches one of our agents and indicates they would like a translator, our agent puts the caller on hold and dials out to the conferencing service. The agent will then reach an operator who will ask what language is needed, and will conference in a translator (typically within just a couple of minutes or less). The agent will then conference in the translator to the caller so all three parties are on the line. The translator will remain on the line for the entire call, and will translate the entire conversation between the caller and our agent.

### 4. How long will wait times be?

The call centre can handle high call volumes. There will be enough agents available to keep wait times very short.