

ABSTRAKT

INTRODUCTION: Worldwide pandemic COVID-19 and enforcement of restriction measurements necessary to limit the virus spreading in area of public health has affected entire aspects of modern life and impacted inter alia also the area of using drugs, the drug trade including social and medical reactions to the drug phenomenon. As a result of taking the measurements the pressure on addictology services, their operations, the employees and last but not least the clients was getting stronger and stronger.

AIM: The purpose of the work was to determine the scale of satisfaction/ dissatisfaction of the clients within the area of Zlín region contact centers with the interventions and services offered during the period of time in context of pandemic COVID-19 and maintaining anti-pandemic measures in order to minimize the impact of pandemic upon the clients and the contact centers' employees and to check this way the ability of the Drop-in centers to react and adjust flexibly to the current situation.

METHODS: The respondents were chosen by intentional selection via the institutions. The mean of feedback represented the satisfaction evaluation. A questionnaire was used as a tool of data collection. The whole file consisted of 40 respondents in total. Acquired data were evaluated by STATA® 15.0, Statistic Data Analysis, MP program. Presentation and interpretation of the results is performed via simple descriptive statistics. The graphs and charts are used as an illustration.

RESULTS: Zlín region contact centers got adjusted to the pandemic COVID-19 situation fast nevertheless the clients some of so far offered services missed. 50 % of the clients was unsatisfied with limited opening hours, 60 % did not like the limited number and movement of clients in a center. The biggest problem represented restrictions/ cancelation of hygiene service which was in 60,5 % of clients' responses together with restrictions/ cancelation of food service in 58 % of respondents. 65 % of clients showed their interest in antigen self-testing option. Contrary to the previous there was a great satisfaction with protective equipment, disinfection, HR material supply and with overall attitude of the Drop-in centers' employees.

CONCLUSION: The presumed purpose of the work was fulfilled. The satisfaction/dissatisfaction of Zlín region contact centers clients was found out well in a term of the availability and in an offer of particular services, the scale of satisfaction with them, the safety of the clients in contact centers and further possible suggestions, extension of the services in the future. The fact that contact centers got adjusted to the overall situation really fast and well indeed was verified reliably.

KEY WORDS: evaluation, satisfaction evaluation, Drop-in center, addictive substance users, anti-pandemic measures, COVID-19