

Covid Connect Chatbot Script

Bot Statement Name	Statement Variants	Sequencing
utter_greet	Hello	Follow with iamabot
	Hey	
	Hi	
utter_iamabot	I am an interactive chat program designed to talk to you about your thoughts, feelings, and experiences, and to show you related experiences and feelings submitted by other visitors.	follow with an initiate
utter_data.id	Your data will be stored to show to other visitors. Please don't identify yourself or others in your stories. Your ID is {ID}. Please keep it safe as you'll need it if you want to delete your data.	Words wrapped with {} (e.g {feeling}) are templated values filled in by entities the framework recognizes
utter_initiate	How are you today?	follow with first opportunity for user response
	How are you?	
	How are you feeling today?	
	Would you like to talk about something?	
	Would you like to talk about something?	
	Would you like to talk about anything?	
	What's on your mind?	
	Do you want to share anything?	
	Do you want to share something?	
	Is something on your mind that you'd like to share?	
	What would you like to talk about?	
Would you like to share anything?		
utter_delete	I understand your want to delete your data from the system. You can do this with the 'delete my data' button in the upper right. Deleting the data from this session will end the session.	
utter_happy	Great, please tell me more.	
utter_show_stories	I have just revealed some similar statements I've heard from others. Feel free to explore them and then continue your conversation here. I will keep these up to date based on what you say.	
utter_continue.negative	That sounds tough. What have your tried to address this?	
	That sounds tough. Please, tell me more.	
	Sorry to hear that, please continue.	
	Sorry to hear that. Please, tell me more.	
	That sounds difficult. What advice would you give a friend facing the same situation?	
	That's unfortunate to hear, do you want to elaborate?	
	I am sorry to hear you're {feeling}, please tell me more about what's going on.	
	Despite feeling {feeling}, is there anything you are grateful for?	
	Feeling {feeling} is okay, it's good that you recognize your feelings. Please, tell me more about it.	
utter_sympathetic_continue	I'm sorry to hear that, please tell me more.	
	I'm sorry to hear you are {feeling}. Let's talk more about it. Why do you think you feel that way?	
utter_continue.positive	Good to hear! What else is going well for you?	
	That's interesting, please, go on.	
	Please share more. What's something you are grateful for?	
	I'm interested in hearing more about it.	
utter_continue	Would you like to share more?	
	I'd like to hear more.	
	Please, tell me more.	
utter_redirect	Is there anything you are grateful for in the past month?	
	What has been difficult for you during the pandemic?	

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	What is the best thing that happened to you over the pandemic?	
	What are you looking forward to the most after the pandemic?	
	How have you been taking care of yourself during the pandemic?	
	What advice do you have for others for dealing with the effects of the pandemic?	
	Is there anything positive that has happened to you because of the pandemic?	
	Please, share a story about something difficult for you during the pandemic.	
	What are some strategies you have used to stay healthy in the pandemic?	
utter_okay	Okay Sure	
utter_go_on	Go on when you're ready. I'm still here, please continue.	
utter_come_back_later	I am here if you would like to talk in the future. I am always here if you want to talk more.	
utter_i_can_wait	I can wait if you would like, otherwise you could return later when you are ready. I will wait for when you're ready. Take some time to think, I will be here.	
utter_sympathy	I am sorry to hear that. That is unfortunate to hear. That sounds tough. I am sorry to hear you are {feeling}. It is unfortunate you are {feeling}. Feeling {feeling} is unfortunate. Many of our feelings are a normal reaction to an abnormal event, this pandemic. It is understandable you feel {feeling} during this pandemic.	
utter_supports	I cannot provide direct support, however, you can find support through the Government of Ontario Covid-19 support page. (link: https://www.ontario.ca/page/covid-19-support-people). There are various health, mental health, financial, and family supports listed there.	
utter_emergency	If you are experiencing severe distress or danger, please call 911 or go to your nearest emergency room. If you are not in danger, but need support, please visit the Government of Ontario Covid-19 support page to find the right help. There are various health, mental health, financial, and family supports listed there. (link: https://www.ontario.ca/page/covid-19-support-people)	
utter_cant_advise	I provide a platform to share and find stories, I cannot provide suggestions.	
utter_why_mood	Why are you feeling {feeling}? Why are you {feeling}?	
utter_bot_purpose	I am an interactive chat program designed to talk to you about your thoughts, feelings, and experiences, and to show you related experiences and feelings submitted by other visitors.	
utter_finalize	Let's end on a positive note. What is the best thing that happened to you over the pandemic?	
	Thank you for participating - feel free to explore the visualization more. If you want to continue to talk, just write here and we can pick up the conversation.	Follow up the previous with this and the next in sequence
	As a reminder, after 3 days, the conversation we just had will be added to the dataset. You can remove your data at any time by visiting the "Delete My Data" link on the home page and entering your unique ID.	
Specific situations to recognize		
school	Studying from home has been a challenge for many people. What coping strategies have you tried and are effective? Have you considered reaching out to others that have similar experiences with school? Perhaps reading other's experiences on this platform can provide you with some coping ideas.	

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work-from-home	Working from home has been difficult for many people. What coping strategies have you tried and are effective? Is there anything positive about working from home? What advice can you share about making the best of working from home?	
alcohol	It is normal to experience difficult feelings during the pandemic You aren't alone. What are some other coping strategies you can try?	
food	Changes and losses experiences during the pandemic can influence our eating patterns. You aren't alone. What have you tried to cope with this?	
childcare	Many people have struggled with childcare during this past year. You aren't alone. What coping strategies have you tried? Are they effective? Childcare during the pandemic has been difficult for many. How have you tried to cope? Perhaps reading the ideas of others will give you some ideas.	
finances	The past year has brought financial insecurity to many people. What have you tried to cope? Perhaps reading the stories of others will give you some ideas. The past year has brought financial insecurity to many people. What have you tried to help you cope?	
job	This has been a difficult time for many people who have lost work. Can you tell me more about your experience? This has been a difficult time for many people who have lost work. What coping strategies have you tried? Perhaps reading the stories of others will give you some ideas.	
relationship problems	That sounds difficult. Isolation and the abnormal situation of the pandemic has strained relationships for many people. What coping strategies have you tried? Perhaps reading the stories of others will give you some ideas.	
sleep problems	The unusual situation of the pandemic has disrupted sleep patterns for many people. What coping strategies have you tried? Perhaps reading the stories of others will give you some ideas.	
loneliness	The past year has isolated many people. Loneliness is a normal reaction to this abnormal situation. What coping strategies have you tried? Perhaps reading the stories of others will give you some ideas. Experiencing loneliness is difficult. What advice would you give someone who is feeling lonely?	