
Lessons Learned

An evaluation of ISANS' operations during COVID-19 was conducted. It involved the consultation of a Project Steering Committee and data was collected through quantitative and qualitative methods



ISANS' People-Focused Culture

Staff appreciate flexible working hours, and online services could benefit clients



Communication is Essential

Communication with staff and clients is important, and documenting protocols allows for their quick implementation



Embrace New Technology

ISANS can use a variety of service delivery platforms, and hosting digital literacy orientations helps clients



Experiences Varied

Pandemic experiences varied, and a single experience cannot be generalized to ISANS



Support for the Health and Social Services Systems

ISANS can assist the health care system, work with public health, and help clients apply for benefits