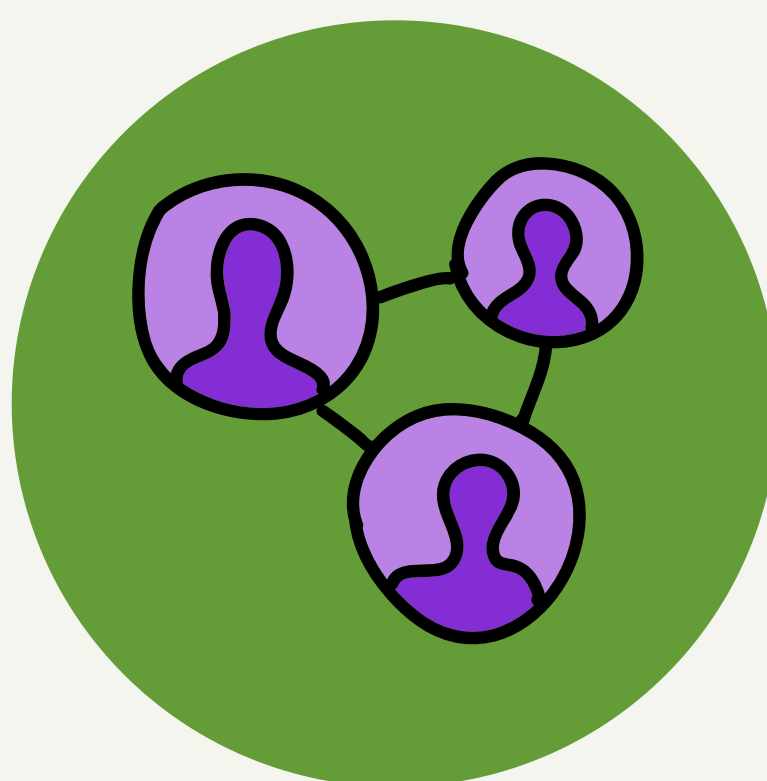

Communication



Staff Called Vulnerable Clients

Staff called vulnerable clients in their first language to ensure that the message was accessible



Connect Updated Staff

ISANS' intranet system kept staff informed about pandemic operations



Support for the Health Care System

Staff made messages from the health care system accessible to clients in a timely manner



Staff Worked with Public Health

ISANS worked with Nova Scotia Public Health on accessible COVID-19 communication and signage



Operations were Documented

ISANS' documentation of operations in the spring of 2020 provided a blueprint for how to conduct online operations in other periods of the pandemic