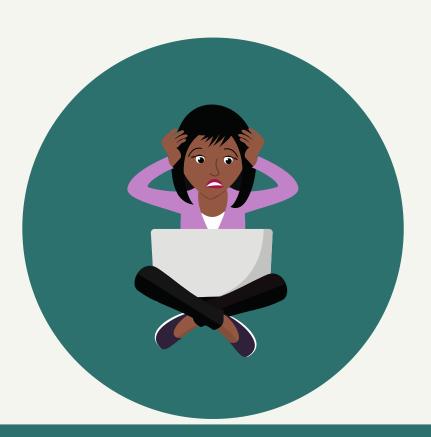
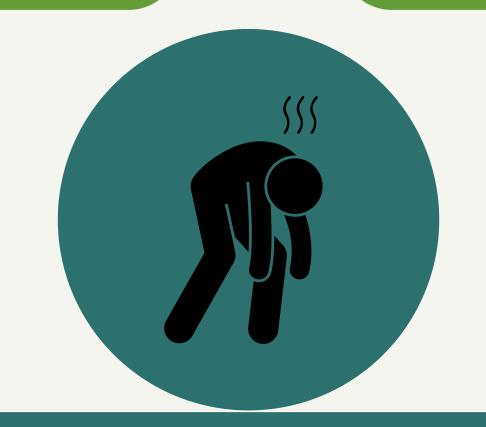
ISANS faced several challenges during the pandemic and met each challenge in a number of ways



Uncertainty of Pandemic Duration

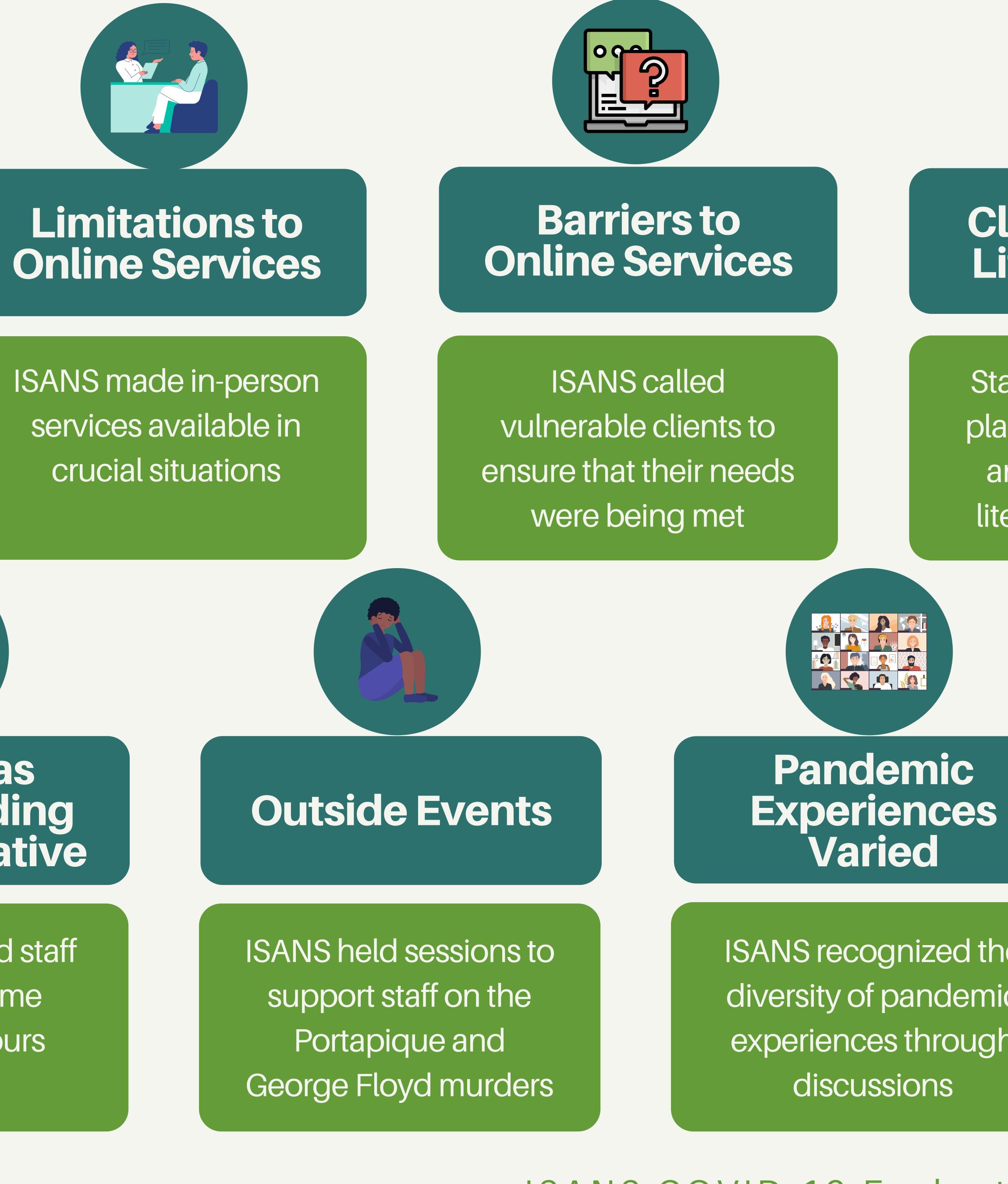
ISANS offered the majority of its services online



Stress was Compounding and Cumulative

ISANS supported staff by offering some flexibility in hours worked

Challenges and Responses



ISANS COVID-19 Evaluation Project



Clients' Digital Literacy Skills

Staff used accessible platforms for services and hosted digital literacy orientations



Services **Returning to In-**Person

ISANS developed extensive protocols and hosted safety and protocol orientations



Varied

ISANS recognized the diversity of pandemic experiences through discussions



Contexts Changed

Protocols could be used when the context of the pandemic changed



Workloads Varied

Staff with less work were re-deployed to assist other teams



Documentation of Operations

ISANS' discussions of pandemic experiences helped with documentation