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# People-Focused Culture

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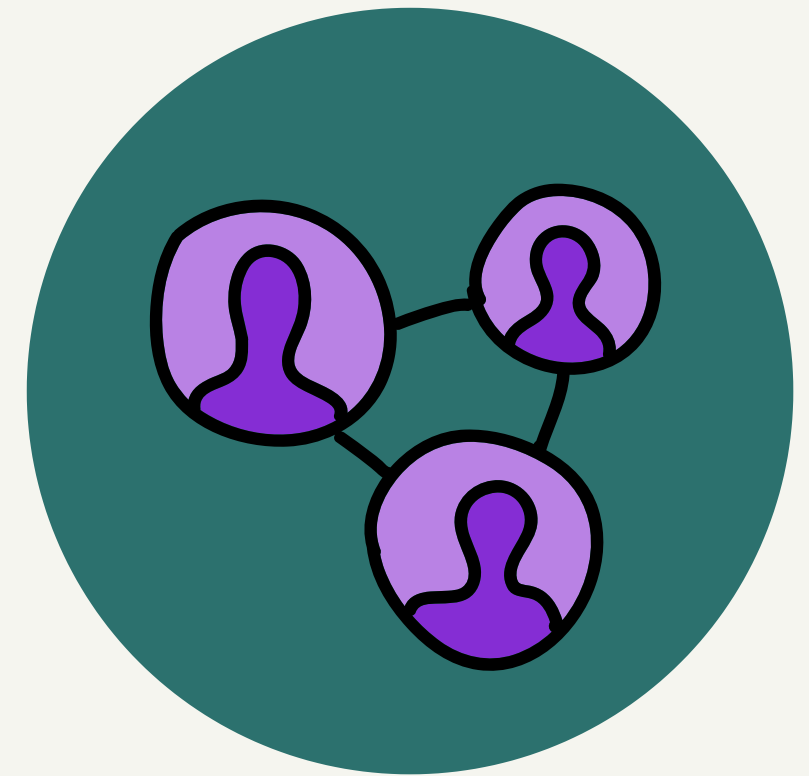
## Staff had Flexible Hours

Staff were balancing work with new responsibilities at home, and flexible working hours were a major support



## Feedback Informed Protocols

Staff's feedback on returning to in-person service delivery informed protocols



## Connect Supported Staff

ISANS' intranet system contained work-related resources and hosted events for staff



## Accessibility of Services Increased

ISANS' online service options allowed clients to access services from their homes



## Called Vulnerable Clients

Staff called vulnerable clients to keep them informed, and to ensure that their needs were being met