

ISANS continued to support its clients and the health and social services systems during the pandemic.

Background

An evaluation of ISANS' operations during COVID-19 was conducted between November 2020 and March 2021. It involved the consultation of a Project Steering Committee and data was collected through document analysis, the ISANS database, surveys, focus groups, email correspondence, and a targeted interview with the organization's CEO.

ISANS Aided the Health Care System

ISANS supported the health care system by making health and pandemic related communications more accessible to clients. This benefitted the health care system because ISANS' help improved communication with patients, and it benefitted clients because they received important, health-related messages and services in a timely manner.

Application Assistance

Clients came to ISANS with questions about how to apply for benefits such as the Canada Emergency Response Benefit (CERB), and ISANS answered these questions and helped clients apply. This is not a task that is included in ISANS' mandate, but helping clients apply ensured that eligible clients would receive the benefit.

Work with Public Health

ISANS worked with Nova Scotia Public Health to ensure that the province's COVID-19 messaging was accessible for all Nova Scotians. This not only benefitted ISANS' clients and newcomers, but arguably helped the province communicate better with all Nova Scotians.

Vaccine Rollout Support

ISANS also worked to assist Nova Scotia Public Health with the province's COVID-19 vaccine rollout. This collaboration was beneficial for Nova Scotia Public Health and for all Nova Scotia residents.

ISANS was Accessible During the Pandemic

As other organizations were forced to close or reduce services because of the pandemic, ISANS was able to offer the majority of its services remotely, and even offer in-person services in critical situations. This meant that ISANS was accessible throughout the pandemic and was always available to clients.