



# Nova Scotia Health Accessibility Report Card

April 2026





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## Statement of Commitment

Three years ago, Nova Scotia Health released its first Accessibility Plan as part of our commitment under the Accessibility Act and Access by Design 2030. We set a clear goal: to provide more barrier-free experiences and additional supports for people with disabilities so they can fully participate in their health care, in our workforce, in the learning experiences we offer, and in all of our programs and services.

Over the past three years, accessibility work has advanced across Nova Scotia Health in the built environment; in education; in employment; in goods and services; in information and communications; and in transportation. Yet more needs to be done. Accessibility improvements in this context are both local and system wide and involve capital planning and infrastructure renewal, digital modernization, workforce policy, procurement practices, education design, and service delivery models.

This is not work done at the margins of our organization or at the side of anyone's desk. It is embedded across portfolios and guided by the voices and lived experiences of people with disabilities who are both our colleagues and our patients and their loved ones.

Our goal remains clear: to identify, remove, and prevent barriers; to improve accessibility; and to provide choice and opportunity for all Nova Scotians.

Respectfully,

Anna Marenick, Vice President of People, Culture and Belonging

Annette Elliott Rose, Chief Nurse Executive & Vice President, Clinical Performance & Professional Practice

## **Our Commitment to Accessibility Goals**

We are committed to advancing the goals outlined in Nova Scotia’s accessibility legislation. We believe that diverse workplaces and communities strengthen Nova Scotia Health.

The Nova Scotia Health Accessibility Report Card outlines the important work already underway and new initiatives to ensure accessibility across our health system and workplaces is inclusive, equitable and aligned with our commitment to serving all Nova Scotians.

## **Implementation & Priorities**

The Nova Scotia Health (NS Health) and IWK Health (IWK) Accessibility Report Card include an extensive portfolio of actions aimed at strengthening accessibility across the health system. At the IWK, 115 separate actions were combined into 30 organized projects. This helps make the work easier to manage and improves tracking and efficiency.

At Nova Scotia Health, over 400 actions were identified and more than 230 are currently in progress, ongoing, or yet to begin. This review provides a clearer understanding of where progress is strongest and where system-wide improvements are needed, highlighting opportunities to better co-ordinate accessibility efforts and strengthen practices across the organization.

Along with the progress already being made, Nova Scotia Health will also focus on five main system-wide goals to help improve accessibility across the entire organization:

1. Review all policies, practices, and guidelines through an accessibility lens.
2. Complete accessibility audits across the organization, including all tools and resources aligned to accessibility standards.
3. Develop organization-wide accessibility training and education.
4. Review and improve hiring, promotion and recruitment practices through an accessibility lens.
5. Explore organization-wide accessibility feedback mechanisms.

Across both organizations, strong progress to date demonstrates that many best practices already exist. By identifying, sharing and scaling these practices, Nova Scotia Health and IWK can drive steady, measurable improvements and embed accessibility across clinical, operational and administrative functions.

## Highlights – 2023-2026

### Built Environment

The Built Environment standard focuses on ensuring all Nova Scotia Health facilities – clinical, administrative and community-based – are physically accessible, safe and inclusive for patients, visitors and staff. This includes removing structural barriers, upgrading infrastructure and incorporating universal design and trauma-informed principles.

#### What We've Achieved:

- Automatic door installations across multiple hospitals emergency departments, triage rooms, oncology, inpatient washrooms, registration, dialysis entrances and waiting rooms.
- Renovated accessible washrooms across Northern and Western zones, including Aberdeen Hospital, Valley Regional Hospital, Cumberland Regional Health Care Centre, and Colchester East Hants Health Centre. Adding grab bars, lever-style handles, appropriate turning radius, wider entrances and mobility-friendly layouts.
- Accessibility focused renovations in Mental Health & Addictions, such as sensory friendly quiet rooms, improved lighting, reduced visual clutter, inclusive artwork, accessible seating and upgraded washrooms.
- Outdoor and infrastructure accessibility upgrades, including accessible parking expansion, pathway grade improvements, enhanced lighting and accessible patio and therapeutic spaces.
- Physical space audits completed for all NS Health libraries. This aligned with the Accessibility Design for the Build Environment.

## **Information & Communications**

The Information & Communications standard ensures all information shared by Nova Scotia Health online (printed, spoken or visual) is accessible, readable, understandable and available in formats that meet diverse communication needs.

### **What We've Achieved:**

- Accessible, multi-format communications implemented across Mental Health & Addictions including email, paper, virtual formats, interpretation services and accessible formatting.
- Deployment of hearing access technologies (Pocket Talkers) in Western Zone.
- Accessibility compliant patient education materials developed by the Palliative Care Network. All materials meet readability and universal design standards.
- WCAG 2.1 AA compliance achieved on nshealth.ca and accessible captioning standards adopted for digital signage and video communications.
- Updates to signage across Nova Scotia Health, including adding brail.

## **Education**

The Education standard ensures all learning materials, training, professional development and onboarding processes across Nova Scotia Health are accessible to diverse learning needs. This includes digital accessibility, universal design for learning and multi-format educational content.

### **What We've Achieved:**

- Accessible communications, plain language and digital accessibility training integrated into orientation in Eastern Zone.
- Digital accessibility education provided regularly by Library Services, including PowerPoint Live, alt-text, PDF accessibility, and reading order optimization.
- Medical Assistance in Dying (MAiD) Program education aligned with accessibility standards including captioning, reading levels and offering multiple formats.
- Cultural safety, trauma-informed care, and 2SLGBTQIA+ inclusion education completed across Western Zone Public Health and Mental Health and Addictions programs.
- Clinical Nurse Specialist Provincial Clinical Information Network education modules completed including organ donation, onboarding content, and public education.

## **Goods & Services**

The Goods & Services standard focuses on ensuring patients, families, and visitors can access health services, supports, equipment, and programs without barriers. This includes communication supports, service redesign, assistive technology, inclusive policies, and equitable access to care services.

### **What We've Achieved:**

- Flexible appointment structures including evenings, first/last appointments, virtual care, and trauma-informed scheduling were implemented in Mental Health & Addictions sites.
- Interpretation services including American Sign Language (ASL) and Langue des signes quebecoise (LSQ), plain-language materials, large-print formats, and structured summaries for clients adopted across Mental Health and Addictions.
- Community-based models expanded, including youth health centres, early years advisory groups, and outreach clinics across zones.
- Room Service meal model implemented in 15 hospitals, supporting patient autonomy, dietary needs and cultural accommodation.
- Sensory supports and accessible equipment added to spaces, including fidget tools and bariatric seating.
- Accessible clinic equipment upgraded (exam tables, chairs) in transplant and renal programs.

## **Employment**

The Employment standard ensures Nova Scotia Health is improving recruitment practices, aims to eliminate workplace barriers and supports staff requiring accommodations. Work under this standard strengthens the organization's ability to attract, retain and support a diverse workforce.

### **What We've Achieved:**

- Created a centralized resource hub that provides tools for inclusive hiring and accessibility-informed Human Resource decision-making for staff.
- Created a centralized resource hub that provides EDIRA tools and information for staff.
- New General Orientation revised to include accommodations, accessibility policies, and EDIRA education.
- Accessible interview processes adopted, including virtual interviews and accommodations in Mental Health and Addictions and other programs.
- Accessible workspaces created in the MAiD program, including ergonomic workstations, accessible washrooms, and wide-access offices.

## **Transportation**

The Transportation standard focuses on reducing mobility related barriers that affect access to healthcare. This includes supporting patients who require travel assistance, reducing unnecessary travel and identifying transportation challenges earlier in the care pathway.

### **What We've Achieved:**

- Accessible inter-facility transfer processes maintained through Care Coordination Centre (C3) and Emergency Health Services (EHS), ensuring appropriate resource matching for patient needs.
- Transportation support programs (taxi/gas voucher criteria) completed for Springhill and Amherst Mental Health and Addictions clients.
- National co-ordination for organ donation to minimize travel burden for live donors.

## Accessibility Accomplishments 2023-2026

Nova Scotia Health had a total of 162 actions completed during 2023 to 2026.

Standard	Action	Status
Built Environment	Installed electric door openers in patient washroom at the Cumberland Regional Health Care Centre in Northern Zone.	Completed
Built Environment	Installed an electric door opener in a patient washroom at the Cumberland Regional Health Care Centre in Northern Zone.	Completed
Built Environment	15 accessible washrooms on site at the Aberdeen Regional Hospital available to the public.	Completed
Built Environment	Installed an electric door opener in emergency triage at the Cumberland Regional Health Care Centre in Northern Zone.	Completed
Built Environment	Installed an electric door opener for emergency main doors at the Cumberland Regional Health Care Centre in Northern Zone.	Completed
Built Environment	Installed an electric door opener to emergency side door at the Cumberland Regional Health Care Centre in Northern Zone.	Completed
Built Environment	Installed an electric door opener to a patient washroom at Cumberland Regional Health Care Centre in Northern Zone.	Completed
Built Environment	Installed an electric door opener to a patient washroom at Cumberland Regional Health Care Centre in Northern Zone	Completed
Built Environment	New client washrooms in the dialysis unit in Northern Zone	Completed

Standard	Action	Status
Built Environment	A physical space audit was done for libraries across NS Health. An in-house checklist was created based on Canadian Standards Association (CSA) B651:23 Accessible Design for the Built Environment (2023)	Completed
Built Environment	Installed bathroom grab bars in a patient washroom at Colchester East Hants Health Centre	Completed
Built Environment	Accessible garden furniture and sensory boards were added to the courtyard to meet patient’s sensory needs with the Central Zone Mental Health and Addictions team.	Completed
Built Environment	Accessible seating layouts (varied table heights, wheelchair spaces, bariatric seating, high-tops for power chairs) at Veterans Memorial Building in Central Zone	Completed
Built Environment	Accessible walkway constructed in Adult Neurodevelopmental Stabilization Unit (ANSU) courtyard. New access from the hallway was added.	Completed
Built Environment	Accessible/wheelchair parking spaces repainted at Soldiers Memorial Hospital	Completed
Built Environment	Accessible/wheelchair parking spaces – Two new spaces provided at Soldiers Memorial Hospital	Completed
Built Environment	New Glasgow Outpatient/Recovery Support Centre: Installed wider chairs and accessible seating in waiting and/group rooms.	Completed
Built Environment	Installed door openers, therapeutic quiet space and upgraded seating at Truro Day Hospital.	Completed
Built Environment	Created barrier-free access to spaces, accessible washrooms, ensured mobility accommodation,	Completed

Standard	Action	Status
	created a quiet room option; developed a fragrance-reduced policy; embedded universal design into spaces; ensured service animal support at the Amherst and Truro Recovery Support Centre	
Built Environment	Created barrier-free access to spaces, accessible washrooms, ensured mobility accommodation, created a quiet room option; developed a fragrance-reduced policy; embedded universal design into spaces; ensured service animal support at Springhill Inpatient Withdrawal Management Unit (IWMU):	Completed
Built Environment	Installed door openers, mobility bars, adjustable seating and lighting adjustments At the Truro Outpatient.	Completed
Built Environment	East Hants Mental Health and Addictions: Ensured Fragrance-reduced environment and service animal support at East Hants Mental Health and Addictions space.	Completed
Built Environment	Installed door hold open magnet in patient waiting room at Colchester East Hants Health Centre. in Northern Zone.	Completed
Built Environment	Installed electric door opener in patient waiting room at Colchester East Hants Health Centre. in Northern Zone.	Completed
Built Environment	Installed bariatric seating in waiting rooms at Chipman, Soldiers Memorial Hospital	Completed
Built Environment	Installed electric door opener in emergency registration room at Colchester East Hants Health Centre in Northern Zone.	Completed

Standard	Action	Status
Built Environment	Installed electric door opener in emergency triage room at Colchester East Hants Health Centre in Northern Zone.	Completed
Built Environment	Installed electric door opener at Colchester East Hants Health Centre in Northern Zone.	Completed
Built Environment	Community Transition Program added low sensory space to support staff with neurodivergent needs or mental health conditions.	Completed
Built Environment	Community Transition Program added space for clients that is more trauma-informed and with less sensory, therefore less stimulating.	Completed
Built Environment	Created more inclusive and welcoming environment through thoughtful design, functional improvements and the integration of inclusive art and signage at the Mellor Public Health site.	Completed
Built Environment	Consulted for dementia friendly design at the new Dartmouth Geriatrics clinic. In addition, the frailty-friendly acute care ward physical design recommendations (optimize mobility and toileting)	Completed
Built Environment	Created three workspaces to reduce noise impacts for staff in working environments under the Palliative Care Integration Network	Completed
Built Environment	Created bookable workspaces to reduce noise impacts for staff in the Provincial Care Coordination Centre (C3) hub	Completed
Built Environment	The Palliative Care Integration Network created Eye Bank laboratory space to fit at minimum two full work benches with equipment.	Completed

Standard	Action	Status
Built Environment	Reduced visual overstimulation, created sensory accessible spaces and inclusive seating at the Day Hospital.	Completed
Built Environment	Installed electric door opener in a vestibule in Northern Zone.	Completed
Built Environment	Installed ambulance doors in emergency department at Valley Regional Hospital.	Completed
Built Environment	Submitted evidence to HRM, through the Special Planning Area process, for two large community developments. Evidence included accessible design and infrastructure to support physical health, mental well-being, social connection and safety.	Completed
Built Environment	Fully accessible office space for the Medical Assistance in Dying (MAiD) team and visitors.	Completed
Built Environment	Installed accessible lever style handles on the public washrooms doors at Aberdeen Regional Hospital.	Completed
Built Environment	Increased Blue Badge parking spaces at Valley Regional Hospital.	Completed
Built Environment	Increased police parking at Valley Regional Hospital.	Completed
Built Environment	Offices were designed to enhance privacy, reduce interruptions and support staff well-being at Medical Assistance in Dying (MAiD).	Completed
Built Environment	Installed large monitors to support visibility of data in Care Coordination Centre (C3) Hubs.	Completed
Built Environment	Palliative Care Integration Network moved Legacy of Life offices to Parklane from Abbie J Lane building.	Completed

Standard	Action	Status
Built Environment	Nova Scotia Hospice standards were revised in 2025. They included key requirements for hospice building design, including accessibility standards.	Completed
Built Environment	Created a neuromodulation- accessible clinical environment, including inclusive seating and accessible washrooms. Additional reduced environmental overstimulation in Mental Health and Addictions spaces in Western Zone.	Completed
Built Environment	Installed new ramps and railings at the main entrance of a facility and at two patient drop-off areas for the dialysis unit in Northern Zone.	Completed
Built Environment	Incorporated accessibility design for the new veteran’s patio at Soldiers Memorial Hospital. This included wheelchair access for patio door and new signage for better visibility to main entrance of the hospital.	Completed
Built Environment	Public Health Mobile Unit hosted a first-person voice session, highlighting the lived experience of a member from the persons-with-disabilities community.	Completed
Built Environment	Installed parking lot lighting at Valley Regional Hospital.	Completed
Built Environment	Expanded the parking lot to create two handicapped parking spaces in Northern zone.	Completed
Built Environment	Upgraded a parking lot ramp grade at Valley Regional Hospital.	Completed
Built Environment	Quality Improvement Project to make New Waterford Public Health office environment more trauma-informed, accessible and welcoming. All	Completed

Standard	Action	Status
	Public Health staff in New Waterford received three-day trauma-informed care training.	
Built Environment	Installed a ramp and automatic door modification at Chipman Building, Soldiers Memorial Hospital to ease entrance (ramp grade reduced and automatic door timing slowed).	Completed
Built Environment	Removed wall signs and posters which helped to reduce clutter at Chipman Building, Soldiers Memorial Hospital.	Completed
Built Environment	Reduced environmental overstimulation, improved safety, (inclusive and weighted seating added), removed excess signage and surplus furniture at facilities in Western Zone. This also included Trauma-informed environmental review for all three inpatient mental health units in Western Zone (South Shore, Valley and Yarmouth).	Completed
Built Environment	Installed an electric door opener at the oncology department at Aberdeen Hospital.	Completed
Built Environment	Created inpatient mental health anteroom, seclusion room, nursing station, charting space and medication room at the St Martha's Regional Hospital.	Completed
Built Environment	Separated the provincial Care Coordination Centre (C3) Hub and Central Zone C3 Hub to ensure accessibility of provincial resources to all provincial access and flow network teams.	Completed
Built Environment	Creation of South Shore EDIRA-T team in 2024 through the Mental Health and Addictions Program. Completed multiple community projects, including a mural project at Dawson Centre. Creation of a	Completed

Standard	Action	Status
	trauma-informed care check list tour was done at Dawson with Tonya Grant. Majority of spaces met or went beyond standards with room for improvement.	
Built Environment	Opened Gender Affirming Care Clinic in February 2025 with two clinically appropriate gender affirming spaces on the South Shore	Completed
Built Environment	Reduced clutter by removing wall signs and many posters at the Dawson Centre and Queens General Hospital on the South Shore.	Completed
Built Environment	Changed lighting at the Dawson Centre.	Completed
Built Environment	The Gathering Place is a program in Western Zone that provides safe and welcoming space for people who are stable in their diagnoses. In 2026, the program moved to Bridgewater to improve access to services. Plans to expand The Gathering Place are being explored.	Completed
Built Environment	Installed bariatric chairs for waiting rooms and several offices at the Dawson Centre.	Completed
Built Environment	Supporting welcoming office spaces by intentionally choosing artwork aligned with a trauma informed approach in Eastern Zone.	Completed
Built Environment	Created all gender washrooms, installed sharps containers and grab bars and made space ostomy friendly in Western Zone in the Mental Health and Addictions facility.	Completed
Built Environment	Reduced clutter by removing wall signs, posters and surplus furniture at Zonal Urgent Care and Specialized Primary Mental Health Care at Yarmouth Regional Hospital, Valley Regional Hospital, South	Completed

Standard	Action	Status
	Shore Regional Hospital and Western Zone school office spaces.	
Education	Library Services offered closed captioning and other accessibility features for Microsoft Teams meetings.	Completed
Education	Medical Assistance in Dying (MAiD) had accessible parking spaces added and elevator access to office space for staff and group social work sessions for patients.	Completed
Education	Mental Health and Addictions program in New Glasgow ensured accessible formatting practices were in place for group materials.	Completed
Education	Eastern Zone administrative staff completed the Introduction to Accessible Communications, Plain Language Core Skills, and Core Skills of Digital Accessibly courses. In addition, these training modules are now included as part of team orientation.	Completed
Education	Community Transition Program staff in Central Zone learned how to improve equipment use and increase client mobility and safety.	Completed
Education	Eastern Zone co-hosted a Health Protection Community two-day workshop with the Indigenous Community Health Centres to reconnect with Community Health Nurse partners to increase collaboration with both services while creating opportunity for learning and information sharing.	Completed
Education	Provided easier access to the Community Outreach Assessment and Treatment (COAST) and Adult Neurodevelopmental Stabilization Unit (ANSU)	Completed

Standard	Action	Status
	pamphlets by having them on Nova Scotia Library site.	
Education	Library Services created three sessions for library staff on how to improve accessibility, which included how to check PDFs for accessibility, how to add alt text to PowerPoints and how to adjust reading order on PowerPoints. In addition, improved subject guides to make them more accessible.	Completed
Education	Library Services created patient education resources.	Completed
Education	Palliative Care Integration Network developed and implemented provincial policies on deceased donation with updated clinical forms.	Completed
Education	Care Coordinator Centre (C3) developed and implemented provincial process standard work related to Interfacility Transfers.	Completed
Education	Care Coordinator Centre (C3) developed educational and informational videos for staff that had text and audio options.	Completed
Education	Care Coordinator Centre (C3) developed educational and informational videos for patients and families that had text and audio options.	Completed
Education	Care Coordinator Centre (C3) updated on-boarding materials to support variety of learners.	Completed
Education	Palliative Care Integration Network updated on-boarding materials to support variety of learners.	Completed
Education	Library Services offered a digital accessibility session. A one-hour session covering accessibility	Completed

Standard	Action	Status
	features available on MS Word and PowerPoint.	
Education	Provided materials and delivered information sessions to program teams on the use of ‘Language Line’ services, helping increase awareness and understanding of available resources within Eastern Zone.	Completed
Education	Equity Educate provided 2SLGBTQIA+ diversity and inclusion training for all Western Zone staff and leadership.	Completed
Education	Key clinicians and the manager from the Western Zone Mental Health and Addictions program attended a specialized accessibility conference focused on supporting neurodivergent clients	Completed
Education	Learning Management System module developed for Physicians on Care Coordination Centre (C3).	Completed
Education	Learning Management System module for deceased organ/tissue donation.	Completed
Education	Learning Management System module created called Fostering Inclusivity and Belonging; Equity, Diversity, Inclusion, Reconciliation, and Accessibility.	Completed
Education	Library Services presents PowerPoints on Microsoft Teams by uploading slides via PowerPoint Live rather than screensharing whenever possible. Many accessibility features become available when PowerPoint Live is used.	Completed
Education	Staff from Eastern Zone participated in the IONS Advancing Equity and Justice workshop with	Completed

Standard	Action	Status
	community partners, and also collectively completed the IONS Pathways to Action training.	
Education	Through the Palliative Care Integration Network, public education materials were developed to incorporate recent legislative changes and system-wide updates on deceased and living donation and transplantation.	Completed
Education	Continuing Care ensured information about the Accessibility Plan was shared with all team members so the team remains aligned and informed.	Completed
Education	Under People Services the training and organizational development team standardized templates for facilitated programs that align with accessibility standards in terms of colour contrast, font size, reviewed for plain language, demonstrated how to turn on captions at the beginning of sessions, and included a customized (written by the facilitator) land acknowledgement at the beginning of each session.	Completed
Education	In Western Zone, staff strengthened Inclusive Interprofessional Practice by participating in the provincial four-session learning series.	Completed
Education	Updated the Continuing Care General Orientation module to include the requirement to complete the Nova Scotia Health general orientation, which includes the EDIRA component.	Completed
Education	Western Zone Public Health staff from all program areas participated in Accessibility Foundations Training.	Completed

Standard	Action	Status
Education	A website for the Care Coordination Centre (C3) was developed and launched to provide clearer, more accessible information, helping clients and partners access services more easily.	Completed
Education	A website for the Legacy of Life program was developed and launched to provide complete, accessible information, helping individuals and families more easily access organ and tissue donation resources.	Completed
Education	The SchoolsPlus Mental Health Clinician delivered a presentation on sexuality and disabilities that supports inclusive, accessible education for all learners.	Completed
Employment	People Services created an internal EDIRA resources page where staff can find links, videos, documents and other resources related to EDIRA topics.	Completed
Employment	Primary health care has added a permanent 1.0 FTE Nurse Practitioner to the Nova Scotia Brotherhood and Sisterhood services.	Completed
Employment	People Services created The Leadership Hub, a centralized resource to provide guides, forms and information to leaders that includes how to create designated positions, inclusive hiring practices, and EDIRA resources.	Completed
Employment	Mental Health and Addictions offers interviews through Microsoft Teams to accommodate the accessibility needs of candidates applying for positions at the Adult Neurodevelopmental Stabilization Unit (ANSU). This approach is used for	Completed

Standard	Action	Status
	any candidate unable to attend an in-person interview.	
Employment	People Services launched a new general orientation, and staff who required accommodations for this training can request them in advance. The orientation also includes an overview of Nova Scotia Health’s Equity, Diversity, Inclusion, Reconciliation, and Accessibility (EDIRA) resources.	Completed
Employment	The Medical Assistance in Dying (MAiD) program purchased accessible office equipment including variable height work stations, creation of wide access doors to offices, and accessible washrooms for staff.	Completed
Employment	Palliative Care Network created EDIRA working group.	Completed
Employment	Palliative Care Network updated their job postings to ensure compliance with accessibility requirements.	Completed
Employment	Care Coordination Centre (C3) updated their job postings to ensure compliance with accessibility requirements.	Completed
Employment	All AI/ML tools built within the Applied Analytics Team are considerate of accessibility needs of users.	Completed
Employment	All dashboard build intake requests assessed any accessibility requirements for users that should be reflected in the build.	Completed
Goods and Services	Mental Health and Addictions reviewed its current booking processes, and improvements now include Community Wellness Supports (CWS) offering outreach drop-in services and on-site intake	Completed

Standard	Action	Status
	assessments at schools to help reduce access barriers.	
Goods and Services	Across all sites, Mental Health and Addictions offered flexible scheduling options, including evening appointments (where available), as well as first- and last-of-the-day appointment choices. Services are delivered using trauma-informed and gender-affirming care approaches, with opportunities for family and support-person involvement.	Completed
Goods and Services	All Mental Health and Addiction sites offered ASL/LSQ interpretation and virtual care when clinically appropriate.	Completed
Goods and Services	All Mental Health and Addiction sites offered client experience surveys by email, paper, or staff-assisted completion.	Completed
Goods and Services	Mental Health and Addictions site in New Glasgow offered structured written summaries for visually impaired client.	Completed
Goods and Services	Mental Health and Addiction site in Springhill & Amherst offered plain language materials, large print and digital formats.	Completed
Goods and Services	The Valley Regional Hospital added push press doors throughout site.	Completed
Goods and Services	Palliative Care Integration Network advocated and participated in national committees to ensure changes to national health regulations to improve gender-affirming care delivery in deceased donation.	Completed

Standard	Action	Status
Goods and Services	Valley Regional Hospital installed baby friendly space.	Completed
Goods and Services	Valley Regional Hospital purchased bariatric equipment.	Completed
Goods and Services	Care Coordination Centre (C3) improved the booking process to inter-facility transfer to support phone or electronic option for staff.	Completed
Goods and Services	Nutrition and Food Services continued to accept cash in retail food services (cafeterias and coffee shops) even as sites move toward cashless.	Completed
Goods and Services	Western Zone implemented equipment lending cupboards to ensure patients have timely access to essential items, supporting smoother discharge planning and continuity of care.	Completed
Goods and Services	Perioperative Services Network implemented an electronic referral system for surgical services, and Diagnostic and Therapeutic Services Network has introduced a similar system to streamline diagnostic imaging and gastroenterology referrals from primary care providers.	Completed
Goods and Services	Care Coordination Centre (C3) implemented frontline feedback systems to support ongoing technology and process improvements, offering multiple channels, such as email, phone and Microsoft Teams.	Completed
Goods and Services	Mental Health and Addictions in Western Zone implemented sensory-supportive tools in waiting rooms, such as fidgets, to support neurodivergent	Completed

Standard	Action	Status
	clients and others who benefit from sensory regulation.	
Goods and Services	Care Coordination Centre (C3) improved electronic booking form for transfers to improve available supports for patients with various mobility needs.	Completed
Goods and Services	Library Services staff followed accessibility guidelines for all PDFs produced or authored by the library, including literature search results and any files posted to Subject Guides, and ensured each document passed an Adobe accessibility test, included an appropriate title, and had assigned metadata to provide structured, machine-readable information about its contents.	Completed
Goods and Services	Medical Assistance in Dying (MAiD) purchased “Pocket Talker” devices for clients with hearing limitations.	Completed
Goods and Services	Continuing Care provided information on the presence of service dogs during home visits.	Completed
Goods and Services	Palliative Care Integration Network purchased and installed new exam tables in the Multi-Organ Transplant Program clinics to enable height-adjusted and other accessibility needs (previous products were immobile).	Completed
Goods and Services	Palliative Care Integration Network purchased new technology supports for staff that included voice-text software to improve access and efficiencies with technology.	Completed
Goods and Services	Quality reviews and improvements implemented within the Communicable Diseases Program to	Completed

Standard	Action	Status
	strengthen engagement and services to unhoused clients.	
Goods and Services	Continuing Care ensured all social media posts included alt text for images to support screen reader accessibility.	Completed
Goods and Services	Valley Regional Hospital created a spiritual health & wellness centre.	Completed
Goods and Services	Valley Regional Hospital introduced Staxi chair systems, durable, nestable medical transport chairs with a fail-safe braking system and high weight capacity, and enhanced safe and efficient patient transport, adding five chairs for porters and five for general use.	Completed
Goods and Services	Adult Neurodevelopmental Stabilization Unit occupational therapist position is filled. This position started assessing the various accessibility needs of patients.	Completed
Goods and Services	Continuing Care worked with partners on the Shared Services Pilot, supporting the Remedy Report (Seniors and Long-Term Care and the Opportunities and Social Development) and ensured clients had broader access to the services they required and preferred.	Completed
Goods and Services	Early Years team completed a health equity impact assessment to find health needs not being addressed and to recommend ways to improve services.	Completed

Standard	Action	Status
Information and Communications	Tools and resources are provided to staff and patients (new and existing) on the use of interpretation services.	Completed
Information and Communications	Bilingual English/French patient notifications and reminders are supported.	Completed
Information and Communications	Mental Health and Addictions sites shared information in different accessible formats, such as email, paper, and virtual options. They also offered interpretation services and supported inclusive ways of communicating.	Completed
Information and Communications	Valley Regional Hospital purchased additional “Pocket Talkers”, which are small devices that make voices louder so patients can hear conversations more easily.	Completed
Information and Communications	The Palliative Care Integration Network made sure all patient education materials (including websites, pamphlets and printed resources) followed accessibility guidelines, including plain language and readable font sizes.	Completed
Information and Communications	Mental Health and Addictions developed and shared a ‘What to Expect’ visual PowerPoint guide for clients. It supported accessibility for neurodivergent clients and for people with anxiety or sensory needs.	Completed
Information and Communications	Communications and Marketing had digital signage guidelines that required all video content to be easy to read and hard-captioned before posting.	Completed
Information and Communications	Mental Health and Addictions ensured proper signage and information is readily available to	Completed

Standard	Action	Status
	clients regarding EDIRA services (pride health, Indigenous health patient navigator)	
Information and Communications	The IT help ticket process has an option for support with Dragon Speech recognition software.	Completed
Information and Communications	The Halifax Regional Centre for Education, the Newcomer Welcome Centre, and Public Health worked together to create a resource that explains Public Health’s community programs and services. This helps newcomer families understand what is available and makes it easier for them to get the support they need.	Completed
Information and Communications	Valley Regional Hospital purchased a Language Translator for WCS.	Completed
Information and Communications	Library Services worked with Business Productivity Services to create guidelines and gather resources for making accessible eLearning courses. They also reviewed new and updated eLearning courses to make sure they met basic accessibility needs.	Completed
Information and Communications	Offered resources and communications to the public in a variety of formats (paper, online) and languages (including interpretation services) to support a variety of client needs.	Completed
Information and Communications	Library Services created physical space descriptions for each library. These descriptions explained any accessibility barriers people might have faced when entering or using the library, such as tables that are too low for wheelchair users. They also list any accessible features, like automatic doors.	Completed

Standard	Action	Status
Information and Communications	Library Services revised Policy AD-LIB-001 to reflect the integration of accessibility improvements.	Completed
Information and Communications	Provincial lab work advanced efforts related to gender diversity and reference ranges, and ensured respectful self-identification of patients during registration.	Completed
Information and Communications	Communications and Marketing ensured that the YourHealthNS app meets WCAG Level AA accessibility standards for mobile applications, the level set by the federal government.	Completed
Transportation	Emergency Health Services and the Provincial Care Coordination Centre (C3) help make sure patients can move safely between facilities. C3 finds the best transport option to match each patient’s needs.	Completed
Transportation	Mental Health and Addictions Springhill & Amherst site defined taxi and gas voucher criteria to support better access to care.	Completed
Transportation	Palliative Care Integration Network worked with national partners to ensure transfer of organs for live donors to prevent the movement of a live donor to a recipient hospital location outside of Nova Scotia.	Completed

## Accessibility Actions 2026-2029

**There are 240 actions we are working on that include the organization-wide goals:**

1. Review all policies, practices, and guidelines through an accessibility lens.
2. Complete accessibility audits across the organization, including all tools and resources aligned to accessibility standards.
3. Develop organization-wide accessibility training and education.
4. Review and improve hiring, promotion, and recruitment practices through an accessibility lens.
5. Explore organization-wide accessibility feedback mechanisms.

Standard	Action	Status
Built Environment	Installing an accessible shower at St. Martha's Regional Hospital.	In progress
Built Environment	Creating accessible seating with different table heights, wheelchair spaces, bariatric chairs, and tall tables for power chairs at the Dartmouth General and Halifax Infirmary sites.	In progress
Built Environment	Mental Health and Addictions is working with Facilities Management Services to ensure accessibility standards are met during renovations and new builds at all sites.	In progress
Built Environment	Nutrition and Food Services is advocating for lowered counters for cash and order pickup in new redevelopments.	In progress
Built Environment	Applying accessibility criteria when choosing places for meetings and events.  Most Public Health offices are in NS Health buildings, which already have many accessibility features.	In progress

Standard	Action	Status
	As we explore and plan new spaces, we are making sure accessibility is included in the design, such as easy access to washrooms and parking spots.	
Built Environment	Construction of the new space at Prime Brook is now under way. Working with Facilities Management Services to ensure all accessibility standards are followed during the renovations for the future Adult Community Mental Health and Addictions space at the Prime Brook site in Sydney.	In progress
Built Environment	Starting the Main Entrance Door and Curb Project at Valley Regional Hospital.	In progress
Built Environment	The Renal Program is making sure all new building projects meet — and, when possible, go beyond — the highest accessibility standards in the Nova Scotia Building Code and the Accessible Design for the Built Environment Standard (CAN/CSA B651-18).	In progress
Built Environment	Nova Scotia Health’s redevelopment projects for clinics in New Waterford and North Sydney will include many of the services now available at Northside General Hospital. Both sites are under construction. Locations will house new Adult Community Mental Health and Addictions (CMHA) and Opioid Recovery Program (ORP) outpatient services that are currently located in old hospitals in those communities. These are being built with	In progress

Standard	Action	Status
	trauma-informed, client-centred approaches in all aspects of their development	
Built Environment	Ensuring Public Health offices are in buildings with accessible features and locations.	In progress
Built Environment	Installing raised toilet seats at Valley Regional Hospital.	In progress
Built Environment	Redevelopment project at South Shore Regional Hospital.	In progress
Built Environment	Relocation project in Port Hawkesbury for Recovery Support Centre (RSC)/Opioid Recovery Program (ORP).	In progress
Built Environment	Mental Health and Addictions is doing trauma-informed care work.	In progress
Built Environment	At Valley Regional Hospital the inpatient mental health team is working to improve accessible washrooms, the anteroom, and seclusion rooms.	In progress
Built Environment	Washroom renovation on inpatient mental health unit at Valley Regional Hospital	In progress
Built Environment	Washroom renovations in Unit 1C and 1D.	In progress
Built Environment	Nutrition and Food Services installing wheelchair charging units.	In progress
Built Environment	The Renal Program is working with other healthcare teams to use the best tools, practices, and standards to make buildings more accessible.	In progress

Standard	Action	Status
Built Environment	People Services continues to offer the three-hour ‘Fostering Inclusivity and Belonging’ session, which is offered to all Nova Scotia Health staff. The session covers EDIRA basics, creating an inclusive workplace, and understanding bias and microaggressions.	Ongoing
Built Environment	Valley Regional Hospital’s ongoing projects include adding sturdy ‘Staxi’ porter chairs, improving clearly marked and accessible parking spaces, and upgrading the pathway from the parking lot.	Ongoing
Built Environment	The Colchester East Hants Health Centre is working to install an electric door opener in the emergency EKG room.	Ongoing
Built Environment	Community clinics are offered in spaces that are easy for everyone to access.	Ongoing
Built Environment	Occupational Health and Safety continue to meet regularly to review health and safety issues.	Ongoing
Built Environment	Continuing to ensure community lease spaces for Health Beyond Hospital locations follow accessibility requirements and meet building code standards.	Ongoing
Built Environment	The Mellor Provincial BioDepot expansion will improve how the space works and add equipment like scissor lifts and carts to make the area more accessible.	Ongoing
Built Environment	Continuing to ensure all new designs and major renovations include a plan with	Ongoing

Standard	Action	Status
	Facilities Management Services to review accessibility standards and build them into the design.	
Built Environment	Continuing to ensure new primary care spaces have standards for accessibility.	Ongoing
Built Environment	Continuing to promote Public Health Mobile Unit (PHMU) services in barrier-free community locations. This includes using the term ‘drop-ins’ instead of ‘walk-ins,’ offering in-vehicle services for respiratory or communicable disease testing and immunization, providing in-home services for communicable disease response, and collecting feedback through community immunization clinics.	Ongoing
Built Environment	Reviewing municipal planning strategies and bylaws to offer feedback and suggestions on how communities can be more accessible, inclusive, and support aging in place.	Ongoing
Built Environment	Using provincially designed and accessible posters within office spaces (African Heritage Month, Understanding Ableism, etc.)	Ongoing
Education	Staff in Truro, East Hants, Springhill, and Amherst to receive training in trauma-informed, gender-affirming, and neurodiversity-affirming practices.	In progress

Standard	Action	Status
Education	Ensure all live Microsoft Teams virtual webinars offered by the Palliative Care Network will use closed captioning.	In progress
Education	The BioDepot expansion in the tri-zones is underway. It includes improving how the space is set up to support better flow and adding equipment to make the area more accessible.	In progress
Education	Starting a Daily Management System to help improve quality.	In progress
Education	The Renal Program is creating a process that lets staff share any accommodation they need before their placement, orientation, or learning events. This gives enough time to set up the right supports.	In progress
Education	Palliative Care Integration Network is developing and presenting information and education at the PrideHealth Conference.	In progress
Education	Mental Health and Addictions is creating documents that explain the services offered through the Opioid Recovery Program.	In progress
Education	Continuing to provide education on Frailty and Dignity of Risk.	In progress
Education	The Palliative Care Integration Network is finding and sharing training to help the team build awareness about accessibility.	In progress

Standard	Action	Status
Education	Add resources about W3C and Universal Design for Learning to the orientation for Service Delivery Support team members.	In progress
Education	The leadership team is doing a survey to understand our current level of culturally safe and trauma-informed learning, practice, and accountability. This will help us create an action plan that shows what is working well, where the gaps are, and what support is needed across the zone.	In progress
Education	The Palliative Care Network is working to make sure the online PDF versions of our patient pamphlets can be used with screen readers.	In progress
Education	Work is underway to update pressure injury and wound care education to include guidance on assessing and managing all skin tones.	In progress
Education	Public education materials are being developed to reflect the new legislation on patient repatriation and transfers between facilities.	In progress
Education	Many Mental Health and Addictions staff along the South Shore are in the process of completing trauma-informed care training.	In progress
Education	Staff are taking part in education sessions to learn more about the 2SLGBTQIA+ community and how to be an ally in practical ways.	In progress

Standard	Action	Status
Education	Moving from our current learning system to the new SuccessFactors Learning Management System, called MAP Learning. The old system does not support captioning, clear inclusion guidelines, or tools like screen readers. The new system will have set accessibility standards that all learning must meet and will work better with adaptive tools.	In progress
Education	Continuing Care will start using approved style guides for font size, colours, and layout in staff supported documents.	In progress
Education	A website for the Multi-Organ Transplant program is currently being developed.	In progress
Education	Zonal Urgent Care and Schools Plus mental health clinicians are completing trauma-informed care training for both new and returning staff.	In progress
Education	<p>Early Years Public Health nurses continue to take training in several key areas.</p> <p>Mental Health and Addictions: This includes learning about postpartum stress, anxiety, depression, care pathways, referral processes, and screening tools.</p> <p>Trauma and violence-informed care: This covers topics like intimate partner violence, gender-affirming care, and fetal alcohol spectrum disorder.</p> <p>Cultural Safety and Humility: This includes learning about Indigenous cultural safety,</p>	Ongoing

Standard	Action	Status
	anti-Black racism, and the health needs of newcomers and immigrants.	
Education	The new occupational therapist in the Adult Neurodevelopmental Stabilization Unit is working with the board-certified behaviour analyst and the charge nurse on bathing assessments and teaching.	Ongoing
Education	The Community Transition Program supports staff by ensuring they continue to get the psychological wellness help they need.	Ongoing
Education	<p>Educational sessions are being offered under the publicly funded vaccine program. These sessions include immunizer training, webinars for healthcare workers, and information sessions for the public. They use different ways of teaching, with easy-to-understand language and platforms that support accessibility tools.</p> <p>Continue to monitor and review the Panorama self-directed refresher modules for nursing and administrative staff. Library Services reviews them to make sure the language, font, and readability are accessible.</p> <p>Continue to use the Guide for Creating Accessible E-Learning Courses from Nova Scotia Health.</p>	Ongoing

Standard	Action	Status
Education	Continue to monitor and evaluate the Health System Leadership Academy.	Ongoing
Education	Continuing Care will continue to monitor and evaluate internal staff orientation materials that follow Universal Design Learning principles.	Ongoing
Education	Medical Assistance in Dying (MAiD) will continue to develop education materials that meet the requirements for accessibility.	Ongoing
Education	Valley Regional Hospital staff will continue ongoing learning in Equity, Diversity, Inclusion, Reconciliation and Accessibility.	Ongoing
Education	Mental Health and Addictions will continue Equity, Diversity, Inclusion, Reconciliation and Accessibility education sessions at Team Away Days events.	Ongoing
Education	Continue to offer frailty education.	Ongoing
Education	Northern Zone Public Health is continuing to offer capacity-building training to help staff learn about, recognize and address ableism.	Ongoing
Education	Continue offering Nursing Education Days.	Ongoing
Education	Medical Assistance in Dying (MAiD) will continue to offer closed captioning for online staff meetings and for virtual information sessions for the public.	Ongoing
Education	Continue offering virtual pre-surgery and rehab education classes for arthroplasty	Ongoing

Standard	Action	Status
	patients through the Orthopedic Assessment Clinic.	
Education	The Public Health Mobile Unit continues to use accessibility tools in its work, including closed captioning in videos and accessible font styles, colours, and sizes in text-based learning materials.	Ongoing
Education	<p>The Public Health mobile unit continues to provide learning and development opportunities to build awareness and experiences for staff working in community. This includes promotion of NS Health programs (library, engagement hour, NS Health News, the Compass).</p> <p>The Public Health mobile unit utilizes an opening and closing huddle for community clinics to highlight opportunities, remind staff of the setting and services being delivered.</p>	Ongoing
Education	Medical Assistance in Dying (MAiD) continues to offer training for staff, such as diversity and inclusion training and sessions on empathic strain.	Ongoing
Education	Continuing Care will continue to provide Equity, Inclusion, Diversity, Reconciliation and Accessibility education to staff.	Ongoing
Education	Western Zone Public Health staff continue to take training on accessibility and share what they learn with the rest of the team.	Ongoing

Standard	Action	Status
Education	Frailty and Determinants of Recovery education continues to be offered in both virtual and recorded formats, as well as in person.	Ongoing
Education	Continue to offer the virtual “Ageing Well” YourHealthNS series.	Ongoing
Education	People Services to continue working with the Learning and Development teams to create training and information sessions for managers on a variety of topics, such as accessible hiring practices and workplace ableism.	Ongoing
Education	Continue to offer wound care education.	Ongoing
Education	Specialized Primary Mental Health Care staff will continue to take the Therapy with Neurodivergent Children, Adolescents and Their Caregivers course.	Ongoing
Employment	In Public Health, accessibility will continue to be considered when booking off-site locations for staff meetings and events. Information about the site, such as whether there is elevator access, is shared with the team ahead of time.	In progress
Employment	At all Mental Health and Addictions sites, we are working with the Occupational Health, Safety, and Wellness team to support staff with disabilities and to promote inclusive and welcoming workplace practices.	In progress

Standard	Action	Status
Employment	Continuing Care will work with Human Resources to find the right accommodations or supports for staff who are returning to work.	In progress
Employment	Developing standards to ensure staff gatherings are inclusive and accessible.	In progress
Employment	The Renal Program is working on creating tools and resources to help preceptors, mentors, and others involved in teaching and learning so they can better support learners with disabilities.	In progress
Employment	Creating a tool that helps people look at their work through an equity, diversity, inclusion, reconciliation and accessibility (EDIRA) lens for the Palliative Care Network.	In progress
Employment	Including the equity, diversity, inclusion, reconciliation, and accessibility lens in the Palliative Care Network team charter.	In progress
Employment	Special Patient program managers and system leads are working to build a supportive culture by talking with team members about their needs and the accommodations available. They are also working to offer flexible schedules, equipment, and other supports so staff can succeed.	In progress
Employment	Special Patient program managers and system leads are working to make the	In progress

Standard	Action	Status
	interview process more accessible. They are working toward sharing interview questions ahead of time, using Microsoft Teams features like captions and transcription, and asking candidates if they need any extra support.	
Employment	The Special Patient program is working to plan and run meetings in ways that respect everyone’s needs. When possible, they share agendas and reading materials ahead of time and offer different ways for people to give feedback, either during the meeting or afterward.	In progress
Employment	People Services is working to update hiring practices so they remove barriers and better support persons with disabilities during the interview process.	In progress
Employment	A Public Health nurse role has been moved to an historic African Nova Scotian community so the team can be more present, build stronger partnerships, offer clinics, and meet with clients in person.	In progress
Employment	The Public Health workforce plan includes a quick review of how to diversify the team and improve hiring. As part of this work, more ways to support accessibility for persons with disabilities in the Public Health workforce will also be identified.	In progress
Employment	The Work From Home policy is being updated to match the new Space Planning and Travel policies. The changes will	In progress

Standard	Action	Status
	include clear definitions for working on site, working remotely, and using a hybrid or flexible schedule.	
Employment	Build awareness and capacity within the recruitment team to fully support an accessible hiring process.	Not started
Employment	Creating recruitment information in accessible formats for use across Nova Scotia Health.	Not started
Employment	Create a tool for all hiring managers across Nova Scotia Health to help them build more inclusive interview processes, including interview guides.	Not started
Employment	Develop and share resources and tools across the system for leaders that use accessible language and practices to help hire and retain persons with disabilities.	Not started
Employment	Build relationships and partnerships across Nova Scotia Health with organizations that can help us recruit persons with disabilities.	Not started
Employment	Across Nova Scotia Health, remove any language that creates barriers.	Not started
Employment	Across Nova Scotia Health, we are continuing to improve accessible interview practices, such as offering virtual interviews and sharing interview guides ahead of time so candidates can prepare. We also provide modified work environments when needed, like allowing	Ongoing

Standard	Action	Status
	work from home during a gradual return-to-work plan.	
Employment	The Palliative Care Network continues to make sure workplace accommodations are supported and followed.	Ongoing
Employment	The Western Zone continues to offer flexible work hours so staff with disabilities can attend treatment programs and medical appointments.	Ongoing
Employment	The Northern Zone continues to plan meetings and all staff sessions in ways that support different accessibility needs, This includes offering different ways to take part, adding breaks, and making sure there are accessible and all gender washrooms.	Ongoing
Employment	People Services continues to work on developing a plan, including a timeline, to update or create policies, practices and guidelines that support equity, diversity, inclusion, reconciliation and accessibility.	Ongoing
Employment	People Services continues to review employment policies, practices, and guidelines through an equity, diversity, inclusion, reconciliation, and accessibility lens.	Ongoing
Employment	Under the Interprofessional Practice and Learning portfolio at Nova Scotia Health, the Internationally Educated Nurses program will continue to support nurses	Ongoing

Standard	Action	Status
	through orientation, education and other helpful supports.	
Employment	People Services will continue to use an equity, diversity, inclusion, reconciliation, and accessibility lens when creating new policies, practices, and guidelines.	Ongoing
Employment	People Services will continue to improve and monitor modified work arrangements.	Ongoing
Employment	The Western Zone onboarding quality project is working to make the staff onboarding process easier, more consistent, and more user-friendly. The new digital platform is customized for each job, guided by the employee, and designed to be culturally sensitive.	Ongoing
Employment	The Eastern Zone continues to post designated Public Health nurse positions to help increase representation within the Public Health workforce.	Ongoing
Employment	In zonal urgent care and specialized primary mental health care, staff continue to receive supports such as speech-to-text tools, better lighting, ergonomic furniture, and in-person help.	Ongoing
Goods and Services	Adult Community Mental Health and Addictions is improving accessibility by offering more flexible virtual support to help reduce cancellations.	In progress
Goods and Services	Through Mental Health and Addictions, the Client Experience Survey is underway in	In progress

Standard	Action	Status
	both electronic and paper formats. The results will help the team review their services and find ways to improve.	
Goods and Services	An Early Years advisory group is being created to give clients and community organizations a voice in guiding and shaping new initiatives.	In progress
Goods and Services	The Grief Education Guidelines and Grief Competency Framework are currently being developed.	In progress
Goods and Services	Palliative Care Network is working to include equity, diversity, inclusion, reconciliation, and accessibility in community programs and services.	In progress
Goods and Services	Launching a 24-hour access to fresh food project being offered through “FoodSpot” smart-fridge vending machines in the Dartmouth General Hospital and Halifax Infirmary emergency departments. These smart fridges let people buy fresh food, snacks, and drinks at any time using a self-serve system.	In progress
Goods and Services	Reviewing Early Years zone-level processes, documents, and forms using a trauma and violence-informed care approach, which means looking at services in ways that help people feel safe, respected, and supported.	In progress
Goods and Services	Reviewing procurement documents, templates, and guidelines through an accessibility lens, and any updates or new	In progress

Standard	Action	Status
	documents will include accessibility standards to help make the procurement process more accessible.	
Goods and Services	Mental Health and Addictions along the South Shore is in the process of buying new items to support the sensory room to help make the space more calming.	In progress
Goods and Services	Valley Regional Hospital is ensuring telecommunications are in all meeting spaces.	In progress
Goods and Services	Continue to increase support by working with the newcomer clinic to help meet the immunization needs of children under five.	In progress
Goods and Services	Working with DHW to revise the NS Palliative Care Drug Program policies to improve access to the program (i.e. Increasing access to HCPs to be able to refer patients to the program)	In progress
Goods and Services	Working on an assessment to better understand how people without a regular health-care provider move through the system in Eastern Zone. The assessment will also look at how the zone builds and maintains relationships with partners inside the organization and with community groups outside the organization.	In progress
Goods and Services	Clients can continue to receive Early Years services in many ways, including in person at home or in the community, by phone, by	Ongoing

Standard	Action	Status
	text, or by email. They can choose one-to-one support or join group sessions.	
Goods and Services	The Cold Chain program will continue to help keep vaccines safe and effective and make it easier for people to get the shots they need. It also reduces the need for extra visits or repeat vaccinations, which can be a barrier for many clients.	Ongoing
Goods and Services	The Community Pantry at the South Shore Outreach Resource Place in Bridgewater will continue to serve as the main hub, with a mobile pantry that also supports the Chester, New Germany, Lunenburg, and Liverpool sites.	Ongoing
Goods and Services	Continuing to work on an internal accountability team to make sure the recommendations from the Early Years Health Equity Impact Assessment are achieved.	Ongoing
Goods and Services	Early Years advisory councils were started in each network and will continue to identify what supports are missing and where improvements are needed. Their goal is to bring forward the voices of families to help improve programs and services.	Ongoing
Goods and Services	Continue to improve immunization program offerings to reduce barriers and strengthen access for newcomer families, including community based clinics, high	Ongoing

Standard	Action	Status
	school offerings and efficient immunization assessments.	
Goods and Services	Continue offering the Grade 12 immunization catch-up program to support students who missed their shots, before they are no longer eligible for free vaccines.	Ongoing
Goods and Services	Continue offering the Grade 7 immunization program which partners with Schools Plus, with the purpose to have a therapy dog on site to help students feel calm and safe during their vaccinations.	Ongoing
Goods and Services	Healthy Communities team continues to look for opportunities to join accessibility committees with municipalities.	Ongoing
Goods and Services	Continue holding Public Health clinics and programming within Northern Zone communities (sometimes in rural and remote locations) to meet clients closer to them and where they are most comfortable.	Ongoing
Goods and Services	Continue holding Public Health clinics and programming within Northern zone communities in partnership with community organizations to support populations that may historically lack access due to poor social determinants of health, such as discrimination.	Ongoing
Goods and Services	Continue the Nurse-Family Partnership Program, which provides early support to	Ongoing

Standard	Action	Status
	<p>expecting parents with prenatal, developmental, or accessibility needs. Services are delivered in the setting that best supports each client’s individual needs.</p>	
Goods and Services	<p>Nutrition and Food Services continue using the Room Service model to give patients more choice in their meals and improve their overall experience.</p>	Ongoing
Goods and Services	<p>Medical Assistant in Dying (MAiD) will continue to offer various communication supports for clients, based on need, including translation services and speech pathology.</p>	Ongoing
Goods and Services	<p>Continue to operate youth health centres in high schools across Northern Zone to provide safe, inclusive spaces and support youth voice and programming.</p>	Ongoing
Goods and Services	<p>Continue providing primary health care evening clinics for patients who can’t come during the day.</p>	Ongoing
Goods and Services	<p>Public Health nurses continue using language support services, including interpretation services and the InSight language translation app.</p>	Ongoing
Goods and Services	<p>Continue the partnership with pharmacies to provide prophylaxis for iGAS, IMD, and pertussis contacts.</p>	Ongoing
Goods and Services	<p>Library Services will continue to review patient brochures to ensure they meet</p>	Ongoing

Standard	Action	Status
	accessibility standards, including a Grade 6 reading level and large font.	
Goods and Services	Continue providing print-friendly care pathways and easy-to-follow CFS guides on staff lanyard cards.	Ongoing
Goods and Services	The Public Health mobile unit will continue providing options and alternatives for clients providing feedback, while ensuring there is awareness of different methods for response and feedback.	Ongoing
Goods and Services	Public Health mobile unit will continue to offer options and support for clients in community settings while continuing to use bookmarks, QR codes, posters, and email to raise awareness.	Ongoing
Goods and Services	Continue providing provincial Nutrition and Food Services menus in large print and with culturally appropriate food items for patients.	Ongoing
Goods and Services	Public Health will continue offering patient and family-centred programming, including outreach immunization clinics, visits in clients' preferred locations, and flexible appointment options.	Ongoing
Goods and Services	Continue managing publicly funded vaccine orders using the Shopify system, ensuring safe options for people with allergies or medical needs, and supporting the nirsevimab exceptions pathway.	Ongoing

Standard	Action	Status
Goods and Services	Continue regular meetings with Indigenous Community Health Centres to grow relationships, share information, and identify community strengths and opportunities.	Ongoing
Goods and Services	Continue supporting community pantries at Dawson (both wings) and the mobile pantry for The Gathering Place and Queens General Hospital.	Ongoing
Goods and Services	Continue helping vulnerable clients apply for funding programs, such as support for autism assessments and programs offered through the Mental Health Foundation of Nova Scotia and the Children’s Aid Foundation of Nova Scotia.	Ongoing
Goods and Services	Continue moving forward with Western Zone Public Health Health Equity Action Plan, ensuring that fair access, cultural safety, and community voices remain core to all public health work.	Ongoing
Goods and Services	In Central Zone continue offering youth health centres in high schools to provide safe, inclusive spaces for youth and support activities that build positive, inclusive school environments.	Ongoing
Goods and Services	Continue offering many service options, including in-person, phone, and online support, through Urgent Care and Mental Health and Addictions services.	Ongoing

Standard	Action	Status
Information and Communications	Reviewing and supporting the Mental Health Literacy Strategy.	In progress
Information and Communications	Advocating for better access to publicly funded vaccines based on the needs of Nova Scotia, such as updating eligibility definitions to be more inclusive.	In progress
Information and Communications	The Community Transition Program is reviewing how the team communicates with clients and families during progress reviews to improve clarity and understanding.	In progress
Information and Communications	Access and Flow Network is creating and using standards to make sure public meetings and presentations are inclusive and accessible. As well as developing a presentation checklist.	In progress
Information and Communications	Continue encouraging partner agencies to follow the same accessibility standards in their communications.	In progress
Information and Communications	Continuing Care is developing guidelines to make sure all new public materials meet accessibility standards, including clear language and readable font sizes.	In progress
Information and Communications	<p>Expanding the practice of utilizing accessibility features for written and digital tools, such as documents and presentations.</p> <p>Developing and improving Public Health resources so they are designed and shared</p>	In progress

Standard	Action	Status
	with accessibility in mind, including letters and communications during outbreaks. This work includes reviewing and updating current resources and offering interpretation services to address language barriers. As well as expanding the use of accessibility features in written and digital tools, such as documents and presentations.	
Information and Communications	Developing the Digital Accessibility Plan through the Health Innovation Hub.	In progress
Information and Communications	Implementing design and development changes needed to meet Apple Liquid Glass iOS accessibility requirements.	In progress
Information and Communications	Developing the Accessibility Action Plan for the Integrated Access and Flow Network to improve access and remove barriers.	In progress
Information and Communications	Working on making Library Subject Guides accessible for all users.	In progress
Information and Communications	Developing accessible patient education materials, including pamphlets written in clear language and designed for easy reading.	In progress
Information and Communications	Access and Flow Network is planning to make all digital communications accessible to screen readers.	In progress
Information and Communications	Access and Flow Network is planning to make all PDF documents so they meet universal accessibility guidelines.	In progress

Standard	Action	Status
Information and Communications	Access and Flow Network is planning to make all website content accessible for people with disabilities and meet the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.	In progress
Information and Communications	Renal Program will make sure our web/Compass content is accessible to people with disabilities and meets Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.	In progress
Information and Communications	Valley Regional Hospital is planning to develop and make accessibility improvements to the Nurse Call System.	In progress
Information and Communications	Valley Regional Hospital is planning to develop and make accessibility improvements for the Patient Boards.	In progress
Information and Communications	Nutrition and Food Services is working on a pre-order app in the cafeteria for staff.	In progress
Information and Communications	Public Health is creating education resources to be easy to read and accessible. Most materials use plain language, accessible fonts, simple layouts, and matte paper, and are offered in both web and print formats.	In progress
Information and Communications	Public Health is creating resources with attention to inclusive language and imagery, including gender-neutral terms, and featuring photos that reflect diverse families.	In progress

Standard	Action	Status
Information and Communications	Public Health is working to offer resources that are translated into French, and provide some materials in Arabic, Ukrainian, and Mi'kmaq.	In progress
Information and Communications	Through the Quality Project, staff can present accessibility as a key quality-improvement indicator, helping it become part of all Public Health goals.	In progress
Information and Communications	Continuing Care is reviewing current resources through an accessibility lens to identify required updates.	In progress
Information and Communications	Developing and applying School Immunization Program Standards by reviewing workspaces for accessibility, ensuring consistent services across the province, and adding supports such as help for students with anxiety or needle phobia.	In progress
Information and Communications	Developing the “Loving Care” microsite to make online Public Health resources accessible for users with disabilities. When complete, it will meet Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.	In progress
Information and Communications	The UPHN project will help bring immunization services to Grade 12 students at school. This catch-up program removes barriers by making vaccines easier to get without extra appointments or consent challenges, and will include awareness campaigns through social media, digital advertising, videos,	In progress

Standard	Action	Status
	sponsored content, and print materials to reach as many people as possible.	
Information and Communications	Valley Regional Hospital is continuing to ensure Wayfinding and Signage.	In progress
Information and Communications	The Patient Experience team is creating a consistent process for accessing language and translation services. They are currently translating the patient experience survey into French and Mi'kmaq.	In progress
Information and Communications	Frailty and Elder Care Network is in the process of updating their website to use plain language and following accessibility guidelines for fonts and images.	In progress
Information and Communications	Frailty and Elder Care Network is in the process of updating their website to ensure it links community resources.	In progress
Information and Communications	Communications and Marketing team will look into completing an accessibility audit.	Not started
Information and Communications	Special Patient Program completing a Health Equity Impact Assessment.	Not started
Information and Communications	Update job posting templates to include accommodations of any accessibility needs under the Canadian Charter of Rights and Freedoms and Nova Scotia Human Rights	Not started
Information and Communications	Interpretation services are available to patients throughout the province by phone, video, and in-person, including American Sign Language (ASL).	Ongoing

Standard	Action	Status
Information and Communications	Identified patient education materials are available in other languages. Patient files in other languages are translated to English.	Ongoing
Information and Communications	Staff are supported in actively offering interpretation services to patients. Education, tools, and hands-on assistance are provided to improve access for Limited English-Speaking Patients, alongside ongoing language-services updates and distribution of “Bonjour” awareness materials.	Ongoing
Information and Communications	Patient language of choice is captured and documented.	In Progress
Information and Communications	Information about Language Services is added to the EDIRA section of the public website.	In Progress
Information and Communications	Translation of written materials, including patient pamphlets, into additional languages.	In Progress
Information and Communications	Developing an accessibility and inclusive assessment tool to review all policies practices and guidelines throughout Nova Scotia Health.	In progress
Information and Communications	Continue offering the 1-833 vaccine booking phone line to make immunization easier to access. This service will move to the 811 phone line in summer 2026.	Ongoing
Information and Communications	Working on including accessible parking reminders in public service	Ongoing

Standard	Action	Status
	announcements about parking changes related to all Western Zone hospitals.	
Information and Communications	Ensuring Alt Text are added to social media posts.	Ongoing
Information and Communications	Communications and Marketing team will continue to create website and social media content that aligns with accessibility standards and the legislation.	Ongoing
Information and Communications	Continue delivering publicly funded vaccines directly to remove barriers for health-care providers and support safe vaccine storage.	Ongoing
Information and Communications	Continue reminding staff during education sessions that they can turn on closed captioning to support accessibility.	Ongoing
Information and Communications	Continue using electronic consent to remove barriers caused by paper forms and to provide accessible digital options for families.	Ongoing
Information and Communications	Continue supporting external organizations, such as municipalities, with developing and implementing their accessibility plans.	Ongoing
Information and Communications	Continue ensuring that innovationhub.nshealth.ca meets Web Content Accessibility Guidelines (WCAG) 2.1 accessibility standards	Ongoing
Information and Communications	Interpretation services continue to be available and used at Fishermen's	Ongoing

Standard	Action	Status
	Memorial Hospital, including a mobile interpretation unit.	
Information and Communications	Nshealth.ca continues to meet Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.	Ongoing
Information and Communications	Continue including accessibility needs in outbreak planning, such as planning for viral hemorrhagic fever or multi-zone outbreaks.	Ongoing
Information and Communications	Continue adapting Public Health Mobile Unit presentations and events to ensure they are inclusive and accessible, using feedback from clients and nurse end-of-shift reports.	Ongoing
Information and Communications	The Public Health Mobile Unit will continue using the Fast Feedback team and partner groups to gather feedback on signs, posters, and other resources.	Ongoing
Information and Communications	The Palliative Care Integration Network will keep partnering with Canadian Blood Services, PrideHealth, and others to make donation and transplant awareness events and information more accessible, helping increase public awareness.	Ongoing
Information and Communications	Communications and Marketing team will continue to review print resources regularly to ensure accuracy, clarity and images reflect diverse communities.	Ongoing

Standard	Action	Status
Information and Communications	Communications and Marketing team will continue creating promotional and web materials using an equity lens, with language and images that reflect diverse communities.	Ongoing
Information and Communications	Medical Assistance in Dying (MAiD) will continue offering different ways for the public to attend information sessions, including in-person sessions at locations chosen by community groups and virtual options such as Health Nova Scotia sessions.	Ongoing
Information and Communications	Special Patient program will continue developing resources for Public Health staff, healthcare providers, and the public, including information sheets, after-care instructions, and provider guidance using plain language and an equity-focused approach. Resources are shared through the public website, fax, print materials, and social media, with translations offered in multiple languages.	Ongoing
Information and Communications	Mental Health and Addictions to continue using interpretation services along the South Shore and meeting with Language Services to improve access.	Ongoing
Information and Communications	Care Coordination Centre will continue recording staff webinars and education sessions and providing written transcripts.	Ongoing

Standard	Action	Status
Information and Communications	Continue supporting staff training in using translation tools to improve communication with newcomer families.	Ongoing
Information and Communications	Communications and Marketing team will continue using platforms like Vimeo and social media that auto-generate captions for video content.	Ongoing
Information and Communications	Continue including links to local and municipal transportation options in Western Zone emergency department temporary closure public service announcements.	Ongoing
Information and Communications	Continue using interpretation services in Urgent Care and Mental Health and Addictions services, supported by bilingual staff.	Ongoing
Information and Communication	Include Mi'kmaq interpretation and translation services.	Not started
Transportation	Mental Health and Addictions services is working to identify and address transportation barriers at all sites as part of ongoing accessibility work.	In progress
Transportation	Work is underway to collect and share information on transportation supports for high-school students who need help accessing sexually transmitted infection testing.	In progress

Standard	Action	Status
Transportation	Continuing Care is creating a way to gather information from individuals accessing continuing care services on barriers to access services and use this information in care planning.	In progress
Transportation	Developing an internal system to track transportation barriers, identify patterns and guide resource planning to better support client needs.	In progress
Transportation	Palliative Care Network is working on capturing barriers to accessing care in the Patient Experience Survey to inform ongoing quality improvement.	In progress
Transportation	Northern Zone is developing a transportation pilot to provide transportation to and from medical and wellness appointments, including supporting those who use mobility devices, service animals, and support people.	In progress
Transportation	Mental Health and Addictions will continue to collect information from patients and families about transportation barriers they experience when seeking care.	Ongoing
Transportation	Continue collecting information about patient mobility and transportation needs during MAiD navigator intake to help plan accessible care.	Ongoing
Transportation	Renal Program will continue to collect information from patients and families	Ongoing

Standard	Action	Status
	about transportation barriers they experience when seeking care.	
Transportation	Work is underway to develop a process to share information about transportation issues and concerns in partnership with EHS and public and private transportation companies.	Ongoing
Transportation	Continue monitoring escalations related to patient transfer issues which are tracked and supported in real time using C3 technology.	Ongoing
Transportation	Public Health mobile unit continues to adapt van access to ensure low barrier physical access for clients, including handles, ramps and signage.	Ongoing
Transportation	The Public Health mobile unit will continue to give a client feedback form at every visit. Feedback is shared with the team and others to support ongoing quality improvement. The unit will continue to provide services in areas with major transportation barriers, difficulty accessing care, or community-identified concerns such as trauma or past negative experiences with the health system. The unit will continue to offer in-home testing and immunization to support clients during communicable disease response.	Ongoing
Transportation	Medical Assistant in Dying (MAiD) will continue providing transportation supports for patients and families, such as gas cards	Ongoing

Standard	Action	Status
	from the QEII Health Sciences Centre Foundation and the Emergency Health Services patient transfer option.	
Transportation	Continue creating Public Health resources that address transportation barriers and provide guidance on supports for cases and contacts.	Ongoing
Transportation	Palliative Care Integration Network will continue to track data on when a family declines deceased donation due to transfer concerns of their loved one.	Ongoing
Transportation	Care Coordination Centre continues to have regular meetings with EHS aimed at improvement and sharing concerns.	Ongoing

## **Evaluation and Monitoring**

We aim to redesign a way to continue tracking progress of accessibility initiatives and projects across Nova Scotia Health. We will review priorities annually and make necessary adjustments when needed.

Feedback about Nova Scotia Health Accessibility Report Card can be sent here:

[www.engage4health.ca/accessibility-nsh](http://www.engage4health.ca/accessibility-nsh)

## APPENDIX A – Engagement Activities

### Joint Accessibility Advisory Committee Engagement Session

This engagement session highlighted the challenges, barriers, successes, and gaps related to accessibility that were discussed during the Joint Accessibility Advisory Committee Engagement Session on Jan. 23, 2025. The goal of the session was to help partner organizations improve accessibility for everyone.

### Background

This session was hosted with Asanti Leadership and brought committee members together, including some new leaders. The group talked about the current state of Equity, Diversity, Inclusion, Reconciliation, and Accessibility (EDIRA). Everyone agreed accessibility is an important part of fair services and strong organizational responsibility. Participants shared concerns about ongoing barriers and also pointed out areas where progress is being made.

### Key Issues

#### 1. Operational Accessibility Challenges

- Frequent leadership and staffing changes disrupt planning, continuity and relationship-building.
- Engagement with people with disabilities is hindered by inconsistent communication pathways.
- Existing institutional systems are not designed with accessibility in mind, creating ongoing barriers.

#### 2. Structural and Systemic Barriers

- Decision-making remains predominantly Halifax-centric, limiting rural and provincial representation.
- Rural communities experience infrastructure limitations beyond organizational control.
- Aging facilities require significant investment to meet accessibility standards.

#### 3. Digital and IT Accessibility Gaps

- Current IT systems pose barriers for users with visual, hearing, cognitive, or mobility impairments.
- Lack of accessible digital design limits full participation in programs and services.

#### 4. Accountability and Governance Challenges

- Accessibility policies exist without clear mechanisms for implementation, monitoring or enforcement.
- There is no unified, organization-wide accessibility pathway guiding long-term priorities.

#### **5. What Is Working Well**

- Strong dedication and lived-experience contributions from committee members.
- Increased recognition of the need for sustained systemic investment in accessibility roles and infrastructure.
- More meaningful inclusion of people with disabilities in conversations and decision-making processes.

### **Analysis**

The session highlighted a gap between accessibility commitments and actual operational capacity. Progress requires consistent leadership support, stronger accountability structures and accessible digital and physical environments. Ongoing engagement with disability communities remains a critical enabler of effective accessibility practice.

### **Next Steps / Recommendations**

1. Develop a clear organizational accessibility pathway with priorities, timelines and accountability mechanisms.
2. Strengthening digital accessibility, including IT system upgrades and adherence to accessibility standards.
3. Improve community engagement structures to ensure continuity despite staffing changes.
4. Expand representation beyond Halifax to reflect diverse provincial and rural accessibility needs.
5. Advance infrastructure planning to prioritize upgrades in older buildings.
6. Continue gathering feedback through online questionnaires and targeted consultations.

## **Accessibility Themes from the Accessibility Action Group Engagement**

**Session Date: Jan. 9, 2025**

### **Purpose**

To summarize accessibility-related insights and issues raised during the Accessibility Action Group Engagement Session in support of the development of the IWK Health's inaugural EDIRA Strategy and Implementation Plan.

### **Background**

The session focused on identifying current accessibility gaps, operational challenges and opportunities for improvement across the organization. Accessibility emerged as a central area requiring structured assessment, co-ordinated planning, and increased resourcing.

### **Key Accessibility Challenges Identified**

#### **1. Physical and Built Environment Barriers**

- Inadequate signage and limited accessible washrooms.
- Low-visibility stair indicators and insufficient bariatric-appropriate equipment.
- Frequent construction and renovations causing navigational and safety challenges.

#### **2. Systemic and Operational Barriers**

- Appointment scheduling processes do not capture or accommodate patient accessibility needs.
- Planning for additional support persons during appointments is lacking.
- Equipment use challenges and gaps in evacuation planning for individuals with disabilities.

#### **3. Attitudinal and Knowledge Barriers**

- Silent ableism and inconsistent understanding of accessibility across staff groups.
- Limited training and awareness of accessibility principles and inclusive practice.

#### **4. Gaps Beyond the Built Environment**

- Transportation issues that affect access to services.
- HR processes and hiring practices that do not consistently incorporate accessibility considerations.

## **What Needs to Happen**

- Expand accessibility education, including Rick Hansen Foundation training and ongoing staff learning.
- Increase engagement of individuals with lived experience in planning, design and decision-making.
- Strengthen and sustain resourcing for accessibility, including funding and dedicated roles.
- Improve emergency and evacuation planning to account for diverse accessibility needs.
- Enhance organizational understanding of ableism and its impact on patient and family experience.

## **Current Strengths and Positive Developments**

- Hiring an accessibility health consultant with lived experience and establishment of a dedicated accessibility budget.
- Increased co-development practices and greater involvement of the accessibility team in design reviews.
- Growing organizational openness to staff ideas and input on accessibility improvements.
- Early movement toward shifting from infrastructure fixes to broader behavioral and cultural change.

## **Major Gaps in Current Implementation**

- Insufficient attention to transportation accessibility and inclusive HR practices.
- Need for more structured and widespread accessibility education.
- Limited diversity within the accessibility-focused workforce.

## APPENDIX B - Accessibility Advisory Committee

The Accessibility Advisory Committee provides guidance to Nova Scotia Health and IWK Health on identifying, preventing and removing barriers for people with disabilities across programs, services, initiatives, and facilities, in alignment with the Nova Scotia Accessibility Act.

The committee upholds accessibility as a human right and works in alignment with the Accessibility Directorate’s mandate, which requires that at least 50 per cent of members have lived experience with a disability.

### Committee Composition

The Committee includes 12–16 members from Nova Scotia Health, IWK Health, disability-serving organizations, and individuals with disabilities. We are seeking members who have lived experience with disability or accessibility barriers, are connected to organizations serving persons with disabilities, and are committed to advancing accessibility, inclusion, and system-level change.

Meeting Dates Year	Dates
2022	Aug. 25, 2022, Sept. 22, 2022, Oct. 27, 2022
2023	Jan. 23, 2023, Feb. 23, 2023, March 23, 2023, May 25, 2023, June 22, 2023
2024	Jan. 25, 2024, May 23, 2024, June 27, 2024, Aug. 22, 2024, Oct. 23, 2024, Nov. 28, 2024
2025	Feb. 27, 2025, March 27, 2025, April 24, 2025, May 22, 2025, June 26, 2025, Sept. 18, 2025, Nov. 20, 2025
2026	Jan. 15, 2026, Feb. 19, 2026

## Current Membership

<b>IWK Health</b>	<b>Title</b>
Angela Johnson	Director, Health Equity, Safety, & Wellness
Jeff Harding	Director, Redevelopment, Space and Leasing Services
Jaime Blenus	Accessibility Health Consultant
<b>Nova Scotia Health:</b>	<b>Title</b>
Mahogany O’Keiffie	Senior Director, Equity, Diversity, Inclusion, Reconciliation & Accessibility
Cher Smith	Interprofessional Practice Learning Leader, Western Zone
Margaret Angus	Senior Communications Advisor, Public Affairs, Content and Media Relations
Chris Smith	Director, Program Management, Facilities Management and Support
<b>Partners</b>	<b>Title</b>
Caden Flinn	Special Events Coordinator, Easter Seals Nova Scotia
Marion Brown	Associate Professor, School of Social Work; Associate Dean Academic, Faculty of Health, Dalhousie University
Holly MacLellan	Supervisor of Accessibility Services, Atlantic Provinces Special Education Authority (APSEA)
Alycia Pottie	Patient/Family Representative
<b>Committee Support:</b>	<b>Title</b>
Terri Fraser	Director, Communications, Engagement & Change, IWK
Vinson Li	Librarian Educator, Library Services, NSH