

Nova Scotia Health Accessibility Report Card



Ongoing and In-Progress Actions

April 2026





Nova Scotia Health Accessibility Report Card - Executive Summary

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.

Accessibility Actions 2026-2029

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

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

Accessibility Standards - Focus Areas

- Built Environment
- Information & Communications
- Education
- Goods & Services
- Employment
- Transportation

Feedback

We aim to redesign a way to continue tracking the progress of accessibility initiatives and projects across Nova Scotia Health. We will review priorities annually and make necessary adjustments. Feedback about Nova Scotia Health Accessibility Report Card can be sent here: www.engage4health.ca/accessibility-nsh.



Ongoing and In Progress Actions - 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.

Action	Status
Installing an accessible shower at St. Martha's Regional Hospital.	In progress
Creating accessible seating with different table heights, wheelchair spaces, bariatric chairs, and tall tables for power chairs at the Dartmouth General and Halifax Infirmity sites.	In progress
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
Nutrition and Food Services is advocating for lowered counters for cash and order pickup in new redevelopments.	In progress
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. 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.	In progress
Ensuring Public Health offices are in buildings with accessible features and locations.	In progress
Installing raised toilet seats at Valley Regional Hospital.	In progress
Redevelopment project at South Shore Regional Hospital.	In progress
Relocation project in Port Hawkesbury for Recovery Support Centre (RSC)/Opioid Recovery Program (ORP).	In progress

Action	Status
Mental Health and Addictions is doing trauma-informed care work.	In progress
At Valley Regional Hospital the inpatient mental health team is working to improve accessible washrooms, the anteroom, and seclusion rooms.	In progress
Washroom renovation on inpatient mental health unit at Valley Regional Hospital	In progress
Washroom renovations in Unit 1C and 1D.	In progress
Nutrition and Food Services installing wheelchair charging units.	In progress
The Renal Program is working with other healthcare teams to use the best tools, practices, and standards to make buildings more accessible.	In progress
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
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
The Colchester East Hants Health Centre is working to install an electric door opener in the emergency EKG room.	Ongoing
Community clinics are offered in spaces that are easy for everyone to access.	Ongoing
Occupational Health and Safety continue to meet regularly to review health and safety issues.	Ongoing
Continuing to ensure community lease spaces for Health Beyond Hospital locations follow accessibility requirements and meet building code standards.	Ongoing
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

Action	Status
Continuing to ensure all new designs and major renovations include a plan with Facilities Management Services to review accessibility standards and build them into the design.	Ongoing
Continuing to ensure new primary care spaces have standards for accessibility.	Ongoing
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
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
Using provincially designed and accessible posters within office spaces (African Heritage Month, Understanding Ableism, etc.)	Ongoing



Ongoing and In Progress Actions - 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.

Action	Status
Ensure all live Microsoft Teams virtual webinars offered by the Palliative Care Network will use closed captioning.	In Progress
Staff in Truro, East Hants, Springhill, and Amherst to receive training in trauma-informed, gender-affirming, and neurodiversity-affirming practices.	In Progress
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
Starting a Daily Management System to help improve quality.	In Progress
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
Palliative Care Integration Network is developing and presenting information and education at the PrideHealth Conference.	In Progress
Mental Health and Addictions is creating documents that explain the services offered through the Opioid Recovery Program.	In Progress
Continuing to provide education on Frailty and Dignity of Risk.	In Progress
The Palliative Care Integration Network is finding and sharing training to help the team build awareness about accessibility.	In Progress
Add resources about W3C and Universal Design for Learning to the orientation for Service Delivery Support team members.	In Progress

Completed Action	Action
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
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
Work is underway to update pressure injury and wound care education to include guidance on assessing and managing all skin tones.	In Progress
Public education materials are being developed to reflect the new legislation on patient repatriation and transfers between facilities.	In Progress
Many Mental Health and Addictions staff along the South Shore are in the process of completing trauma-informed care training.	In Progress
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
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
Continuing Care will start using approved style guides for font size, colours, and layout in staff supported documents.	In Progress
A website for the Multi-Organ Transplant program is currently being developed.	In Progress
Zonal Urgent Care and Schools Plus mental health clinicians are completing trauma-informed care training for both new and returning staff.	In Progress
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.	In Progress

Action	Status
Early Years Public Health nurses continue to take training in several key areas. Mental Health and Addictions: This includes learning about postpartum stress, anxiety, depression, care pathways, referral processes, and screening tools. Trauma and violence-informed care: This covers topics like intimate partner violence, gender-affirming care, and fetal alcohol spectrum disorder. Cultural Safety and Humility: This includes learning about Indigenous cultural safety, anti-Black racism, and the health needs of newcomers and immigrants.	Ongoing
The Community Transition Program supports staff by ensuring they continue to get the psychological wellness help they need.	Ongoing
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. 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. Continue to use the Guide for Creating Accessible E-Learning Courses from Nova Scotia Health.	Ongoing
Continue to monitor and evaluate the Health System Leadership Academy.	Ongoing
Continuing Care will continue to monitor and evaluate internal staff orientation materials that follow Universal Design Learning principles.	Ongoing
Medical Assistance in Dying (MAiD) will continue to develop education materials that meet the requirements for accessibility.	Ongoing
Valley Regional Hospital staff will continue ongoing learning in Equity, Diversity, Inclusion, Reconciliation and Accessibility.	Ongoing
Mental Health and Addictions will continue Equity, Diversity, Inclusion, Reconciliation and Accessibility education sessions at Team Away Days events.	Ongoing

Action	Status
Continue to offer frailty education.	Ongoing
Northern Zone Public Health is continuing to offer capacity-building training to help staff learn about, recognize and address ableism.	Ongoing
Continue offering Nursing Education Days.	Ongoing
Medical Assistance in Dying (MAiD) will continue to offer closed captioning for online staff meetings and for virtual information sessions for the public.	Ongoing
Continue offering virtual pre-surgery and rehab education classes for arthroplasty patients through the Orthopedic Assessment Clinic.	Ongoing
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
Valley Regional Hospital staff will continue ongoing learning in Equity, Diversity, Inclusion, Reconciliation and Accessibility.	Ongoing
Mental Health and Addictions will continue Equity, Diversity, Inclusion, Reconciliation and Accessibility education sessions at Team Away Days events.	Ongoing
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). 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.	Ongoing
Medical Assistance in Dying (MAiD) continues to offer training for staff, such as diversity and inclusion training and sessions on empathic strain.	Ongoing
Continuing Care will continue to provide Equity, Inclusion, Diversity, Reconciliation and Accessibility education to staff.	Ongoing
Western Zone Public Health staff continue to take training on accessibility and share what they learn with the rest of the team.	Ongoing

Action	Status
Frailty and Determinants of Recovery education continues to be offered in both virtual and recorded formats, as well as in person.	Ongoing
Continue to offer the virtual “Ageing Well” YourHealthNS series.	Ongoing
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
Continue to offer wound care education.	Ongoing
Specialized Primary Mental Health Care staff will continue to take the Therapy with Neurodivergent Children, Adolescents and Their Caregivers course.	Ongoing



Not Started, Ongoing and In Progress Actions - 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.

Action	Status
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
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
Continuing Care will work with Human Resources to find the right accommodations or supports for staff who are returning to work.	In progress
Developing standards to ensure staff gatherings are inclusive and accessible.	In progress
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
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
Including the equity, diversity, inclusion, reconciliation, and accessibility lens in the Palliative Care Network team charter.	In progress
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

Action	Status
Special Patient program managers and system leads are working to make the 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.	In progress
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
People Services is working to update hiring practices so they remove barriers and better support persons with disabilities during the interview process.	In progress
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
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
The Work From Home policy is being updated to match the new Space Planning and Travel policies. The changes will include clear definitions for working on site, working remotely, and using a hybrid or flexible schedule.	In progress
Build awareness and capacity within the recruitment team to fully support an accessible hiring process.	Not started
Creating recruitment information in accessible formats for use across Nova Scotia Health.	Not started
Create a tool for all hiring managers across Nova Scotia Health to help them build more inclusive interview processes, including interview guides.	Not started
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

Action	Status
Build relationships and partnerships across Nova Scotia Health with organizations that can help us recruit persons with disabilities.	Not started
Across Nova Scotia Health, remove any language that creates barriers.	Not started
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 work from home during a gradual return-to-work plan.	Ongoing
The Palliative Care Network continues to make sure workplace accommodations are supported and followed.	Ongoing
The Western Zone continues to offer flexible work hours so staff with disabilities can attend treatment programs and medical appointments.	Ongoing
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
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
People Services continues to review employment policies, practices, and guidelines through an equity, diversity, inclusion, reconciliation, and accessibility lens.	Ongoing
Under the Interprofessional Practice and Learning portfolio at Nova Scotia Health, the Internationally Educated Nurses program will continue to support nurses through orientation, education and other helpful supports.	Ongoing
People Services will continue to use an equity, diversity, inclusion, reconciliation, and accessibility lens when creating new policies, practices, and guidelines.	Ongoing
People Services will continue to improve and monitor modified work arrangements.	Ongoing

Action	Status
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
The Eastern Zone continues to post designated Public Health nurse positions to help increase representation within the Public Health workforce.	Ongoing
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



Ongoing and In Progress Actions - Goods and Services

The Goods and 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.

Action	Status
Adult Community Mental Health and Addictions is improving accessibility by offering more flexible virtual support to help reduce cancellations.	In progress
Through Mental Health and Addictions, the Client Experience Survey is underway in both electronic and paper formats. The results will help the team review their services and find ways to improve.	In progress
An Early Years advisory group is being created to give clients and community organizations a voice in guiding and shaping new initiatives.	In progress
The Grief Education Guidelines and Grief Competency Framework are currently being developed.	In progress
Palliative Care Network is working to include equity, diversity, inclusion, reconciliation, and accessibility in community programs and services.	In progress
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
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

Action	Status
Reviewing procurement documents, templates, and guidelines through an accessibility lens, and any updates or new documents will include accessibility standards to help make the procurement process more accessible.	In progress
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
Valley Regional Hospital is ensuring telecommunications are in all meeting spaces.	In progress
Continue to increase support by working with the newcomer clinic to help meet the immunization needs of children under five.	In progress
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
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
Clients can continue to receive Early Years services in many ways, including in person at home or in the community, by phone, by text, or by email. They can choose one-to-one support or join group sessions.	Ongoing
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
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
Continuing to work on an internal accountability team to make sure the recommendations from the Early Years Health Equity Impact Assessment are achieved.	Ongoing

Action	Status
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
Continue to improve immunization program offerings to reduce barriers and strengthen access for newcomer families, including community based clinics, high school offerings and efficient immunization assessments.	Ongoing
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
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
Healthy Communities team continues to look for opportunities to join accessibility committees with municipalities.	Ongoing
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
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
Continue the Nurse-Family Partnership Program, which provides early support to expecting parents with prenatal, developmental, or accessibility needs. Services are delivered in the setting that best supports each client's individual needs.	Ongoing
Nutrition and Food Services continue using the Room Service model to give patients more choice in their meals and improve their overall experience.	Ongoing
Medical Assistant in Dying (MAiD) will continue to offer various communication supports for clients, based on need, including translation services and speech pathology.	Ongoing

Action	Status
Continue to operate youth health centres in high schools across Northern Zone to provide safe, inclusive spaces and support youth voice and programming.	Ongoing
Continue providing primary health care evening clinics for patients who can't come during the day.	Ongoing
Public Health nurses continue using language support services, including interpretation services and the InSight language translation app.	Ongoing
Continue the partnership with pharmacies to provide prophylaxis for iGAS, IMD, and pertussis contacts.	Ongoing
Library Services will continue to review patient brochures to ensure they meet accessibility standards, including a Grade 6 reading level and large font.	Ongoing
Continue providing print-friendly care pathways and easy-to-follow CFS guides on staff lanyard cards.	Ongoing
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
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
Continue providing provincial Nutrition and Food Services menus in large print and with culturally appropriate food items for patients.	Ongoing
Public Health will continue offering patient and family-centred programming, including outreach immunization clinics, visits in clients' preferred locations, and flexible appointment options.	Ongoing
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
Continue supporting community pantries at Dawson (both wings) and the mobile pantry for The Gathering Place and Queens General Hospital.	Ongoing

Action	Status
Continue supporting community pantries at Dawson (both wings) and the mobile pantry for The Gathering Place and Queens General Hospital.	Ongoing
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
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
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
Continue offering many service options, including in-person, phone, and online support, through Urgent Care and Mental Health and Addictions services.	Ongoing



Not Started, Ongoing and In Progress Actions - Information and 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.

Action	Status
Reviewing and supporting the Mental Health Literacy Strategy.	In progress
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
The Community Transition Program is reviewing how the team communicates with clients and families during progress reviews to improve clarity and understanding.	In progress
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
Continue encouraging partner agencies to follow the same accessibility standards in their communications.	In progress
Continuing Care is developing guidelines to make sure all new public materials meet accessibility standards, including cle	In progress
Continue offering many service options, including in-person, phone, and online support, through Urgent Care and Mental Health and Addictions services.	In progress
Expanding the practice of utilizing accessibility features for written and digital tools, such as documents and presentations. Developing and improving Public Health resources so they are designed and shared 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.	In progress

Action	Status
Developing the Digital Accessibility Plan through the Health Innovation Hub.	In progress
Implementing design and development changes needed to meet Apple Liquid Glass iOS accessibility requirements.	In progress
Developing the Accessibility Action Plan for the Integrated Access and Flow Network to improve access and remove barriers.	In progress
Working on making Library Subject Guides accessible for all users.	In progress
Developing accessible patient education materials, including pamphlets written in clear language and designed for easy reading.	In progress
Access and Flow Network is planning to make all digital communications accessible to screen readers.	In progress
Access and Flow Network is planning to make all PDF documents so they meet universal accessibility guidelines.	In progress
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
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
Valley Regional Hospital is planning to develop and make accessibility improvements to the Nurse Call System.	In progress
Nutrition and Food Services is working on a pre-order app in the cafeteria for staff.	In progress
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
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
Public Health is working to offer resources that are translated into French, and provide some materials in Arabic, Ukrainian, and Mi'kmaq.	In progress

Action	Status
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
Continuing Care is reviewing current resources through an accessibility lens to identify required updates.	In progress
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
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
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, sponsored content, and print materials to reach as many people as possible.	In progress
Valley Regional Hospital is continuing to ensure Wayfinding and Signage.	In progress
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
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
Frailty and Elder Care Network is in the process of updating their website to ensure it links community resources.	Not started
Communications and Marketing team will look into completing an accessibility audit.	Not started
Special Patient Program completing a Health Equity Impact Assessment.	Not started

Action	Status
Update job posting templates to Include accommodations of any accessibility needs under the Canadian Charter of Rights and Freedoms and Nova Scotia Human Rights.	Ongoing
Interpretation services are available to patients throughout the province by phone, video, and in-person, including American Sign Language (ASL).	Ongoing
Identified patient education materials are available in other languages. Patient files in other languages are translated to English.	Ongoing
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
Patient language of choice is captured and documented.	In Progress
Information about Language Services is added to the EDIRA section of the public website.	In Progress
Translation of written materials, including patient pamphlets, into additional languages.	In Progress
Developing an accessibility and inclusive assessment tool to review all policies practices and guidelines throughout Nova Scotia Health.	In Progress
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
Working on including accessible parking reminders in public service announcements about parking changes related to all Western Zone hospitals.	Ongoing
Ensuring Alt Text are added to social media posts.	Ongoing
Communications and Marketing team will continue to create website and social media content that aligns with accessibility standards and the legislation.	Ongoing

Action	Status
Continue delivering publicly funded vaccines directly to remove barriers for health-care providers and support safe vaccine storage.	Ongoing
Continue reminding staff during education sessions that they can turn on closed captioning to support accessibility.	Ongoing
Continue using electronic consent to remove barriers caused by paper forms and to provide accessible digital options for families.	Ongoing
Continue supporting external organizations, such as municipalities, with developing and implementing their accessibility plans.	Ongoing
Continue ensuring that innovationhub.nshealth.ca meets Web Content Accessibility Guidelines (WCAG) 2.1 accessibility standards	Ongoing
Interpretation services continue to be available and used at Fishermen's Memorial Hospital, including a mobile interpretation unit.	Ongoing
Nshealth.ca continues to meet Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.	Ongoing
Continue including accessibility needs in outbreak planning, such as planning for viral hemorrhagic fever or multi-zone outbreaks.	Ongoing
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
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
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
Communications and Marketing team will continue to review print resources regularly to ensure accuracy, clarity and images reflect diverse communities.	Ongoing
Communications and Marketing team will continue creating promotional and web materials using an equity lens, with language and images that reflect diverse communities.	Ongoing

Action	Status
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
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
Mental Health and Addictions to continue using interpretation services along the South Shore and meeting with Language Services to improve access.	Ongoing
Care Coordination Centre will continue recording staff webinars and education sessions and providing written transcripts.	Ongoing
Continue supporting staff training in using translation tools to improve communication with newcomer families.	Ongoing
Communications and Marketing team will continue using platforms like Vimeo and social media that auto-generate captions for video content.	Ongoing
Continue including links to local and municipal transportation options in Western Zone emergency department temporary closure public service announcements.	Ongoing
Continue using interpretation services in Urgent Care and Mental Health and Addictions services, supported by bilingual staff.	Ongoing
Include Mi'kmaq interpretation and translation services.	Not started



Ongoing and In Progress Actions - 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.

Action	Status
Mental Health and Addictions services is working to identify and address transportation barriers at all sites as part of ongoing accessibility work.	In progress
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
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
Developing an internal system to track transportation barriers, identify patterns and guide resource planning to better support client needs.	In progress
Palliative Care Network is working on capturing barriers to accessing care in the Patient Experience Survey to inform ongoing quality improvement.	In progress
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
Mental Health and Addictions will continue to collect information from patients and families about transportation barriers they experience when seeking care.	Ongoing
Continue collecting information about patient mobility and transportation needs during MAiD navigator intake to help plan accessible care.	Ongoing

Action	Status
Renal Program will continue to collect information from patients and families about transportation barriers they experience when seeking care.	Ongoing
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
Public Health mobile unit continues to adapt van access to ensure low barrier physical access for clients, including handles, ramps and signage.	Ongoing
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
Medical Assistant in Dying (MAiD) will continue providing transportation supports for patients and families, such as gas cards from the QEII Health Sciences Centre Foundation and the Emergency Health Services patient transfer option.	Ongoing
Continue creating Public Health resources that address transportation barriers and provide guidance on supports for cases and contacts.	Ongoing
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
Care Coordination Centre continues to have regular meetings with EHS aimed at improvement and sharing concerns.	Ongoing