



# TOURISM SASKATCHEWAN ACCESSIBILITY PLAN 2025 - 2028

# LAND ACKNOWLEDGEMENT



We respectfully acknowledge that we are on Treaty 2, 4, 5, 6, 8, and 10 territories, the traditional lands of the Cree, Saulteaux, Dakota, Lakota, Nakota, and home of the Métis. We honour the Treaties made on these lands and are committed to moving forward in the spirit of reconciliation and collaboration.

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An aerial photograph showing a winding road through rolling green hills. To the right of the road is a large body of water, likely a lake or reservoir. The hills are covered in lush green vegetation, and the road has a few cars driving on it. The overall scene is a beautiful landscape view of Saskatchewan.

# ABOUT TOURISM SASKATCHEWAN

Tourism Saskatchewan is a Treasury Board Crown Corporation responsible for developing and promoting tourism in Saskatchewan.

**MANDATE:** Tourism Saskatchewan promotes the province as a tourism destination by providing in-province and out-of-province marketing and visitor services. Tourism Saskatchewan assists industry to market and develop quality tourism products through cooperative marketing, education and training, and event funding programs.

**VISION:** A vibrant entrepreneurial tourism industry offering year-round compelling and memorable Saskatchewan experiences.

**MISSION:** Connect people with quality Saskatchewan experiences and advance the development of successful tourism operations.

# OUR COMMITMENT TO ACCESSIBILITY



We strongly believe that our province is rich in culture, diversity and opportunity. It is a place where everybody is welcome to explore with dignity.

In our commitment to accessibility, we choose to lead by example, through proactive measures that embed inclusion and equitable opportunity into our organization's culture.

Through the identification and removal of physical, systemic and attitudinal barriers, Tourism Saskatchewan commits to the provision of inclusive and accessible customer service, employment opportunities, programs, information and communications, and our built environments, to the greatest extent possible.

The Government of Saskatchewan is committed to identifying, removing and preventing accessibility barriers for individuals who work at or access government facilities, programs and services. As part of this commitment, the government introduced *The Accessible Saskatchewan Act*, which came into force on December 3, 2023.

# OUR KEY SUCCESSES IN ACCESSIBILITY TO DATE



We have made a conscious effort to create and nurture a culture of equity, diversity, inclusion and accessibility within our organization.

Some of the steps we have taken in the advancement of accessibility include:

- conducting Rick Hansen Foundation Accessibility Certifications of our Regina and Saskatoon offices;
- developing our websites to meet WCAG 2.1 Level AA accessibility standards;
- providing an employee assistance plan that supports mental health;
- providing medically supported accommodations in the workplace; and
- providing job seekers with a written copy of our questions at the time of their interview.

# ABOUT THIS ACCESSIBILITY PLAN



This accessibility plan was created to establish our next steps in identifying, addressing and preventing barriers within our public services and corporate structures. This includes considerations for the built environment in and around our facilities, our programs, customer services, information, communications, and accessible employment opportunities.

In developing this plan, Tourism Saskatchewan partnered with Taylored Accessibility. Through this third-party contract, unbiased data and insights were gathered via a current state analysis, an accessibility survey, in-person interviews and a gap analysis –all conducted with participant anonymity ensured. Guided by the principles of “nothing about us, without us,” individuals with disabilities were invited to participate in consultation throughout these activities.

Results from these engagements have informed the actions outlined in Tourism Saskatchewan’s first accessibility plan.

# 1.0 GENERAL ACCESSIBILITY GOALS

Tourism Saskatchewan has taken steps to improve accessibility within our facilities, programs, communications and services. We view accessibility as an ongoing journey and not a destination.

For the accessibility plan to be effective, it needs continuous attention, ongoing focused discussion and intentional action.

To address these needs, we commit to the following:

## Our Goals for 2025 to 2028

- 1.1 We will create an accessibility working group, ensuring the involvement of persons with disabilities and lived experience, to inform and support the implementation of our accessibility plan.
- 1.2 We will make this plan available:
  - On our website: [TourismSaskatchewan.com](https://TourismSaskatchewan.com)
  - On our employee message board: Teams - Employee Resources
  - On our industry-facing website: [Business.TourismSaskatchewan.com](https://Business.TourismSaskatchewan.com)
- 1.3 We will designate a working group member to receive feedback on accessibility issues and this plan from the public via mail, email and telephone.
- 1.4 We will review the accessibility plan every three years, report on achievements to date, and consider the addition of new initiatives or revisions.



## 2.0 TRAINING GOALS

Tourism Saskatchewan believes that our people are the heart of our organization. Advancing our skills and knowledge around disabilities and accessibility not only enhances inclusion in our workplace but also expands on our thoughtfulness as members of our communities.

To better prepare our employees and to provide them with the tools they need to be successful in accessibility and inclusion, we recognize the need for a more focused approach through our training programs.

### Our Goals for 2025 to 2028

- 2.1 Develop a disability and accessibility awareness training program that is mandatory for all staff, with a requirement for retraining every three years.
- 2.2 Provide training for the creation of accessible visual information and communications for relevant employees.
- 2.3 Investigate and implement, as needed, training for management relating to disability and accessibility training.

## 3.0 EMPLOYMENT GOALS

With the intent of maintaining our reputation as an equal opportunity employer, we recognize the potential for accessibility improvements in job postings, the interview process, onboarding, and career supports.

To ensure Tourism Saskatchewan is inclusive to persons with disabilities in our employment practices, we will pursue the following goals.

### Our Goals for 2025 to 2028

#### Job Postings

- 3.1 Include an accessibility statement in all job postings.
- 3.2 Encourage candidates with different abilities and other equity deserving groups to apply.

#### Interviews

- 3.3 At the time of the interview, we will provide our questions to the candidate in a minimum 14-point font.

#### Onboarding and Career Supports

- 3.4 Inform new hires of medical accommodation availability in the workplace, for current or future needs, in the onboarding process.
- 3.5 Inform new hires and existing staff of the option to receive an ergonomic assessment, now or in the future, if they feel their physical or medical needs differ from what standard furniture, fixtures, and equipment is provided.
- 3.6 For future hires, the accessibility and disability training, created in item 2.1, will become part of the onboarding process.
- 3.7 Develop a clear communication for employees detailing the process to request a medical accommodation at any stage of their employment lifecycle.

## 4.0 INFORMATION, TECHNOLOGY, AND COMMUNICATION GOALS



Tourism Saskatchewan adheres to Government of Saskatchewan website and print accessibility standards.

In our commitment to providing information to and communicating with persons with disabilities, we assure that information in person, in print, and online will be made available in an accessible format to the public and to Tourism Saskatchewan employees.

### Our Goals for 2025 to 2028

- 4.1 Continue to review and improve the accessibility of our websites, with WCAG 2.1 Level AA as our standard.
- 4.2 Review software and applications used by Tourism Saskatchewan for compatibility with screen readers and other assistive communications technology.
- 4.3 Create large-print documents and/or brochures for internal and external distribution, in a 14-point, sans-serif font, upon request.



## 5.0 POLICY GOALS

We recognize the opportunity to improve, beyond our best intentions, through reviews and creation of policies. Our commitment to the following goals will ensure our operations maintain a standard level of care toward accessibility and persons with disabilities.

### Our Goals for 2025 to 2028

- 5.1 Review and modify existing policies to ensure flexibility to meet the needs of persons with disabilities.
- 5.2 Create and adopt a disclosure and medical accommodation communication that:
  - guarantees protection for workers making disclosures or requesting supports for medical accommodation;
  - provides a clear communication for employees detailing the process to request a medical accommodation at any stage of their employment lifecycle; and
  - ensures medical accommodations that have been requested and approved are in place before any performance evaluation is conducted.
- 5.3 Develop and adopt a universal design policy to inform future modifications to the built environment under Tourism Saskatchewan's control, using industry best practices.
- 5.4 Develop and adopt a policy that implements standards for accessible print and digital documents.

## 6.0 BUILT ENVIRONMENT GOALS

We recognize that our facilities should meet a standard of accessibility to provide inclusive customer service and quality accessible employment opportunities.

With a Rick Hansen Foundation Accessibility Certification completed in each of our offices, we have obtained valuable information regarding key successes to date and areas of opportunity to do better in our built environments. Equipped with this knowledge, we commit to the following goals and improvements.

### Our Goals for 2025 to 2028

- 6.1 Commit to universal design practices, where possible, in future modifications and upgrades in our facilities, with guidance from an accredited accessibility professional.
- 6.2 Evaluate the results from the Rick Hansen Foundation Accessibility Certification audit and develop strategies to improve accessibility in our Regina and Saskatoon offices.
- 6.3 Develop an emergency response plan that considers accessibility requirements for people with disabilities.
- 6.4 Post a floor plan diagram with emergency evacuation routes and with written instructions, highlighting which routes are on an accessible path of travel.
- 6.5 Ensure the emergency response plan information is available to employees and visitors in accessible formats.
- 6.6 For those who declare a disability, we will review the emergency response plan with them during onboarding, to ensure they are adequately supported during emergency and evacuation procedures.

## 7.0 PROGRAM GOALS



At Tourism Saskatchewan, we value the partnerships and relationships we have built with businesses, organizations, and enterprises, across the province, through our various programs. In the interest of enhancing the accessibility of our programs, we commit to pursuing the following initiatives.

### Our Goals for 2025 to 2028

- 7.1 Review funding program processes and related forms for accessibility.
- 7.2 Review guides for how to apply to funding programs and services, ensuring the use of plain language to make it easier for everyone to understand the application processes of available programs.
- 7.3 As part of the ongoing cycle of program reviews and updates, evaluate external training programs to ensure the content is accessible.
- 7.4 As part of the ongoing cycle of program reviews and updates, evaluate our external training program facilitators' awareness of accessibility best practices in delivering the content.

## EXPECTED OUTCOMES

By adopting and implementing the measures outlined in our accessibility plan, we expect our organization to be more inclusive and safer for all employees and visitors, particularly those with disabilities.

By meeting our goals, we will:

- assign a working group to coordinate the implementation and maintenance of accessibility initiatives, while creating mechanisms for feedback, progress reviews and next steps;
- improve overall awareness of disabilities and accessibility by all employees;
- enhance our leadership teams' training and knowledge in managing accessibility related matters;
- ensure relevant employees receive specialized training for accessibility in digital information and communications;
- have systems in place that support persons with disabilities through all phases of employment, from the application process to the end of their employment lifecycle;
- ensure our digital and print materials are accessible;
- provide our relevant procurement teams with sufficient knowledge in sourcing appropriate technology, equipment, furniture, and supplies that meets the unique needs of employees with disabilities;
- embrace policies that establish a minimum, equitable standard of accessibility across the entire organization;
- progress toward a more accessible built environment within our office spaces;
- ensure our programs are more accessible to tourism business operators with disabilities; and
- have emergency plans and protocols that proactively consider life safety of persons with disabilities while in our facilities.

## CONCLUSION



With the growing number of persons with disabilities, it has never been more important to prepare our organization for a workforce that proportionately resembles the population at large.

In establishing this accessibility plan, we have committed to the advancement of accessibility in policies, procedures, training, information, communication, employment, programs and the built environment.

We embrace our responsibility and contributions to a Saskatchewan where everyone can equitably work, live and play.

## OUR CONTACT INFORMATION



Moving forward in our accessibility journey, we invite your feedback and comments about this plan and your accessibility experience with Tourism Saskatchewan.

To discuss or to comment:

1) Call us toll-free at 1-877-237-2273 during office hours from 8 a.m. to 5 p.m. CST, Monday to Friday.

2) Write to us at:  
Tourism Saskatchewan  
189-1621 Albert Street  
Regina, SK  
CANADA S4P 2S5

3) Email us at: [toursask.info@tourismsask.com](mailto:toursask.info@tourismsask.com)

