

# **Saskatchewan Liquor and Gaming Authority**

## **Accessibility Plan 2025- 28**

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This plan is available in alternate format upon request.

To request an alternate format, please contact the Human Resource Branch by email at [hr@slga.com](mailto:hr@slga.com) or by phone at 306- 787-4275.

## Introduction

Accessibility, in its broadest sense, means making things usable for everyone, regardless of an individual's abilities or disabilities. It encompasses the design of products, services, and environments that can be easily accessed and used by people with diverse needs. This includes those who experience physical, cognitive, or sensory limitations, as well as those who rely on assistive technologies.

*The Accessible Saskatchewan Act* and *The Accessible Saskatchewan Regulations*, which came into effect December 3, 2023, require that the Government of Saskatchewan and public sector bodies develop and publicly post accessibility plans to remove and prevent accessibility barriers for persons with disabilities.

Disability covers a wide range of conditions and is an evolving concept. A person can have a disability that is visible, non-visible, permanent or one that occurs only at certain times. Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their participation on an equal basis with others.

This plan focuses on barriers to access, not the disability of any individual, and it will be reviewed every three years to outline SLGA's commitments, achievements and actions towards creating a more accessible organization.

## **Purpose**

The purpose of this Accessibility Plan is to identify, prevent and remove barriers that limit the full participation in society of employees, customers and stakeholders with disabilities. The plan aligns with the Government of Saskatchewan's Accessibility Plan 2024 - 27 and demonstrates SLGA's commitment to inclusivity, accessibility and continuous improvement.

## **Scope**

This plan applies to all SLGA workplaces, programs and services, including:

- Employees across all divisions and locations.
- Partners, permittees and external stakeholders.

## **Accessibility Barriers**

*The Accessible Saskatchewan Act* defines barrier as anything that hinders or challenges the full and equal participation in society of persons with disabilities, specifically:

### ***Physical barriers***

Physical barriers exist when spaces are designed in ways that prevent or limit mobility or access.

For example:

- Hosting public events at a venue that is only accessible by stairs.
- Washrooms that lack accessible stalls.

### ***Information and communications barriers***

Information and communications barriers exist when information or material is shared in a way that is not accessible to all people.

For example:

- Using small print that is hard to read.
- Websites and documents that are not accessible for screen readers.
- Videos that do not have closed captioning.

### ***Attitudinal barriers***

Attitudinal barriers exist when people act or think based on false assumptions.

For example:

- Not including persons with disabilities in decisions that impact them.
- Making assumptions about a person's ability to communicate or do things for themselves.
- Avoiding a person with a disability for fear of offending them.

## **Barriers identified at SLGA**

Following SLGA's consultation process, and alignment with provincial accessibility priorities, the following key barriers were identified:

### **1. Employee Education & Awareness**

Survey feedback highlighted the need to strengthen employee education and awareness around disability, accessibility, diversity, and SLGA's accommodation program.

Respondents noted that while there is general support for inclusion, many employees are not fully aware of available resources, support, or how to request accommodation.

### **2. Language Barriers**

Language barriers present a significant challenge for some SLGA clients and partners with limited English proficiency. This impacts the individual's ability to understand communication with SLGA, their responsibilities and opportunities, among other things.

### **3. Inclusive Employment**

It was noted that further action is needed to remove barriers in recruitment, onboarding, and workplace support by expanding inclusive hiring initiatives, providing tailored accommodations, broadening inclusive employment practices to create more opportunities for individuals with disabilities, including those with cognitive disabilities.

### **4. Workplace Environment**

Feedback highlighted the need to improve the physical work environment to better support employees with diverse physical abilities and sensory needs. Participants noted that some workspaces and equipment may not fully accommodate physical limitations or sensory sensitivities.

## **Accessibility priorities and actions**

SLGA is dedicated to identifying, removing and preventing accessibility barriers for employees and all individuals who access our services. We recognize that creating an inclusive organization is an ongoing journey and our commitment to this goal remains strong. This plan sets out the key actions we will prioritize over the next three years to address barriers experienced by

persons with disabilities. By working collaboratively across departments, we will implement these actions while fostering greater awareness of accessibility and its importance throughout the organization.

Below are the focused priorities and actions to improve on the top priority areas identified.

**Priority 1: Increase employee accessibility and disability awareness**

**Actions:**

- Provide periodic workshops on neurodiversity, invisible disabilities and cultural awareness.
- Provide accessibility and diversity training for all employees.

**Timeline:** 2026 - 27 rollout, ongoing annually.

**Responsible Parties:** Human Resources Branch.

**Priority 2: Improve information and communications / Addressing language barriers**

**Actions:**

- Explore ways to make SLGA's website documents and training more accessible for clients for whom English is not their first language.
- Explore technological solutions to provide translation/interpretation support for inspectors and clients.
- Review SLGA website to include plain language and explore translation options.

**Timeline:** Pilot translation supports in 2026; SIRS multilingual training available by 2027.

**Responsible Parties:** Regulatory Services Division, Communications Branch, Information Technology Branch.

**Priority 3: Improve inclusive employment practices**

**Actions:**

- Partner with community organizations to create customized employment opportunities.
- Review HR policies and recruitment processes through an accessibility lens to remove any barriers.
- Establish mentorship and onboarding support for employees with disabilities.

**Timeline:** Policy review in 2026; partnerships formalized by 2026; inclusive hiring targets by 2027.

**Responsible Parties:** Human Resources Branch, Union Partners, Executive Leadership Team.

#### **Priority 4: Improve accessibility of workspaces**

**Actions:**

- Conduct accessibility audits of SLGA facilities using Rick Hansen Foundation standards.

**Timeline:** Audits completed by 2026; upgrades phased through 2028.

**Responsible Parties:** Corporate Services Division

#### **Monitoring and Evaluation**

- **Governance:** SLGA Executive Committee will oversee progress.
- **Progress Reports:** Periodic updates will be provided to the Executive Committee and employees.
- **Evaluation:** Employee surveys, accessibility audits and workforce diversity metrics will measure success.
- **Review Cycle:** Full plan updated every three years (next update: December 2028).

#### **Conclusion**

This plan represents SLGA's commitment to advancing accessibility for employees, clients and the public. SLGA recognizes accessibility as an ongoing journey and remains committed to accepting feedback from employees and clients on an ongoing basis about the barriers that impact the lives of persons with disabilities. By addressing education, communication, inclusive employment and workplace environments, SLGA will strengthen its role as a leader in accessibility and align with Saskatchewan's vision of a barrier-free province.

## **Contact us**

Please contact SLGA's Human Resources Branch to share any feedback, questions or comments you have about our accessibility plan, or to request an alternate format for this document.

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