

Saskatchewan Healthcare Recruitment Agency Accessibility Plan 2025-2028

Introduction

The Government of Saskatchewan introduced *The Accessible Saskatchewan Act*, which came into force on December 3, 2023. The Act requires that public sector bodies post an accessibility plan to remove and prevent accessibility barriers for persons with disabilities. The Saskatchewan Healthcare Recruitment Agency is committed to identifying, removing, and preventing accessibility barriers for individuals who work at or interact with our organization.

In the spirit of “Nothing about us, without us”, the Saskatchewan Healthcare Recruitment Agency consulted with persons with disabilities to inform the actions outlined in the Agency’s first plan. A public survey was conducted between December 5, 2024, and February 28, 2025, to seek feedback from individuals, including persons with disabilities, about the accessibility barriers they experience while using the Agency’s services. The survey was made available to the Agency’s clients and stakeholders through direct email, a link on email signatures, and a QR code at the front entrance of the office. Approximately two dozen individuals participated in this survey.

Through this engagement, the Agency heard about physical accessibility barriers that people experience interacting with the Agency, such as parking and entrances for buildings. Feedback also included barriers with technology, information and communication related to materials the Agency shares, as well as the website not being compatible with assistive devices. There were also respondents who shared their experience with attitudinal barriers and being treated differently due to their disability.

The Saskatchewan Healthcare Recruitment Agency worked as an organization to consider the feedback received and identified actions that the Agency will take over the next three years to improve the accessibility of the organization.

Accessibility Barriers

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

There are many types of barriers that persons with disabilities may experience, including physical barriers, information and communication barriers, and attitudinal barriers. Definitions and examples of each barrier are outlined below to help people understand the experiences of persons with disabilities.

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.
- Parking lots with no curb cuts that make it difficult to access sidewalks.
- Washrooms that lack accessible stalls or automatic door openers.

Information and Communication Barriers

Information and communication 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 to support those that are deaf or hard of hearing.

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.

Accessibility Goals and Actions

The Saskatchewan Healthcare Recruitment Agency has taken steps to improve the accessibility of the Agency's services. The Agency recognizes that progress will be ongoing as we aim to become a more inclusive organization. This plan outlines the actions that the Agency will prioritize over the next three years to remove accessibility barriers.

Goal 1 – Improve employee knowledge and awareness of accessibility.

Increasing employee awareness about accessibility and increasing understanding of the importance of inclusion are key to improving the quality of services provided to persons with disabilities.

Achievements to Date:

Some employees of the Saskatchewan Healthcare Recruitment Agency have completed the Rick Hansen Foundation Inclusion and Accessibility Training. This training is intended to help provide employees with an understanding of the scope of disability in the community, gain confidence communicating and interacting with people with disabilities, and recognize barriers and what they mean to people with disabilities.

Actions for 2025-2028:

All staff members of the Saskatchewan Healthcare Recruitment Agency will complete the Rick Hansen Foundation Inclusion and Accessibility Training program, or a comparable training program.

Goal 2 – Make digital content more accessible.

As many individuals access information through digital platforms like websites and social media, it is important to make sure that digital content is understandable and accessible on the devices that people use.

Achievements to Date:

The Saskatchewan Healthcare Recruitment Agency is currently reviewing the saskhealthrecruitment.ca, healthcareersinsask.ca and saskdocs.ca websites to identify opportunities for improvement in accessibility.

Actions for 2025-2028:

Continue to evaluate and improve the accessibility of the Saskatchewan Healthcare Recruitment Agency websites and digital services. The Agency will review and update its current websites, where possible, to ensure they align with Web Content Accessibility Guidelines (WCAG). This could include compatibility with assistive technologies, simplifying navigation and improving content readability across different devices.

Goal 3 – Make physical spaces more accessible

As individuals interact with physical environments in a variety of ways, the Agency recognizes that accessible buildings are an important part of improving the Agency's services.

Achievements to Date:

The Saskatchewan Healthcare Recruitment Agency has been conducting assessments of its physical spaces, including office spaces and recruitment event venues, to identify where improvements could be made to better accommodate persons with disabilities.

Actions for 2025-2028:

Continue to assess and enhance the accessibility of physical spaces used by the Saskatchewan Healthcare Recruitment Agency. This will include engaging with the Agency's property manager to update office accessibility parking signage to accommodate persons with disabilities. The Agency will also consider the accessibility of spaces when selecting venues or facilities to host events.

Goal 4 – Improve the accessibility of the Agency's services

The Saskatchewan Healthcare Recruitment Agency is taking steps to remove accessibility barriers that limit access to the Agency's services.

Achievements to Date:

The Agency has begun to identify and address barriers that may limit an individual's access to its services, including the implementation of alternative communication methods, improving service delivery through various channels and making adjustments to accommodate individuals with diverse needs.

Actions for 2025-2028:

Continue to enhance the accessibility of the Agency's services by implementing user-friendly practices and guides. This may include offering multiple ways for individuals to engage with the Agency, ensuring accessibility in communication and providing additional support services for those that require it.

Conclusion

The Saskatchewan Healthcare Recruitment Agency is committed to improving the accessibility of the organization and will review and update the plan every three years. The actions outlined in this plan are intended to improve the accessibility of the Agency's services and remove barriers that persons with disabilities experience. As we move forward in the Agency's accessibility journey, we want to continue to hear from members of the community about accessibility barriers that impact the lives of persons with disabilities.

Contact Us

Please contact the Saskatchewan Healthcare Recruitment Agency to share any feedback, questions or comments you have on the Agency's plan, or to request an alternative format of this document.

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