

Saskatchewan Health Authority (SHA) Accessibility Plan 2025-2028

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To request an alternate format, please contact the SHA by email at info@saskhealthauthority.ca or by phone at 306-655-0080 or 1-833-446-0080 (Toll-free).

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Land Acknowledgement

SHA Treaty Land Acknowledgement

Honouring Relationships with Indigenous People

We acknowledge that we are gathering on Treaties 2, 4, 5, 6, 8 and 10 (Cree, Dené, Assiniboine/Nakota and Saulteaux) territories and the Homeland of the Dakota, Lakota and Métis.

Recognizing this history is important to our future and our efforts to close the gap in health outcomes between Indigenous and non-Indigenous peoples by knowing what the land and the traditional people of the land offer us.

www.saskhealthauthority.ca/trc

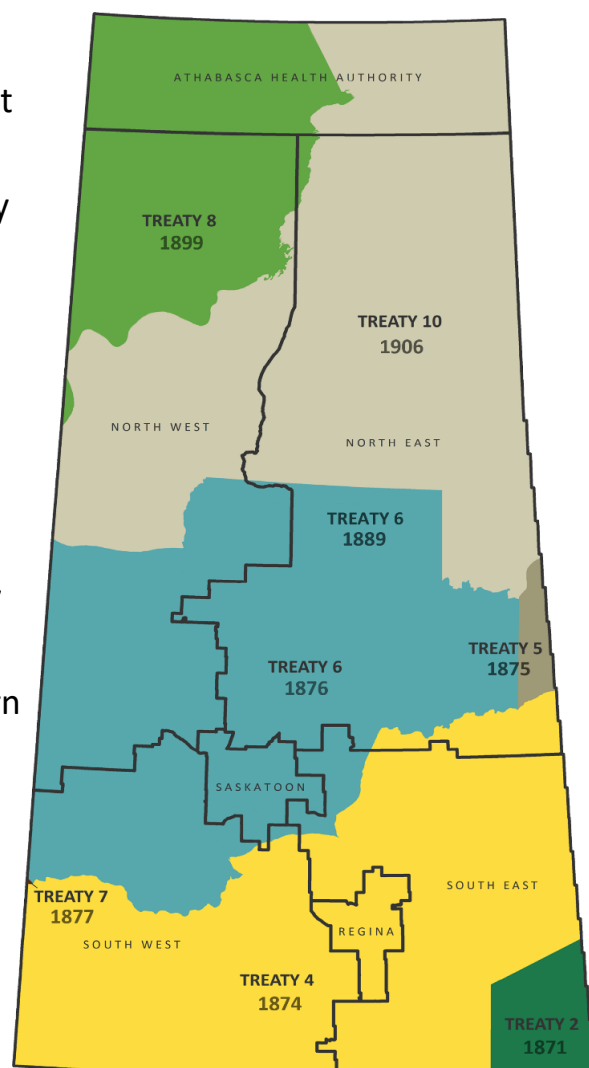


Saskatchewan
Health Authority

Treaty Territories and Saskatchewan Health Authority Areas

Depictions of Treaty boundaries are subject to variation. These boundaries are usually not surveyed and are estimated based on written descriptions.

This map displays the Pre-1975 Treaties (Historic Treaties) in colour, as provided by Crown-Indigenous Relations and Northern Affairs Canada.



Vision, Mission, Values and Philosophy of Care

VISION

Healthy People, Healthy Saskatchewan

MISSION

We Care.

We work together to improve health and well-being; every day, for everyone.

VALUES

- **COMPASSION: *We are caring.*** We practice empathy. We listen actively to understand each other's experiences.
- **ACCOUNTABILITY: *We are responsible.*** We own each action and decision. We are transparent and have the courage to speak up.
- **RESPECT: *We are collaborative.*** We treat everyone with kindness, dignity, and empathy. We honour diversity and value each person as an individual.
- **EQUITY: *We are committed to health equity.*** We recognize that factors such as geographic location, culture, and background are key determinants of health outcomes. We embrace the diversity of our teams, and work to remove barriers to ensure all Saskatchewan residents and communities can access high-quality care.
- **SAFETY: *We are aware.*** We commit to physical, psychological, social, cultural and environmental safety. Every day. For everyone.



PHILOSOPHY OF CARE: Our commitment to a philosophy of Patient and Family Centred Care is at the heart of everything we do and provides the foundation of our values.

People-Centred Care

People-Centred Care (PCC) balances health care expertise and lived experience. It requires active participation to ensure that care decisions, policies and improvements are guided by the voices and needs of patients, families, staff, and communities. It is about providing compassionate, culturally responsive care and services that meet people where they are at and recognizes the history of First Nations and Métis People in the spirit of Truth and Reconciliation.

The SHA philosophy of Patient and Family Centred Care (PFCC) is actioned through a PCC approach with patients, residents, and families. Our commitment to Patient and Family-Centred Care is at the heart of everything we do. As part of this commitment, teams and leaders partner with patients and families in providing care and creating SHA policies and programs that promote safe and accessible care for everyone. One of the ways that patients and families are engaged is through our Patient Family Partner (PFP) program. There are over 450 registered PFPs who can be engaged to provide their lived experience perspective to the development and improvement of policies, strategies, and programs.

In developing the Accessibility Plan, staff, PFPs and community-based organizations were consulted to hear and better understand the needs of people living with disabilities. These stakeholders were also consulted in the review of the Accessibility Plan to provide their feedback on actions and strategies needed.

Message from Andrew Will, CEO

At the SHA, “we care” is not just in words, but is also in action. Our mission is simple yet profound: We Care. We work together to improve health and well-being. Every day. For everyone. This Accessibility Plan is a key part of that mission, ensuring that every person in Saskatchewan has equitable access to health care, no matter their circumstances.

Health care accessibility isn’t just about removing barriers—it’s about creating a system where everyone feels safe, respected, and supported. It’s about listening to our communities, adapting to their needs, and finding solutions that improve lives. That’s why SHA continues to expand virtual health care services, providing timely medical support to people in rural and remote areas who might otherwise face long travel times and delays in care.

A great example of this commitment is the Virtual Physician (VP) Program. This initiative was developed in response to staffing challenges in emergency rooms, ensuring that residents still have access to emergency care when they need it most. By connecting local health care providers with virtual physicians, SHA is not only maintaining essential services but also demonstrating innovation, collaboration, and accountability, all essential to delivering high-quality health care across Saskatchewan.

We recognize that accessibility is about more than just infrastructure, it’s also about trust, inclusion, and continuous improvement. This Accessibility Plan represents our ongoing commitment to remove barriers, provide equitable care, and work together toward a future where everyone in Saskatchewan has the opportunity to live a healthier life.

Together, let’s build a health care system that is accessible to everyone.

Andrew Will
Chief Executive Officer
Saskatchewan Health Authority

Acknowledgement of Key Contributors

We gratefully acknowledge the dedication, expertise, and invaluable contributions of all those who have participated in the development of this plan.

This work has been led by the leadership and commitment of, Bryan Witt, Vice President, Provincial Clinical & Support Services.

Bryan's guidance – in collaboration with the Accessibility Advisory Committee – has been essential in supporting the SHA in meeting its commitments under The Accessible Saskatchewan Act.

We extend our appreciation to key contributors:

- Bryan Witt – Vice President, Provincial Clinical & Support Services
- Nicole Harris – Executive Assistant, Provincial Clinical & Support Services
- Patty Martin – Executive Director, Communications Services & Online Strategy
- Keri Corrigan – Senior Specialist, Internal Communications
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- Lyle Bittman – Director, Accommodations and Attendance Management

- Kyle Matthies – Executive Director, Organizational Development & Employee Wellness
- Richelle Hahn – Manager, HR Business Analytics
- Olalekan Kehinde (3S Health) – Project Manager, Transformational Services
- Jenna Webb (SCA) – Director, Corporate Services, Communications

Message from the Accessibility Advisory Committee

SHA Advisory Committee was established to support the implementation of *The Accessible Saskatchewan Act and Regulations*. The committee's primary role is to provide guidance, recommendations, and expertise to facilitate the effective application of the Act, with a focus on creating an inclusive, barrier-free environment for all people.

The Committee's key responsibilities include:

- Identify, remove, and prevent barriers for individuals.
- Review and promote compliance with *The Accessible Saskatchewan Act and Regulations*.
- Provide ways for people to share feedback.
- Utilize the knowledge and passion of employees to lead and champion accessibility.

Committee Members

Vice President, Provincial Clinical & Support Services; Chair

Executive Director, Communications Services & Platforms

Executive Director, Patient Safety & Experience

Patient Family Partner

Patient Family Partner

Executive Director, Environmental & Building Services

Executive Director, Staff Safety

Executive Director, Provincial Acute Care

Executive Director, Provincial Continuing Care

Executive Director, Provincial Primary Health Care

Executive Director, Provincial Mental Health & Addictions

About the SHA

On December 4, 2017, SHA launched, transitioning 12 former Regional Health Authorities to a single provincial health authority.

The SHA is the largest organization in Saskatchewan, employing over 40,000 employees and physicians responsible for the delivery of high quality and timely health care for the entire province.

We are driven by the commitment to improve front line patient care for Saskatchewan people, and we are working together to better coordinate health services across the province to ensure that patients receive high quality, timely health care, wherever they live in Saskatchewan.

Establishing one provincial approach to plan and deliver health-care services will break down geographic boundaries and service silos, to provide more consistent and coordinated health-care services across the province.

The work to unify the health system under a single organization and coordinate system-wide transformation, for the benefit of people working in the system and those that use it, will be a multi-year journey in collaboration with patients, health-care providers, and partners across the health system.

Why Accessibility Matters:

The SHA is committed to an equitable health care and work environment for all individuals, regardless of ability or background, by endeavoring to provide an accessible, inclusive, and respectful organization. Earlier this year, the SHA gathered data on the accessibility needs of patients and staff through an online survey. The SHA received a total of 852 completed surveys, including 448 from the public and 404 from staff and physicians. These survey results highlighted the need for the SHA to focus on improving accessibility for individuals with attitudinal, technological, information and communication, and physical barriers. The goals outlined in this plan are directly informed by the feedback gathered through these surveys.

Accessibility is a key driver of health equity because it ensures that everyone, regardless of their socioeconomic background, physical abilities, or geographic location, has improved access to health services. Underserved populations, such as people with disabilities, Indigenous communities, seniors, and those in rural and remote areas are more likely to receive care that is safe and appropriate to their needs. Accessibility removes social, physical, and economic barriers to care, allowing individuals to engage more fully with health care services.

1. For the Public:

Accessibility is crucial in a health care setting because it directly impacts the ability of individuals to receive timely and appropriate care. This leads to better health outcomes, increased satisfaction, and improved engagement in their own care in the following ways:

- **Equal Access to Care:** Accessibility ensures that all individuals, regardless of their abilities or disabilities, have the same opportunity to access medical services, in-person and through digital platforms.
- **Enhanced Health Outcomes:** When health care is accessible, individuals are more likely to seek care early and stay engaged in treatment plans.
- **Dignity, Respect and Patient Empowerment:** Accessibility fosters an environment where individuals are treated with dignity and are more empowered to make informed decisions about their health.

2. For Staff:

Accessibility matters for health care staff because it creates a more inclusive and supportive environment, which leads to better staff performance, morale, and job satisfaction in the following ways:

- **Workplace Inclusivity:** Accessibility in the workplace means that all staff are able to perform their roles effectively. By ensuring that staff members have their accessibility needs met, the SHA supports our staff to reach their full potential.
- **Efficient Workflow:** Accessible tools and systems, such as assistive technology or accessible digital platforms, enable staff to work more efficiently.
- **Staff Retention and Well-being:** Staff are more likely to remain in an organization where they feel supported, respected, and valued for their abilities, leading to lower turnover.
- **Promoting Diversity and Inclusion:** When a health organization prioritizes accessibility, it attracts a more diverse workforce. The diverse perspectives and experiences of staff enrich the health care environment, enhance the individual's care experience, and improve care delivery.

The SHA will continue to gather feedback on how we can improve in the areas highlighted above. Regular assessments to identify new challenges and barriers will continue, and adjustments made in a timely manner to meet the needs of the public and our staff in the spirit of continuous quality improvement. There will be ongoing reporting of accessibility achievements, and successes will be shared, with the intention of sparking new and innovative ways to reduce barriers.

1. Introduction

The SHA is committed to accessibility and continuous quality improvement to ensure equitable care for all.

As part of this commitment, SHA is identifying, removing, and preventing accessibility barriers to ensure equitable access for all individuals who use our facilities, programs, and services. This work aligns with [The Accessible Saskatchewan Act](#), which reinforces the right of all individuals to live free of barriers. In accordance with the Act, SHA will publicly post an accessibility plan outlining our strategies to improve accessibility across the health system.

Fostering accessibility is an essential step in building a diverse, equitable, and inclusive health care system—one where everyone feels valued, heard, and supported. We recognize that individuals with disabilities may encounter a range of barriers, including:

- **Attitudinal** – Misconceptions, stereotypes, or assumptions about people with disabilities.
- **Information and Communication** – Challenges accessing information in a usable format.
- **Physical** – Obstacles that make it difficult to navigate spaces or use services.

These barriers are further shaped by intersecting aspects of identity, including race, gender identity, culture, and socioeconomic status. Our approach acknowledges these intersections and incorporates Indigenous perspectives to ensure our work reflects the lived experiences of the people we serve.

To advance this work, SHA is engaging an internal Leadership Working Group and Accessibility Committee, both of which include members with lived experience. We are also establishing an Accessibility Advisory Committee and inviting participation from community members and organizations focused on accessibility and disability inclusion. Their insights will help guide meaningful improvements across our health system.

We are committed to ongoing progress and transparency.

2. Accessibility Principles and Actions

Goal 1 – Make SHA buildings and surrounding areas more accessible

The SHA acknowledges that making buildings accessible is key to improving access to its services for our patients, residents, and families.

Achievements to date:

The Functional Planning, Major Capital Projects and Building Services teams review accessibility of SHA buildings, project by project. Accessibility is being built in as a consideration for Functional Planning projects and Major Capital Projects. To date, the Jim Pattison Children's Hospital Playground has received certification through the Rick Hansen Foundation. To receive this certification, facilities must undergo an accessibility audit and meet certain accessibility requirements.

New 2024 project, Martensville Primary Health Centre, included floor plan designed to be accessible, as well as accessible washrooms for patients, clients, and staff.

Additional upgrades include the installation and the trial of a Scream Alarm in elevators at Parkridge Centre, which is hardware and software installed to assist individuals who are having difficulties in elevators through the use of voice activated assistance sent to the building's security department. When elevators require upgrading, they are equipped with audible floor announcement feature.

The SHA has and continues to make accessibility improvements to SHA buildings during routine facility updates. This includes but is not limited to replacing doorknobs with lever handles, installing handrails, and installing raised toilet seats.

Actions for 2025-28:

- Increase the number of Rick Hansen Foundation Accessibility Certification audits completed on SHA owned buildings. These audits will help to identify accessibility barriers and actions that can be taken to remove physical barriers in SHA buildings.¹
- Evaluation of SHA buildings to better understand current accessibility barriers and to plan and prioritize future renovation projects.¹
- Collaborate with SaskBuilds and Procurement to develop strategies that enhance accessible signage and wayfinding for consistency.¹

- Review accessible parking strategies for SHA buildings and work with local authorities regarding on-street accessible parking at SHA buildings.¹
- Review and improve lighting and sidewalk maintenance.

Goal 2 – Improve the accessibility of SHA programs and services

The SHA is taking steps to remove accessibility barriers that limit access to SHA programs and services.¹

Achievements to date:

The SHA provides interpretation services for patients who speak English as a Second Language (ESL) or who do not speak English at all. Since 2022, the SHA has contracted 9-1-1 Interpreters to provide international language and translation services. This includes but is not limited to, video remote interpretation services that are available in American Sign Language (ASL). Interpretation services are available 24/7 in large number of languages, including Indigenous languages. The full list of languages available can be found on the [SHA website](#).

SHA provides templates that are available for use by all employees and physicians, helping to create informational materials for units and patients that are clear, easy to read, and easy to understand. In addition to these templates, organizational guides are available to offer best practice recommendations for communicating in plain language across various formats, such as emails, website content, and more. Internal corporate communications materials, including information items, stories, and updates, are expected to be written in a way that is accessible to individuals at any reading level. These materials also make use of visuals to further enhance understanding and ensure clarity for all audiences.

For educational or informational campaigns, (as an example the annual Immunization campaign), the Communications team develops variations of the most used and requested material in several languages. This approach is designed to better serve communities and ensures that key messages are clearly communicated to a broad audience.

Actions for 2025-28:

- Review and revise the SHA's Visual Identity Guidelines for appropriate accessible communication guidelines (such as accessible colour combinations

and fonts). Consideration of incorporating additional accessibility measures into these guidelines will improve the accessibility of all SHA publications.

- Update SHA's Signage Guidelines - Exterior, Interior & Wayfinding with best practices for accessibility, ensuring a baseline for signage accessibility to supplement the expertise of SHA's Infrastructure teams, and contractors.

Goal 3 – 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.¹

Achievements to date:

The SHA regularly evaluates the Saskatchewan Health Authority website (www.saskhealthauthority.ca) to identify opportunities for improvement. Many of the tactics outlined in the World Wide Web Consortium (W3C) Accessibility Guidelines and the Web Content Accessibility Guidelines (WCAC) international standard, which apply to technology and design, were built into the SHA's consolidated website, which launched in 2021. The SHA continues to employ these standards for developing and maintaining website content, such as the addition of descriptive text for all images and writing in plain language.

Descriptive text for images has been added on SHA's X social media channel to make it more accessible to those with visual impairments.

Accessibility audits are conducted on SHA's online health platforms including MySaskHealthRecord and Healthline 811. By assessing the platforms with an accessibility focus, we can identify specific barriers that may prevent individuals with disabilities from fully engaging with these services.

Enhanced virtual care services promotes compatibility with screen readers and other assistive technologies. Virtual care has proven to be a lifeline for many individuals, particularly those with mobility or visual impairments, and making it compatible with technologies like screen readers helps create a more inclusive experience.

SHA has upgraded the online booking systems to enhance accessibility for individuals with visual and mobility impairments. By improving the user-friendliness and accessibility of these systems, we are breaking down a key barrier to care.

Streamlining the process can significantly reduce stress and improve health care access for vulnerable populations.

Actions for 2025-28:

- Continue to review and improve the accessibility of the SHA website and other communication-based online platforms.¹
- Consider the addition of closed captioning to appropriate videos shared on SHA's social media channels.
- Review all digital health platforms to meet or exceed Web Content Accessibility Guidelines (WCAG) 2.1 AA accessibility standards.
- Expand the availability of real-time captioning and ASL interpretation for virtual health care appointments.
- Develop a patient feedback mechanism for digital accessibility improvements.

Goal 4 – Improve Accessibility for Indigenous, Rural and Remote Populations

The SHA is committed to improving accessibility for persons with disabilities living in Indigenous, rural, and remote communities. Many individuals in these communities' experience barriers to full and equal participation in health services due to geographic isolation, limited transportation, and a lack of local providers. When combined with disability-related needs, these barriers can compound inequities in access to timely and appropriate care.

Achievements to date:

SHA currently operates facility-based Telehealth services in 129 facilities across 107 Saskatchewan communities. These services also extend to 51 First Nation sites on the eHealth network, improving access to care for individuals living in remote locations, including those with disabilities.

SHA offers interpretation services that support health care providers in demonstrating cultural competence, making care more accessible and improving outcomes for Indigenous communities and others who face language barriers.

Saskatchewan Virtual Visit (SKVV) is available to all SHA providers and allows patients to receive care from their homes or other locations with sufficient internet access. In 2024–2025, SKVV supported approximately 17,000 participant encounters, many of

which served rural patients with limited transportation options or mobility impairments.

Remote Patient Monitoring through the Telus Home Health Monitoring (HHM) platform allows patients to collect and transmit health data from home to their care providers. This service supports accessibility for individuals with chronic diseases or functional limitations that make frequent travel to health care facilities difficult.

The expansion of the Virtual Physician Program has enabled 29 rural Emergency Departments to maintain services and avoid closures. This has improved access for geographically isolated populations and enhanced continuity of care for individuals with disabilities who may be disproportionately affected by service disruptions.

Actions for 2025-28:

- Collaborate with Indigenous communities to co-develop culturally appropriate accessibility supports that address both disability-related and geographic barriers.
- Increase the availability of interpretation services, including sign language interpretation, to improve communication for deaf and hard-of-hearing individuals.
- Improve the physical and programmatic accessibility of SHA's mobile health units to better serve persons with disabilities in rural and northern communities.
- Expand virtual care platforms that incorporate accessibility features, including screen reader compatibility, adjustable font sizes, captioning, and alternative formats to support participation by persons with visual, auditory, or cognitive disabilities.
- Monitor and evaluate utilization data from virtual platforms to assess impact on accessibility and equity.

Goal 5 - Strengthen Accessibility in Emergency Preparedness and Disaster Response

The SHA is committed to ensuring that emergency preparedness and disaster response systems are fully accessible and inclusive for all individuals.

Achievements to date:

SHA facilities developed accessible emergency response plans so that individuals, regardless of disability, receive the support they need during emergencies.

The SHA provides staff with training to assist individuals with disabilities during emergencies. This training helps create a safer and more inclusive environment during emergencies, especially in high-stress scenarios. Staff are prepared to address unique needs of individuals with disabilities, they can respond quickly and appropriately, providing the support needed during critical moments.

The SHA has started to install visual and auditory emergency alert systems in SHA buildings. In many cases, individuals with hearing or visual impairments are at risk of missing emergency alerts or instructions, which could put them in even greater danger. These systems can make a significant difference in creating a safer and more inclusive environment during an emergency.

Actions for 2025-28:

- Expand accessible emergency notification systems across SHA buildings.
- Review emergency preparedness plans to include mobility, sensory, and cognitive disabilities during evacuations.
- Improve disaster response training for frontline staff to assist individuals with disabilities.

Goal 6 – Support a diverse and inclusive SHA workforce

The SHA recognizes the importance of fostering an inclusive environment for all employees.¹

Achievements to date:

The SHA has advanced several initiatives that support a more accessible and inclusive workplace. Policy language has been reviewed and updated to ensure clarity, inclusivity, and the removal of language that may create barriers for employees with disabilities. New resources have been introduced to support inclusive communication, including materials designed to assist staff whose first language is not English. Education related to wellbeing and resilience has been provided to promote healthy workplace practices and reduce stigma connected to disability. Workplace accommodation processes have been strengthened to support timely and safe accommodation requests, ensuring employees with disabilities receive the

adjustments they need. Recruitment and onboarding practices have also been examined to identify and address barriers that may limit equitable access for employees with disabilities.

Actions for 2025-28:

- Review the current process for accommodations.
- Validate resources are in place to support medical accommodations in the workplace.
- Review the current process for SHA staff to self-declare a disability.¹
- Clearly outline and communicate the accommodations process to staff.
- Develop a hiring tool for managers to help build more inclusive interview processes and guides.
- Develop and provide leadership resources and tools, including supportive accessibility language and practices, to help with hiring and retaining individuals with disabilities.

Goal 7 – Improve employee knowledge and awareness of accessibility

Increasing employee awareness about accessibility and understanding the importance of inclusion are key to improving the quality of services provided to all individuals, including persons with disabilities.¹

Achievements to date:

The Organizational Development team has been working on complying with Web Content Accessibility Guidelines (WCAG) 2.0 standards including:

- closed captioning;
- font sizes;
- mobile device friendly;
- contrast and colour choices;
- audio narration;
- reading level; and
- speed variability.

Future learning models will be built to function with screen readers.

Actions for 2025-28:

- Explore and develop accessibility-focused training for SHA employees to increase accessibility awareness and promote a more inclusive and accepting

work environment. This training will expand on information contained in existing disability awareness training and will help employees identify and remove accessibility barriers, more confidently interact with persons with disabilities, and create more inclusive spaces for all.¹

- Work with portfolios to meet the Web Content Accessibility Guidelines (WCAG) 2.0 standards when developing training for staff.

Goal 8 – Provide leadership to promote accessibility and inclusion

As part of the implementation of *The Accessible Saskatchewan Act*, the SHA has committed to following any requirements created by the Act and the regulations created under it.¹

Achievements to date:

The SHA developed the Manager Leadership Learning Pathway to build skills to lead diverse teams and navigate complex dynamics with:

- belonging, diversity and inclusion principles;
- cultural capacity learning;
- focus on importance of partnerships; and
- leadership development.

Actions for 2025-28:

- Provide support to portfolios to implement the SHA's Accessibility Plan under *The Accessible Saskatchewan Regulations*. These efforts will help to ensure that portfolios can effectively develop a plan and work towards preventing and removing accessibility barriers.¹
- Develop and distribute a Guide for Hosting Accessible Events. This resource will be available for SHA staff to help make events more accessible.¹
- SHA will include accessibility requirements during the procurement and tendering processes. Including accessibility considerations will ensure SHA proactively considers accessibility when purchasing goods and services.¹
- Establish a committee of senior executives to oversee the implementation of the SHA's Accessibility Plan 2025-28.¹

3. Conclusion

The SHA is committed to improving accessibility for patients, clients, visitors and staff. This action plan will be reviewed annually.

4. Contact Us

Please contact the SHA to share any feedback, questions, or comments you have on our accessibility plan, or to request an alternate format of this document.

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5. References

1. *Government of Saskatchewan Accessibility Plan*

Appendix A: Definitions

Accessible/Accessibility: a building, facility, structure, program, activity, resource product etc. that is readily usable, or the extent to which it is readily usable by a person with a disability.¹

Accommodation: adjustments to the conditions of employment, to the extent required by human rights law or applicable Collective Bargaining Agreement (CBA), in order to allow staff with a disability to continue their employment.

Attitudinal Barriers: exist when people act or think based on false assumptions.²

Barrier: anything that hinders or challenges the full and equal participation in society of persons with disabilities.³

Disability: a physical, mental, cognitive, or developmental condition that impairs, interferes with, or limits a person's ability to engage in certain tasks or actions or participate in typical daily activities and interactions.⁴

Employment Barriers: when policies or practices exclude disabled people and are based on factors that are not related to the nature of the work.⁵

Information and Communications Barriers: exist when information or material is shared in a way that is not accessible to all people.²

Physical Barriers: exist when spaces are designed in ways that prevent or limit mobility or access.²

Program and Service Barriers: exist when services are delivered in ways that are not accessible to disabled people.⁶

Staff: SHA employees include in-scope, out-of-scope, full-time, part-time and casual staff in all facilities owned, operated and leased by the SHA as well as SHA staff working in the community or remote.

References:

1. *Fraser Health Interim Accessibility Plan*. [Internet]. British Columbia: Fraser Health Authority; 2024. 6p. [cited 2024 Dec 17]. Available from: <https://www.fraserhealth.ca/health-topics-a-to-z/EDI/Accessibility-Plan>
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