



SATCC

Accessibility Plan 2025-2028

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Introduction

The Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) is committed to adhering to The Accessible Saskatchewan Act, which came into force on December 3, 2023. The Act requires the provincial government to publicly post an accessibility plan to remove and prevent accessibility barriers for persons with disabilities.

There are many types of barriers that persons with disabilities may experience, including physical barriers, information and communications barriers, and attitudinal barriers. The Accessible Saskatchewan Act defines a barrier as anything that hinders or challenges the full and equal participation in society of persons with disabilities. To this end, the SATCC is committed to identifying, removing, and preventing accessibility barriers for individuals who work at or access our facilities, programs, and services.

Accessibility Goals and Actions

The SATCC has taken steps to improve the accessibility of our facilities, programs, and services. However, we recognize that progress will be ongoing as we aim to become a more inclusive organization. This plan outlines the actions that the SATCC will prioritize over the next three years to remove accessibility barriers that persons with disabilities experience.

Using a one-team approach, we will work collaboratively to complete the actions outlined in this plan and raise awareness about accessibility across our organization and the province. Consequently, the SATCC has adopted five goals from the Government of Saskatchewan's Accessibility Plan. The goals that we will focus on for the next three years are:

1. Improve employee knowledge and awareness of accessibility
2. Make the SATCC office buildings more accessible
3. Improve the accessibility of SATCC programs and services
4. Make the SATCC digital content more accessible
5. Support a diverse and inclusive workforce

Engagement Plan

The SATCC's Accessibility Plan was developed by the Director of Innovation and Inclusion, the SATCC's Accessibility Champion, in consultation with employees of the SATCC. 7.9 per cent of the SATCC's employees have declared themselves as having a disability, and these employees were invited to be part of shaping the plan. The consultation process happened in three phases:

Phase 1: the first draft of the plan was submitted to the SATCC's Senior Management Team for feedback.

Phase 2: the second draft of the plan was shared with all employees for feedback.

Phase 3: the final draft of the plan was shared publicly on the website with a process in place to receive comments from the public on the accessibility plan.

Goal 1 – 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.

Achievements to date:

- The Government of Saskatchewan released the Disability Awareness training course in 2018. This training was intended to help provide employees with an understanding of the importance of disability awareness in the workplace, challenge false ideas, and show how to create an inclusive workplace culture. This course is not mandatory for employees of the SATCC and has therefore been only completed by interested employees.
- The SATCC's Communications and Marketing team is responsible for managing the SATCC's website and social media. Employees on this team attend ongoing training related to accessibility and improving the user experience.

- The psychologist on staff provides regular in-service training on mental health and disabilities to the SATCC staff. The goal of this training is to promote disability awareness and provide education to help to create an inclusive and supportive work environment.

Actions for 2025-28:

- The Government of Saskatchewan is developing a new accessibility-focused training course for employees to increase accessibility awareness and to promote a more inclusive and accepting work environment. Once released, the SATCC will make this course mandatory for all employees (new and existing).
- The SATCC will explore opportunities for additional specialized training and certification for members of the Communications and Marketing team on how to make the website and social media posts more accessible.

Goal 2 – Make SATCC Office Buildings More Accessible

The SATCC recognizes that accessible buildings are an important part of improving the accessibility of our services. The SATCC is the sole lessee of office buildings in Regina, Saskatoon, and Prince Albert. The SATCC is responsible for collaborating with landlords to ensure appropriate disability accommodations are in place in those locations. The SATCC sub-leases office space in properties managed by the Ministry of SaskBuilds and Procurement (SBP) in Estevan, North Battleford, Yorkton, Moose Jaw, Swift Current and La Ronge. The responsibility for disability accommodations in those properties lies with SBP and main tenant ministries.

Achievements to date:

- The SATCC has its client reception areas located on the main floors of its office buildings (where possible), has leased wheelchair-accessible buildings where possible, and all office spaces that are one-story or more, have public elevator

access to floors other than the main floor.

- Select employees from the SATCC participated in the Rick Hansen Foundation Accessibility seminar in January 2025.

Actions for 2025-28:

- The SATCC will evaluate all leased office buildings to better understand current accessibility barriers and to plan and prioritize future renovation projects.
- The SATCC will explore the possibility of completing Rick Hansen Foundation Accessibility Certification audits on all its leased office buildings. These audits will help to identify accessibility barriers and actions that can be taken to remove physical barriers for persons with disabilities accessing our office spaces.
- The SATCC will analyze the data on current apprentices in the system (7000+) to determine the specific disabilities apprentices have reported. This information will help to direct our focus on specific areas of physical or architectural barriers our clients might experience.
- The SATCC will explore the cost of providing more accessible bathrooms in the Regina office between 2025-26 and 2027-28 to determine if it's feasible and affordable to do so. The SATCC may not proceed with adding any additional accessible bathrooms if it's not affordable.

Goal 3 – Improve the Accessibility of SATCC Programs and Services

The SATCC is taking steps to remove accessibility barriers that limit access to our programs and services.

Achievements to date:

- In 2022, the SATCC introduced a self-service, known as MyATC, for its apprentice and employer clients. Clients are now able to make an application, update an

application, update their personal contact information, and make payments 24 hours a day, seven days a week, without having to travel to a regional office.

- The SATCC has public computer stations set up in the Regina and Saskatoon offices.
- The SATCC also provides free Wi-Fi in their client service areas to help clients access information. Providing access to Wi-Fi allows clients to access information and forms on their mobile devices without impacting their mobile data usage.
- In addition to the psychologist, the SATCC has two learning strategists who provide clients with strategies to equip our clients to be better prepared to write examinations. These resources include skills and examination preparatory seminars, which are held once per month.
- The SATCC offers psychoeducational assessments to clients at no cost to reduce barriers for persons with learning-related disabilities in accessing diagnostic services and learning services support. This has facilitated apprentice success in training and during their certification examinations.
- The accessibility of certification examinations has been expanded with the introduction of electronic delivery of exams. This will continue to improve as additional enhanced features are introduced such as text to speech functionality.

Actions for 2025-28:

- Audit and update the SATCC policies, procedures, and knowledge articles to ensure that information is easy to find, easy to read, and easy to understand.
- The SATCC's Visual Identity Guidelines already provide requirements for things like accessible colour combinations, font choices and graphic design for all communications and marketing. The Communications department will update SATCC's Visual Identity Guidelines to include additional accessibility measures into these guidelines to improve the accessibility of all the SATCC publications.

Goal 4 – Make SATCC 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 SATCC’s self-service web application, MyATC, has some in-built accessibility features. These include keyboard accessibility, focus order, and the ability to be resized to 200% without impacting useability.
- All SATCC’s social media posts contain alternate texts descriptions on images, which is an accessibility feature.

Actions for 2025-28:

- The SATCC will continue to review and improve the accessibility of the website and web-based services.
- The SATCC will review the MyATC web-based service to identify accessibility issues and actions that can be taken to remove barriers that people may experience when using the service.

Goal 5 – Support a Diverse and Inclusive Workforce

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

Achievements to date:

- In November 2024, the SATCC engaged staff in a corporate activity to identify and celebrate what makes each team member unique.
- In December 2024, the SATCC’s Senior Management Team participated in a workshop on inclusive hiring practices.
- The SATCC encourages staff to utilize self-declaration for Indigenous people and persons with disabilities.

Actions for 2025-28:

- The SATCC will continue to encourage employees to self-declare a disability to identify opportunities for improvement. Improving understanding of employee diversity in the context of recruitment, retention, and career advancement, helps the SATCC to better support employees with disabilities and create a more engaged and productive workforce.
- The SATCC will provide opportunities for employees to take accessibility training through the Rick Hansen Foundation. These training efforts will help to ensure that the SATCC can effectively implement the accessibility plan and work towards preventing and removing accessibility barriers.
- The SATCC will include mentorship as part of the onboarding process for new hires. New hires will be connected to individuals who can provide support and resources within their field of work.
- The SATCC will support the revitalization of the Government of Saskatchewan's Disability Support Network. The Disability Support Network is open to all government employees interested in learning about disabilities, and it provides education through events which help to create an inclusive and supportive work environment.

Conclusion

The SATCC is committed to improving accessibility for our employees and clients and will review and update this plan every three years. The actions outlined in this plan are intended to improve the accessibility of our services and remove barriers that persons with disabilities experience. As we move forward in this journey, we want to continue to hear from our clients and the public about accessibility barriers that impact on the lives of persons with disabilities.

Contact Us

Please contact the Saskatchewan Apprenticeship Trade and Certification Commission to share any feedback, questions, or comments you have on our accessibility plan.

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