

wcb

Saskatchewan
Workers'
Compensation
Board

Accessibility Plan 2026-2028



Table of contents

- 2 Saskatchewan Workers' Compensation Board – commitment to accessibility
- 3 Introduction
- 3 Consultation
- 4 Achievements to date
- 5 WCB's accessibility commitments
- 7 Conclusion
- 7 Contact information and feedback process

This document is available in alternate formats on request.

Saskatchewan Workers' Compensation Board – commitment to accessibility

The Saskatchewan Workers' Compensation Board (WCB) serves workers and employers through a no-fault insurance system that is integral to the Saskatchewan economy. Funded by employers, the WCB promotes safe and healthy workplaces, facilitates recovery and return to work, delivers compensation services and ensures responsible stewardship of Saskatchewan's workers' compensation system.

The WCB's vision is to **eliminate injuries and restore abilities**. This is the fundamental driver of all that we do on behalf of our customers – the workers and employers of the province. We are passionate about safety and dedicated to preventing workplace injury and illness.

In that spirit, we are pleased to present our three-year accessibility plan. We are committed to building and fostering accessibility by identifying, removing and preventing accessibility barriers for our programs and services.



Introduction

The *Accessible Saskatchewan Act* (the Act) came into effect on Dec. 3, 2023. In response to the Act, departments from across our organization worked collaboratively to identify barriers, assist in decision-making and oversee the development and implementation of the WCB's accessibility plan.

The WCB has complied with the Act through consultation with internal and external groups and individuals with disabilities, and built action plans to address identified barriers. We have also developed the three-year plan, made it available to the public and established a mechanism to receive feedback and/or concerns.

Consultation

In 2025, the WCB conducted an accessibility survey to better understand barriers individuals experience when interacting with and/or employed within WCB. The survey collected more than 900 responses from workers, employers and WCB staff, including those who do and do not experience disability. The information collected from the survey provided insights to the barriers people experience and guided the WCB in the creation of strategic commitments and action items to form the basis of the plan.



Achievements to date

At the WCB, several actions are already in place that positively contribute to accessibility, including:

Employee accessibility:

- ✓ Mailroom equipment includes accessibility features allowing staff with mobility issues to operate the machines.
- ✓ Adjustable ergonomic equipment to allow for a variety of accessibility-related barriers, including sit/stand desks, adjustable chairs, monitor arms, keyboard trays and headsets.
- ✓ Adoption of assistive technologies to support staff who experience disability, including dictation software, foot pedals and so on.
- ✓ Accessible spaces, including kitchen spaces with microwaves on low counters, automatic door openers, washroom stalls and elevators.

General public accessibility:

- ✓ Implementation of the Web Content Accessibility Guidelines (WCAG) WCAG 2.1 on the WCB's external website, wcb.sask.com, to make web content more accessible to people with disabilities, including ensuring that low-vision users can read website information on a computer or mobile device.
- ✓ Accessible spaces, including automatic door openers, elevators and lowered reception desks.
- ✓ Interpreter services available upon request.



The WCB's accessibility commitments

The consultation process aided us in understanding the barriers persons with disability experience when interacting with and/or within our organization. We acknowledge this is an ongoing process and through collaborative efforts with internal and external partners, our plan is to focus on priorities and activities that support accessibility progress over the next three years. A detailed internal plan was developed outlining these goals:

1. Employment

The WCB is committed to ensuring all current employees and prospective candidates have equal employment opportunities and to identifying and removing accessibility barriers in the workplace. Key actions to support this commitment include:

- Increase employee awareness regarding accessibility through internal education programming and development.
- Explore, research and implement where possible accessibility features in the design, development and delivery of training and development.
- Enhance candidate recruitment and selection experiences and processes.
- Enrich design and delivery of internal culture and engagement activities.

2. The built environment

The WCB recognizes that accessible facilities remove barriers for those who are in and/or interact with our organization. While our two office locations already include several accessibility features, there are meaningful opportunities to further enhance the accessibility and inclusivity of our spaces. To support enhanced accessibility, the WCB commits to:

- Evaluate current facilities to better understand accessibility barriers.
- Incorporate accessibility standards whenever the WCB schedules redesigns, renovations or acquires new space(s).
- Proactively forecast and budget for accessibility upgrades to meet standards.

3. Information and communication

Two components of this section include information and technology (IT) and communication.

a. Information technology

Emerging and new technologies provide the WCB with opportunities to further support accessibility for those who are in and/or interact with our organization. In pursuing greater IT accessibility, we plan to:

- o Build employee awareness of and capacity building for IT programs and accessibility features.
- o Explore opportunities to further leverage IT platforms to conduct business.
- o Explore accessible IT features to enable greater accessibility.
- o Partner with internal stakeholders to explore opportunities to incorporate accessibility into external-facing materials, resources and documents.

b. Communication

Workers, employers and WCB staff communicate in several different ways. Through our daily interactions, we strive to ensure our communication delivery, materials, documents, forms and templates meet the accessibility needs of our users. To further address these needs, the WCB plans to:

- o Continue to strive to ensure all information is in clear, plain language.
- o Explore options to provide materials in alternate formats conducive to unique needs.
- o Improve clarity, including navigation on our internal and external websites.
- o Advance communication strategies, including refined verbal and written communication.
- o Explore, research and implement where possible accessibility features in the design, development and delivery of external training and community engagement.

4. Procurement

The WCB continuously strives to ensure our procurement processes acquire the goods and services we need to best fulfil our objectives. The WCB will ensure the programs, products and services we are procuring now and into the future will consider accessibility as a feature. In achieving this, the WCB will:

- Place importance on and be more intentional in our purchasing practices by including accessibility in solicitations for goods and services.

5. Program and service delivery

The WCB recognizes that the way we design and deliver our internal and external programs and services play a critical role in promoting accessibility. The WCB is taking steps to remove accessibility barriers that limit access to our programs and services. Actions to further support accessibility include these items:

- Tailor service delivery specific to unique needs and identifying and understanding accessibility barriers.
- Ensure the WCB develops and presents policies in ways that promote and support accessibility.



Conclusion

The WCB is committed to improving accessibility by removing barriers that persons with disabilities experience. As we progress in our journey, we remain committed to listening to our employees and those we serve about barriers that impact the lives of persons who experience disability.

Contact information and feedback process

The WCB is open to receiving feedback. You can provide feedback about accessibility or this plan:

- **In person: Visit one of our offices**
 - o Head office | 200-1881 Scarth St. | Regina, SK S4P 4L1
 - o Saskatoon office | 800-122 1st Ave. S. | Saskatoon, SK S7K 7E5
- **By phone:** 1.800.667.7590
- **By email:** askwcb@wcbsask.com
- **By mail:** Attn: Human resources, 200 – 1881 Scarth St., Regina, SK S4P 4L1

Information about how to submit feedback is also available on our website at wcbsask.com.



Saskatchewan
Workers'
Compensation
Board

Saskatchewan Workers' Compensation Board
200 – 1881 Scarth St.
Regina SK S4P 4L1

Phone: 306.787.4370

Toll free: 1.800.667.7590

Fax: 306.787.4311

Toll free fax: 1.888.844.7773

Email: askwcb@wcbsask.com

wcbsask.com