


TITLE: Legal Aid Saskatchewan Accessibility Plan	
DEPARTMENT: People & Culture	
EFFECTIVE: December 3, 2025	
NEXT REVIEW DATE: December 3, 2028	

Contents

Introduction.....
Engagement.....
Findings.....
Accessibility barriers
Goals and actions
Conclusion
Provide feedback

2
2
2
3
4
5
5

Introduction

Legal Aid Saskatchewan is a publicly funded organization championing access to justice through professional legal services to persons and organizations for criminal and civil matters where those persons and organizations are financially unable to secure these services from their own resources.

Legal Aid Saskatchewan recognizes the importance of accessibility for all people and is committed to identifying and removing barriers for the people we serve and people who work for us.

Our accessibility plan outlines the steps we will take over the next three years to improve accessibility and opportunities for persons with disabilities.

Engagement

We recognize the importance of hearing from persons with disabilities to inform the development of our accessibility plan. In October through November 2025, we conducted an internal online survey for our staff and had a participation rate of about 23%. Our staff were also able to provide feedback from the perspective of the clients we serve. In addition, we contacted our community partners who represent our clients and invited them to answer questions as it relates to accessibility and the barriers that our clients might be facing. We have heard from three different community partner organizations whose suggestions helped to inform our accessibility plan.

Findings

The majority of respondents to the survey identify as “employee”.

The most frequently reported disability type in the survey is “mental health-related “ (when daily activities are limited because of difficulties caused by a psychological or mental health condition (for example, anxiety, depression, bipolar disorder, substance abuse or anorexia); followed by “pain-related” (when daily activities are limited because of constant or recurrent pain), and “memory”(when daily activities are limited because of difficulties caused by memory problems or periods of confusion) difficulties, indicating these are the primary accessibility challenges faced by the respondents.

A notable number of respondents are connected to persons with disabilities either as friends, family, or employees of supporting organizations, highlighting the importance of indirect experiences in shaping perceptions of accessibility at Legal Aid.

The feedback from our community partners has been summarized into three key issues: first, many clients of LAS will display symptoms of Fetal Alcohol Spectrum Disorder (FASD) and the nature of cognitive and social impairments that present in people who suffer from FASD. Other client behaviours like forgetfulness and confabulations can be mistaken for defiance signaling an issue of attitudinal barriers that these clients might be facing.

Second, many of the people LAS serves are not able to understand the specialized language, the processes of court, or understanding the nuances of legal culpability and find the processes to be complex as the clients are not even able to concentrate long enough to complete the application processes without significant support. Third, the telephonic and online paths to access are not effective for these groups resulting in information and communication barriers that LAS clients face.

Accessibility 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.

There are many types of barriers that persons with disabilities may experience, including physical barriers, information and communications barriers, and attitudinal barriers. Definitions and examples of each barrier type 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 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.

Accessibility achievements

When developing our accessibility plan, Legal Aid Saskatchewan examined existing programs and services. We want to recognize the hard work of everyone on our team to promote an inclusive workplace. At Legal Aid Saskatchewan we value the contributions of all members. Prior to the launch of our Accessibility Plan, we introduced *Accommodation and Return to Work Policy*, trained our staff on Respect in the Workplace and Mental Health as well as launched an Employee Assistance Program.

Goals and actions

Goal #1:

Improve staff knowledge and awareness of accessibility.

Actions:

- All LAS employees will complete a Disability Awareness training. This training is 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.
- We will explore opportunities for additional specialized training for LAS employees related to the services that their offices and positions provide.
- We will ensure each office has Disability Awareness information posted for their staff to refer to.
- We will celebrate Disability Employment Awareness Month which happens in October each year to recognize and celebrate the contributions the individuals with disabilities make to Legal Aid.

Goal #2:

Support a healthy, representative and inclusive workforce at Legal Aid.

Actions:

- We will develop employee mental health resources for managers to better support their staff.
- We will update LAS's self-identification questionnaire to align with the Saskatchewan Human Rights guidelines and LAS's DEI framework.
- We will create Disability Inclusion Network with the aim of emphasizing the abilities of all employees over their disability. The network will foster an inclusive environment, offering much more than just support for employees and their allies. Membership will be open to all persons with and without disabilities employed by LAS. We aim to provide networking opportunities, support and education about disability. The network will positively influence employees with disabilities and promote an inclusive workplace for all.

- We will provide appropriate accommodations to persons with disabilities to ensure all individuals can contribute and thrive, reflecting the organization's commitment to diversity, equity, and inclusion.
- Explore potential changes to our recruitment practices to enhance LAS's attractiveness as an employer for persons with disabilities.

Goal #3:

Improve the accessibility of information and communications.

Actions:

- We will engage persons with lived experiences and/or community partners to help us assess documents to ensure they are universally accessible.
- We will update policies to ensure accessibility features are incorporated into documents.
- We will review the accessibility of LAS website and web-based services and consult with the community partners.
- We will use plain language in all communications to ensure compatibility with screen readers and assistive technologies and in effort to lower barriers to LAS's services.
- We will explore the Web Content Accessibility Guidelines (WCAG), including using alternative text for images and video captions and ensuring accessible navigation.
- We will utilize accessible templates for documents and incorporating accessible features in creating forms while maintaining inclusive design in corporate branding.

Conclusion

Legal Aid Saskatchewan supports the values of inclusion and accessibility. We are committed to improving accessibility and promoting the full and equal participation of persons with disabilities.

Provide feedback

We value your feedback and welcome members of the public to submit comments about our accessibility plan using the contact information below.

Phone: 306-933-5300

Email: headoffice@legalaid.sk.ca

Address: #400 - 201 21st Street East, Saskatoon SK S7K 0B8