



# **SaskTel's Accessibility Plan 2023-2026**

**Progress Report  
June 1, 2025**

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# General

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1. SaskTel is the leading provider of Information and Communications Technology (ICT) products, services, and solutions in Saskatchewan. We are building the most extensive and advanced broadband networks throughout the province for the benefit of our customers, the people and businesses of Saskatchewan. With approximately \$1.3 billion in annual revenue and over 1.4 million customer connections, SaskTel is a major contributor to Saskatchewan's economy.
2. As a Saskatchewan Crown Corporation, SaskTel has approximately 3,300 employees, making it one of Saskatchewan's largest employers. SaskTel delivers a wide range of ICT products and services designed for consumers and businesses throughout Saskatchewan. These include wireless services, television services, local access, internet and data services and security monitoring.

## SaskTel's Commitment to Accessibility

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3. SaskTel is committed to customer service excellence and supporting the Government of Canada's Accessible Canada Act, which strives to make Canada barrier-free by 2040. We continuously strive to have a product mix that meets the needs of the people of Saskatchewan. We offer a variety of accessible products and services that enable people who experience disability to get the most out of their SaskTel products and services.
4. SaskTel values a diverse workforce that is reflective of the people of Saskatchewan. Our employees can be found throughout the province, working, raising families, and volunteering in their communities. SaskTel's Representative Workforce Strategy has been instrumental in guiding our employment practices, by ensuring a fair and equitable hiring experience for all prospective employees. Through this initiative, SaskTel has hired employees who experience disability in a variety of professional roles including Engineers, Marketers, Information Systems Specialists etc. Understanding the diversity of people who experience disability, SaskTel has also seen success working with partners in the disability community to launch a Supported Employment Program, which enables people who experience more complex disabilities to experience the independence and empowerment that employment provides. Promoting SaskTel as an employer of choice for people who experience disability remains a priority for SaskTel. We acknowledge that our practices must continue to evolve to meet the needs of all people who seek employment at SaskTel.
5. Inclusion, Diversity, Equity and Accessibility (IDEA) continue to be important goals at SaskTel. We believe having a diverse and inclusive organization is the responsibility of all employees. It's about building an environment that is inclusive and not only accepting of people's differences but valuing them and leveraging that uniqueness.

## SaskTel's Accessibility Feedback Process

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6. We are always open to receiving feedback from our customers who experience disability. If you'd like to provide feedback regarding our products and services or on, the implementation of our ACA accessibility plan, please contact us in one of the following ways:
  - In Person: Visit a SaskTel Store
  - By Phone:
    - 1.800.SASKTEL (1.800.727.5835)
    - Deaf access line: 1.800.552.3595 (TTY users only)
  - By Online Form: Accessibility Feedback Form
  - By Email: [accessibility@sasktel.com](mailto:accessibility@sasktel.com)
  - By Mail:  
SaskTel Accessibility Feedback  
12th Floor, 2121 Saskatchewan Drive  
Regina, SK S4P 3Y2
7. Our designated person to receive feedback regarding Accessibility is Shara McCormick, Vice President of Human Resources and Corporate Services.
8. Anonymous feedback is accepted; however, we'll be unable to provide a receipt of acknowledgement or further follow-up.
9. For a description of our feedback process in an alternative format, please contact us at one of the methods provided above.
10. By contacting us, you agree to the collection, use, and storage of your personal information for the purposes of responding to you and improving accessibility of our products, services, and processes.
11. Information collected for this purpose is done so in accordance with our Privacy Policy.

# Introduction

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12. The Accessible Canada Act (the ACA) came into effect in July 2019, and SaskTel as the Incumbent Local Exchange Carrier (ILEC) serving the Province of Saskatchewan is covered by the requirements of the ACA. It must be noted that SaskTel has in the past and in the future continually works on identifying, removing, and preventing accessibility barriers as they are identified.
13. In response to the requirements of the ACA, SaskTel appointed, an internal Accessibility Advisory Committee that is representative of SaskTel's workforce including business planners from across the organization reporting to a senior leadership Director Advisory Committee. These committees are responsible to identify barriers, assist with decision making and oversee the development and successful implementation of SaskTel's Accessibility Plan.
14. As part of the ACA, SaskTel is required to file its progress report regarding its initial Accessibility Plan that presented the barriers that SaskTel had identified through consultation with external and internal groups and individuals with disabilities, and its plans to address these barriers in over the course of the next three years where possible.
15. As per the ACA, SaskTel has categorized the barriers it has identified into the 7 key areas of focus described in Section 5 of the ACA. These areas are (1) Employment; (2) the built environment; (3) information and communications technologies; (4) communication, other than information and communication technologies; (5) the procurement of goods, services and facilities; (6) the design and delivery of programs and services; (7) transportation.

# Areas of focus

16. The feedback received from SaskTel's consultation with external and internal participants helped us understand the barriers persons who experience disability have experienced when interacting with the company. The following sections provide the progress that SaskTel has made in addressing the barriers identified in its initial Accessibility Plan during the past 12 months.

## 1. Employment

17. The following table outlines the actions taken by SaskTel over the past year to remove barriers to employment. See the table below for more information.

Action Item	Action taken in 2024/25	Status
Accessible Corporate Training	<ul style="list-style-type: none"> <li>SaskTel's Learning &amp; Development team developed a standardized set of accessibility practices based on WCAG 2.1 principles and feedback from members of SaskTel's Employee Network on Disability (SEND).</li> <li>Training for large audiences, including any corporately required training, e-learning is designed with a screen reader accessible path users can select.</li> <li>SaskTel implemented SuccessFactors Learning in 2024 which offers modern web developed and improved accessibility practices.</li> </ul>	Complete
Accessible Collective Agreement	<ul style="list-style-type: none"> <li>An accessible version of SaskTel's Collective Agreement was posted to their internal intranet site in February 2025.</li> </ul>	Complete
Rick Hansen Accessibility Training (IAT)	<ul style="list-style-type: none"> <li>Employees from SaskTel's Corporate Services – Building Design team, members of SaskTel's Employee Network on Disability (SEND) and Accessibility team completed the Rick Hansen Inclusion &amp; Accessibility (IAT) course in 2024-25.</li> </ul>	Complete
Accessible Job Postings	<ul style="list-style-type: none"> <li>Launch of new HR platform (SAP SuccessFactors) that incorporated accessibility requirements into design.</li> <li>In addition to testing performed in 2024 a Voluntary Product Accessibility Template (VPAT) was provided by SAP.</li> <li>Based on site testing, navigation with a screen reader is accessible</li> </ul>	Complete
Assessments and testing for candidate selection processes	<ul style="list-style-type: none"> <li>eSkill skills tests and hiring assessments are screen reader accessible to enable candidates that experience disability to compete them.</li> </ul>	Complete

Action Item	Action taken in 2024/25	Status
Online internal employee information and time tracking	<ul style="list-style-type: none"> <li>A new Fiori environment is available for some applications, providing more accessibility for users.</li> <li>Working towards launching additional Fiori applications with increased accessibility in 2025/26.</li> </ul>	In Progress
New Recognition Platform	<ul style="list-style-type: none"> <li>A new recognition platform was launched in April 2025.</li> <li>All features and branding in the new platform meet WCAG 2.1AA compliance requirements.</li> <li>A new mobile application is also available that meets accessibility requirements.</li> </ul>	Complete
SaskTel Gear Shop	<ul style="list-style-type: none"> <li>Contract with existing vendor is ending in 2025-26.</li> <li>An RFP will be issued for a new platform that will include accessibility requirements, ensuring a more positive experience for users.</li> </ul>	In Progress

## 2. The Built Environment

18. SaskTel continues to regularly assess and evaluate its facilities to ensure they meet the needs for all customers and employees including the provision of ramps, elevators, braille signage and elevator buttons, accessible washrooms, and other specific accessibility accommodations as required. When accessibility related issues are identified, and/or when a major renovation is planned, Corporate Services follows national/local building codes and regulations as they pertain to accessibility. See the table below for more information.

Action Item	Action taken in 2024/25	Status
Inclusive design used for construction of SaskTel Stores	<ul style="list-style-type: none"> <li>The construction of the Prince Albert Retail Store was completed in 2024, with warranty work finalized in 2025.</li> <li>This project set a new benchmark for all SaskTel Retail Stores. Accessibility and inclusivity were at the forefront of the design, and considerations and implementations were made to exceed the minimum National Building Code.</li> <li>Eleven additional retail locations will undergo a similar transformation in the coming years.</li> </ul>	In Progress
Fire Evacuation Plans	<ul style="list-style-type: none"> <li>In September 2024 SaskTel updated its Fire Evacuation Plans, increasing the safety for employees with accessibility needs.</li> <li>Input was gathered from members of SaskTel's Employee Network on Disability (SEND), who provided additional perspective as</li> </ul>	Complete

### 3. Information and communication technologies (ICT)

19. The following table provides actions taken in the past year to remove barriers in the Information and communications technologies (ICT) focus area. See the table below for more information.

Action Item	Action taken in 2024/25	Status
Continuous improvement of SaskTel's external facing websites and applications	<ul style="list-style-type: none"> <li>Continue to work on improvements to navigation on SaskTel's external facing websites.</li> <li>SaskTel's externally facing Business Solutions site on sasktel.com underwent a complete overhaul in 2024-25. Bringing the site up to date on accessibility standards (WCAG 2.2 AA), as well as improving user navigation and customer experience. The updated site is expected to launch at the end of May 2025.</li> </ul> <p style="text-align: center;"><b>Business   Business   SaskTel</b></p> <ul style="list-style-type: none"> <li>A plain text list of new or upgraded wireless towers is updated each quarter. Currently investigating overall map redesign for all towers.</li> </ul>	In Progress
Application Landscape Accessibility improvements	<ul style="list-style-type: none"> <li>Continue to seek out accessible software vendors and focus on accessibility when implementing new applications.</li> </ul>	Complete
Review of SaskTel's IVR	<ul style="list-style-type: none"> <li>A review is underway, investigating potential accessibility changes to both the IVR and voice authentication systems. Work will continue in 2025/26.</li> </ul>	In Progress
WCAG Training and software certifications	<ul style="list-style-type: none"> <li>Training is being prepared to raise awareness of the ACA and Accessibility.</li> <li>ACA Testing tools and training are being reviewed.</li> <li>A lab is being developed to allow for internal testing of websites and applications for WCAG compliance.</li> </ul>	In Progress

20. In the coming year, SaskTel will continue to work on ensuring that its external facing websites are WCAG compliant, in addition to continued development of training for its employees involved in web development in WCAG compliance.

21. Further investigation is ongoing to review SaskTel's IVR and voice authentication systems to find solutions to accessibility barriers presented by these systems.



## 4. Communications other than ICT

22. The following table provides actions taken in the past year to remove barriers in the Communications other than ICT focus area. See the table below for more information.

Action Item	Action taken in 2024/25	Status
Accessible Corporate Forms	<ul style="list-style-type: none"> <li>SaskTel's graphics team continues to update corporate forms into a more accessible format.</li> </ul>	In Progress
Intranet Accessibility	<ul style="list-style-type: none"> <li>SaskTel's Corporate Intranet (The Source) was migrated into Microsoft's SharePoint Online product in 2024. SharePoint Online offers a higher level of conformance to WCAG 2.1AA guidelines.</li> <li>Additional accessibility features have been added into SharePoint Online, including an accessibility checker on pages and within tables.</li> <li>The corporate intranet is undergoing a review of all pages and tables and is expected to be completed by the end of August 2025.</li> </ul>	In Progress
Document creation for assistive technology users	<ul style="list-style-type: none"> <li>Developing documentation for assistive technology users to aid in easier navigation of content hosted on the internal intranet.</li> </ul>	In Progress

SaskTel will continue to make improvements to accessibility as new functionality is released by the platform vendor.

## 5. The design and delivery of programs and services

23. The following table provides actions taken in the past year to remove barriers in the design and delivery of programs and services area. See the table below for more information.

Action Item	Action taken in 2024/25	Status
Accessibility of TV platform	<ul style="list-style-type: none"> <li>Continue to work with vendor to ensure mandatory accessibility functions are available such as closed captioning and described video.</li> </ul>	In Progress
Zero rating for all VRS traffic	<ul style="list-style-type: none"> <li>On 21 January 2025, SaskTel launched unfettered access to VRS for Lüm wireless subscribers, offering zero rating for all VRS traffic on all mobile devices regardless of rate plan.</li> <li>With the zero rating for Lüm subscribers, all SaskTel wireless subscribers (postpaid, prepaid, Lüm) now have access to zero rated VRS traffic.</li> </ul>	Complete

Action Item	Action taken in 2024/25	Status
RAZ Memory Phone	<ul style="list-style-type: none"> <li>In April 2025, SaskTel sent emails to approx. 120,000 wireless customers to help raise awareness of the availability of the RAZ Memory phone.</li> <li>The RAZ Memory cell phone is a user-friendly device designed for the elderly or those with memory loss, dementia, or Alzheimer's. It can also be used as an easy monitorable, starter phone for children allowing them to stay in contact with their parent or guardian without distractions of other applications.</li> </ul>	Complete
Review of current accessible plans and barriers to wireless connectivity	<ul style="list-style-type: none"> <li>Continual review of wireless rate plans in light of Telecom Regulatory Policy CRTC 2023-41.</li> </ul>	In Progress
Sensory Shopping	<ul style="list-style-type: none"> <li>SaskTel Retail Stores in Regina, Saskatoon and Swift Current offer customers a sensory shopping experience.</li> <li>Sensory shopping was introduced as a way to make everyday life more accessible and inclusive for those in our community that are challenged with sensitivities to sensory inputs like touch, sound, and lighting.</li> <li>On April 2, 2025, SaskTel set all twelve SaskTel Stores across the province in sensory shopping mode for the duration of the day in recognition of World Autism Day. In the future SaskTel plans to make this an annual event.</li> </ul>	Ongoing

24. SaskTel continues to work with its vendors to ensure that the products and services it provides are accessible to its customers. In the next year, further work with vendors will be undertaken to remove barriers where possible.

## 6. The procurement of goods, services and facilities

25. The following table provides actions taken in the past year to remove barriers in the procurement of goods, services, and facilities area. See the table below for more information.

Action Item	Action taken in 2024/25	Status
Inclusion of accessibility statement and requirements in RFP templates	<ul style="list-style-type: none"> <li>Accessibility statement and evaluation criteria included in RFP template where applicable.</li> </ul>	Ongoing
Review accessibility of RFP application and software	<ul style="list-style-type: none"> <li>An accessibility review of the Ariba application was completed with the vendor in 2024.</li> <li>A Voluntary Product Accessibility Template (VPAT) was provided by SAP indicating WCAG 2.1 AA compliance of the Ariba application.</li> </ul>	Complete
Accessible maxTV remotes	<ul style="list-style-type: none"> <li>Updates to maxTV Stream are expected in 2025 which will increase accessibility such as improved voice control.</li> </ul>	In Progress
Sasktel.net email WCAG compliance	<ul style="list-style-type: none"> <li>An upgrade to Webmail 8.0 is expected in 2025. SaskTel will continue to work with the vendor to increase accessibility to the platform.</li> </ul>	In Progress

26. SaskTel will continue to seek opportunities for accessibility enhancements in the procurement of goods and services.

## 5 Transportation

27. Transportation does not apply to SaskTel's operations.

# Consultation

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28. SaskTel continues to consult with both external accessibility advocacy groups and internal employees who experience disability to understand the barriers individuals experience when interacting with SaskTel as both a customer and/or employee. These consultations guide SaskTel's internal teams in determining the barriers faced by persons experiencing disabilities across the organization.

## External Consultations

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29. SaskTel was an active participant in the virtual Industry consultation sessions facilitated by the Canadian Telecommunications Association (CTA) with registered Accessibility groups and carrier representatives from across Canada held in October 2024. These sessions provide valuable feedback from external customers regarding the various focus areas included in our Accessibility plan.

## Internal Consultations

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30. SaskTel continues to work directly with employees experiencing disability directly, and through the SaskTel Employee Network on Disability (SEND).

## Feedback

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31. SaskTel's feedback process includes a variety of options for employees and members of the public to provide feedback regarding accessibility barriers they have encountered with our products and services. This includes, in person, by phone, online form, by email or regular mail. We also offer Message Relay Service (MRS) and Telewriter service (TTY). [Accessibility Contact & Feedback | SaskTel](#)

**External Feedback Received: 6 emails**

**Internal Feedback Received: 8 emails**

In this last year, SaskTel has received a total of six interactions with members of the public through the [accessibility@sasktel.com](mailto:accessibility@sasktel.com) email address or online form.

SaskTel also received a total of eight emails from internal employees.

Many requests or inquiries that were not related to accessibility reached us through the accessibility email address. We handled them by either directing the message to the most relevant department for follow-up, or by replying with alternative ways of reaching a more suitable area of the company to get their request/inquiry resolved.

The **external feedback** and inquiries we received fell into a few different categories.

**Communication (other than ICT):** The feedback and inquiries that fell into this category included concerns with accessing previous paper bills as well as inquiries regarding accessing Directory Assistance. On all occasions SaskTel representatives reached out to the individuals to provide assistance in having their inquiry or concern addressed.

**Design and Delivery of Programs and Services:** The feedback and inquiries received in this category included questions about subsidized wireless and internet plans. As well as an inquiry regarding the accessibility of SaskTel's maxTV set-top boxes. SaskTel representatives responded to all feedback and inquiries by providing the necessary information required to answer questions or provide alternative solutions.

**Procurement of Goods, Services and Facilities:** The inquiries that fell into this category included questions about the availability of equipment for individuals that would assist them with their communication needs. SaskTel representatives responded to the inquiries by providing the necessary information required to answer questions or provide alternative solutions.

The **internal feedback** we received from employees with accessibility concerns while using some internal applications has been categorized in the Employment Category. We worked with both the employee and responsible departments to identify the root cause of the accessibility barrier and are currently evaluating options to address any concerns. One of the internal emails was related to a suggestion regarding SaskTel's Wireline Accessibility program. This resulted in a change to the program application process, removing the need for physician approval, and therefore removing a barrier for customers.

No additional feedback was received using alternate methods of communication, including, in person, by phone, regular mail, Message Relay Service (MRS) or Telewriter service (TTY).

# Conclusion

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32. SaskTel recognizes that our customers who experience disability rely on our products and services daily. We take this responsibility very seriously and that is why we continue to strive to deliver an outstanding customer experience by working with our customers in ways that minimize the impact of their disability. We remain committed to being an employer of choice for people who experience disability, and we recognize that by creating an inclusive environment internally that values all perspectives and abilities, we are enabling our employees to do the same for our customers.