



## Accessibility Plan

2025-28

The Saskatchewan Cancer Agency acknowledges Saskatchewan as the traditional territory of the First Nations people and the homeland of the Métis.

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## **About the Saskatchewan Cancer Agency**

### **Our Mission**

To provide leadership in health promotion, early detection, treatment and research for cancer.

### **Our Vision**

A healthy population free from cancer.

### **Our Values**

Our values describe our beliefs in providing our programs and services and reinforce the behaviours that support our beliefs. Adhering to our values reinforces the integrity of our service and builds confidence in all those who use our services.

Courage | Integrity | Vision-driven | Innovation | Collaboration

The Cancer Agency operates:

- The Allan Blair Cancer Centre inside Pasqua Hospital in Regina and the Saskatoon Cancer Centre beside the Royal University Hospital which focus on patient and family-centred care.
- Cancer Patient Lodges in Regina and Saskatoon provide a home away from home for rural patients and their companions or caregivers so they do not have to travel long distances for treatment.
- Community Oncology Program of Saskatchewan (COPS), together with our health-care partners in 16 hospital locations in the province, to provide chemotherapy treatments closer to home.
- Prevention and early detection programs, including screening programs for breast, cervical and colorectal cancers, including the breast screening bus which provides more than 8,000 mammograms annually to women in rural and northern Saskatchewan.
- Cancer research is performed by world-class scientists and researchers who provide laboratory, epidemiological and clinical research, including clinical trials.

## Message from Deb Bulych, President and CEO

I am pleased to present the Saskatchewan Cancer Agency's Accessibility Plan – our commitment to prioritize accessibility for all patients, clients, families and staff who come through our doors.

While some individuals come to see us voluntarily – to take advantage of our proactive cancer screening programs – for many others, it's not a choice. They come to us because of an intimidating diagnosis that has changed the course of their life.

Cancer is often a long road that presents many challenges for patients, families and caregivers. Every day, our staff and physicians discuss issues and barriers that arise in the patient journey and collaborate to address them, furthering our work in health equity and improving the patient experience.

We acknowledge that equitable care involves meeting people's specific individual needs, regardless of their circumstances. We refer to this as person-centred care. There is always more work to be done in cancer control, especially as we work to improve health equity among populations that have been historically underserved, including people with disabilities.

This report was compiled following a period of stakeholder engagement in fall 2024. More than 40 local organizations serving the disability community were invited to complete an online survey to understand challenges and opportunities when visiting our spaces. I'd like to thank all those who responded to our survey for taking the time and courage to share their experiences with us. This feedback, combined with additional insights from our health partners will help to shape our journey over the next three years.

This report will detail accomplishments to date, as well as planned enhancements for the years ahead. In keeping with the requirements of the *Accessible Saskatchewan Act*, we commit to ongoing engagement related to our plans and actions, and encourage feedback to be sent through [our website](#) at any time.

Sincerely,



## **Accessibility Goals and Actions**

The Saskatchewan Cancer Agency (Cancer Agency) has identified the following goals to improve accessibility and reflect the importance of patient-centred care. Different departments have highlighted results to date in this work and actions they commit to undertake from now until 2028 to address barriers to care and/or service.

### **Goal 1 – Improve the accessibility of all facilities**

The Cancer Agency is committed to removing physical barriers to improve accessibility at all of our facilities for patients, caregivers and staff.

#### **Achievements to date:**

- We have purchased 18 new wheelchairs, including wheelchairs for bariatric clients. These will help clients and patients with mobility issues travel around our clinics.
- A ceiling lift was installed in one treatment space to transfer patients from a wheelchair to a treatment couch. This enhances the safety of patients and staff, reducing the risk of injury during patient transfers.
- We have designated parking assigned to cancer patients who are disabled at both treatment centres in Saskatoon and Regina. These stalls have easy access to both of our facilities.
- Exterior signage was replaced in 2024 at Harbour Landing, Regina Centre Crossing and University Heights locations for better visibility so clients can easily determine where our facilities are located.
- Major renovations at the Regina Cancer Patient Lodge in 2024 involved updating accessibility for patient access. This work resulted in easily accessible showers, accessible doors and foot pedals in the elevators, and braille was installed on all the room numbers.

#### **Actions for 2025-28:**

- As our cancer centres are located inside Saskatchewan Health Authority (SHA) facilities, we have a partnership that extends to parking. We are working together to ensure patients and visitors have accessible parking.
- A new reception desk is planned in Radiation Therapy to accommodate patients in wheelchairs, making it easier for those with mobility issues to check in for appointments.

- Ceiling lifts will be installed during the replacement of our linear accelerators used during radiation treatments to reduce the risk of injury to patients and staff during appointments.
- Handrails will be replaced in all clinic hallways.
- New wayfinding will be installed in Saskatoon Cancer Centre (SCC) and Regina's Allan Blair Cancer Centre (ABCC) to improve navigation within our facilities.
- Both public elevators at SCC are being replaced and will be equipped with voice alerts and braille.
- All waiting room furniture will be replaced at SCC and ABCC and new layouts will provide adequate space for wheelchairs.
- Renovations planned for the wig room at ABCC will improve patient accessibility through improved layout for better wheelchair access.
- The nursing stations at ABCC Systemic Therapy and Outpatient Services will be replaced. This will include improvements in wheelchair access.
- The new Saskatoon Cancer Patient Lodge design and construction will focus on patients' accessibility needs.
- All new construction will meet current building codes for accessibility.

## **Goal 2 – Improve the accessibility of information and communications**

The Cancer Agency is taking steps to ensure accessibility principles are applied to how our information is presented and communicated to the public and staff. We also provide and engage in accessibility education for employees.

### **Achievements to date:**

- The Cancer Agency has access to a language interpretation service for patients and clients, inclusive of American Sign Language.
- Select staff have received Inclusion and Accessibility Training from the Rick Hansen Foundation, thanks to the Ministry of Social Services. These training opportunities will continue to be shared as they are available.
- The Cancer Agency provides templates for a variety of communication tools that are available for use by all employees and physicians. These templates were created with the goal of producing clear and accessible communications to staff, patients and clients.
- The Cancer Agency issues an all-staff newsletter twice a week to keep employees informed on projects, staffing updates and facilities which can impact their work. The newsletter includes accessibility features such as simplified language, white space and larger font.
- In March 2025, the Cancer Agency approved a Corporate Communications policy which provides direction on how posters and displays are utilized within our facilities, the importance of using official templates where applicable, and the requirement to keep hallways and patient areas free of paper clutter. This responds to a specific point of feedback we received during our disability engagement work.
- The Cancer Agency launched a redesigned website in 2025 that employs a variety of accessibility principles, including the use of descriptive text for images and compatibility with screen readers. Guidelines exist to educate staff on website best practices and how to best present information in an accessible format as new content on the site is created. In general, we strive to meet or exceed standards developed by the [World Wide Web Consortium](#).
- We have started the process of updating existing video content with closed captioning, prioritizing things like our cancer centre orientation videos in Regina and Saskatoon. Moving forward, all new video content created by the Cancer Agency will include closed captioning.

- In March 2025, leadership welcomed a presentation from the Spinal Cord Injury Saskatchewan on the overall topic of accessibility and considerations we can integrate into future planning and service delivery.

**Actions for 2025-28:**

- Explore descriptive text options for our social media channels.
- Web accessibility principles will be applied to our employee intranet, the Staff Room, in 2025.
- Explore options to share education from the Saskatchewan Deaf and Hard of Hearing Association with staff and physicians.
- Continued education to staff about how to consider accessibility when writing and presenting information, including tools and templates available to support them.
- Continued updating of video content to include closed captioning and descriptive text.
- Ensure a process exists to receive and respond to ongoing feedback about our Accessibility Plan.

### **Goal 3 – Improving accessibility through inclusive purchasing practices**

The Cancer Agency is committed to improving access within our facilities by developing purchasing practices that meet the needs of all our clients.

#### **Achievements to date:**

- To help ensure fair purchasing practices, the Cancer Agency is guided by an internal Contract Management policy. This policy ensures consistency in requesting quotations, issuing Requests for Information, Requests for Proposals, and Requests for Tenders, and in developing, negotiating and maintaining contracts.

#### **Actions for 2025-28:**

- For future procurement, we are striving to incorporate formal evaluation criteria that consider accessibility.

## **Goal 4 – Improve the inclusivity and diversity of our staff**

The Cancer Agency is committed to an inclusive workforce and removing barriers to create equal opportunities for everyone, including people with disabilities.

### **Achievements to date:**

- The Cancer Agency attends yearly career fairs and in-class sessions at various education institutions in Saskatchewan, including Saskatchewan Polytechnic and Gabriel Dumont Institute. We encourage students of all backgrounds and abilities to consider the Cancer Agency in their career pursuits.
- We participate in mock interviews with students at Saskatchewan Polytechnic Regina, providing a welcoming and informative interaction with our Human Resources consultants. This helps to prepare and support individuals who may have mental, intellectual or communication impairments for real-world interviews.
- We provide short and long-term options for employees who require parking accommodations.

### **Plans for 2025-2028:**

- Redeveloping the process for self-declaration with a focus on employee safety and accessibility in disclosure will support our work to re-establish accurate representative workforce metrics. This involves developing a process and tools to accurately collect representation data on all new hires and existing employees.
- We will create resources and learning materials for all employees and increase support and ongoing engagement for those individuals who self-declare as a person with a disability, whether anonymously or not.
- The Cancer Agency will collaborate with external education institutions and partner organizations to develop a recruitment strategy. The strategy requires a complete needs analysis and opportunities for engagement in recruitment activities to understand what would entice new hires with diverse backgrounds to work at the Cancer Agency.
- We will continue to foster relationship-building opportunities between leadership and partner organizations to co-develop recruitment paths and programming.

- We are in the process of developing roles such as patient navigators/patient supports to guide patients through their cancer journey and learn if patients require accommodations while visiting our facilities.

## **Goal 5 – Improve access to suitable and convenient transportation for cancer patients**

The Cancer Agency is committed to providing solutions for patients and caregivers to have access to suitable and convenient transportation to our facilities

### **Achievements to date:**

- Our new patient navigators contact patients prior to their new patient appointment at cancer centres to assess for barriers, including transportation or access, and to offer support in managing these barriers.
- We collaborate with community transportation providers to ensure accessible transportation is available for patients and families.

### **Actions for 25-28**

- Continue to work with community, government organizations and leaders to advocate for enhanced access to accessible transportation.
- We will work with stakeholders on strategies to remove financial barriers to transportation for cancer patients.

## **Goal 6 – Removing barriers in our facilities for patients with service animals**

The Cancer Agency is committed to providing a welcoming atmosphere for all patients and their service animals.

### **Achievements to date:**

- The Cancer Agency has an established Service and Emotional Support Animal policy, which supports the presence of medically necessary and therapeutically beneficial animals in our facilities.

### **Actions for 25-28**

- The Cancer Agency will review existing policies ensuring their alignment to support the current Service and Emotional Support Animal policy, and raise awareness with SCA staff to create a welcoming environment for anyone accessing our facilities with their service animal.

## **Goal 7 – Improving our service delivery for our diverse population**

The Cancer Agency is committed to improving health equity by addressing gaps and barriers experienced by people with physical and intellectual disabilities.

### **Achievements to date:**

- We have developed translated and plain-language educational materials for cancer screening programs.
- We transitioned our instructions for the Fecal Immunochemical Test (FIT) from a text-based document into illustration-based instructions.
- Our early detection and cancer screening programs have integrated patient and family advisors into their work to inform inclusive service planning and delivery.

### **Actions for 2025-28:**

- We will continue with targeted outreach strategies through partnerships and community engagement activities, such as local community events and collaborations with organizations.
- Enhanced strategies to address barriers to accessibility will include geographic, transportation, mobility, language and cultural considerations.
- Our current mobile mammography screening unit is not wheelchair accessible. Plans are underway to replace the existing unit with a fully-accessible model, while also building a second accessible mobile mammography unit for Saskatchewan. This work is being done in partnership with the SHA.

## **Conclusion**

The Cancer Agency is committed to reviewing this plan annually and providing updates on our actions to patients, clients, families and employees.

The plan is posted in its entirety on [saskcancer.ca](http://saskcancer.ca) > About Us > Accountability and Publications.

Feedback on the plan is welcome at any time by [contacting us](#).