

2025 Accessibility Plan Survey

The Saskatchewan Public Safety Agency (SPSA) is committed to improving the accessibility of SPSA programs and services.

The Accessible Saskatchewan Act (ASA) became law on December 3, 2023. The ASA requires the SPSA to develop an accessibility plan to identify, remove and prevent accessibility barriers for people who interact with the SPSA. Your responses to this survey will assist in the development of the SPSA's Accessibility Plan.

If you are helping someone to take part in this survey, please provide answers about that individual's experience only, including the demographic questions (age, gender, location, etc.).

The information collected will only be used for the purposes identified in this survey. Your participation is voluntary, and responses are confidential. You can leave the survey at any time. This survey should take 5 to 15 minutes to complete. The SPSA will not respond directly to individuals or organizations that participate in the survey.

We are committed to protecting your privacy and collecting, using, and disclosing your personal information in accordance with
The Freedom of Information and Protection of Privacy Act.

Thank you for your participation!

If you need assistance to complete the survey or require the survey in an alternate format, please contact: **SPSA** or **Survey Facilitator**

Accessibility Barriers

Accessibility barriers are created when systems, spaces, objects, and information are designed in ways that do not allow all people to use them.

For Saskatchewan Public Safety Agency (SPSA) facilities, programs, and services, accessibility barriers can include:

- **Physical barriers** which make it difficult for persons with disabilities to access SPSA buildings or other spaces
- **Information and communication barriers** where the SPSA does not provide information in a way that everyone can access or use.
- **Attitudinal barriers** where people who work for the SPSA think or act towards persons with disabilities based on false ideas or beliefs.
- **Technology barriers** when the SPSA uses technology that is designed in a way that is not accessible for persons with disabilities.

Based on the above description, have accessibility barriers impacted your use of Saskatchewan Public Safety Agency facilities, programs, or services in the last two years?

- ☐ Yes, to me directly
- ☐ Yes, I've observed it impacting others
- ☐ No

What accessibility barriers do you experience (or observe others experiencing) related to Saskatchewan Public Safety Agency's facilities, programs, and services?

(Choose all that apply)

- ☐ **Physical** (which make it difficult for persons with disabilities to access SPSA buildings or other spaces)
- ☐ **Information and communications** (where the SPSA does not provide information in a way that everyone can access or use)
- ☐ **Attitudinal** (where people who work for the SPSA think or act towards persons with disabilities based on false ideas or beliefs)
- ☐ **Technology** (when the SPSA uses technology that is designed in a way that is not accessible for persons with disabilities)
- ☐ **Emergency Services or Programs** (the essential services, systems, and resources that respond to urgent and potentially life-threatening situations in order to protect the safety and well-being of individuals and communities)
- ☐ Other (please specify):

**Please provide your feedback BASED ON YOUR EXPERIENCES WITH
SPSA OVER THE PAST 12 MONTHS**

**What PHYSICAL accessibility barriers do you experience or have
observed others experiencing?**

(Choose all that apply)

***Reminder:** physical barriers exist when the way spaces and objects are designed make it hard for persons with disabilities to access buildings or other spaces.*

- ☐ Parking/Drop off spaces
- ☐ Entrances (stairs, doorways, waiting area, etc.)
- ☐ Walkways and navigation (too narrow, cluttered walkways, no directions where to go, access door switches are unavailability, etc.)
- ☐ Service counters (too high)
- ☐ Sensory environment (lighting, noise levels, etc.)
- ☐ Availability of accessible washrooms
- ☐ Other (please specify):

**How often do you experience (or observe others experiencing) these
PHYSICAL accessibility barrier(s) within SPSA?**

- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Always

Where do you experience (or observe others experiencing) these PHYSICAL accessibility barrier(s) within SPSA?

Do you have any recommendations for how SPSA can remove these PHYSICAL accessibility barrier(s)?

Please provide your feedback BASED ON YOUR EXPERIENCES WITH SPSA OVER THE PAST 12 MONTHS

What INFORMATION AND COMMUNICATION accessibility barriers do you experience or have observed others experiencing
(Choose all that apply)

Reminder: information and communication barriers exist when information is not provided in a way that everyone can access and use.

- ☐ Information is hard to understand (For example, complex language, use of acronyms, using neurotypical language)
- ☐ Information is hard to read (For example, print too small, colours hard to see, font hard to read)
- ☐ Information is hard to find (For example, website is confusing)
- ☐ Accessible formats are not available (For example, Braille, American Sign Language (ASL), Closed Captioning, screen reader compatible, etc.)
- ☐ Other (please specify):

How often do you experience (or observe others experiencing) these INFORMATION AND COMMUNICATION accessibility barrier(s) within SPSA?

- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Always

Where do you experience (or observe others experiencing) these INFORMATION AND COMMUNICATION accessibility barrier(s) within SPSA?

- ☐ SPSA Website
- ☐ SPSA Offices or Buildings
- ☐ Social Media
- ☐ Job Interviews
- ☐ Other (please specify):

Do you have any recommendations for how SPSA can remove these INFORMATION AND COMMUNICATION accessibility barrier(s)?

**Please provide your feedback BASED ON YOUR EXPERIENCES WITH
SPSA OVER THE PAST 12 MONTHS**

**What ATTITUDINAL accessibility barriers do you experience or have
observed others experiencing**

(Choose all that apply)

***Reminder:** attitudinal barriers exist when people think or act towards persons with disabilities
based on false assumptions.*

- ☐ False assumptions are made about the ability to communicate
- ☐ People treat me differently than other service users
- ☐ People's attitudes or assumptions impact the ability to access services
- ☐ People don't offer me accommodation(s) to support the disability
- ☐ Other (please specify):

**How often do you experience (or observe others experiencing) these
ATTITUDINAL accessibility barrier(s) within SPSA?**

- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Always

**Where do you experience (or observe others experiencing) these
ATTITUDINAL accessibility barrier(s) within SPSA?**

Do you have any recommendations for how the SPSA can remove these ATTITUDINAL accessibility barrier(s)?

Please provide your feedback BASED ON YOUR EXPERIENCES WITH SPSA OVER THE PAST 12 MONTHS

What TECHNOLOGY accessibility barriers do you experience or have observed others experiencing?

(Choose all that apply)

***Reminder:** technology barriers exist when technology is designed in a way that cannot be used by a variety of people.*

- ☐ Inaccessible phone menus or messaging systems (911, general inquiry line)
- ☐ SPSA website is not compatible with assistive devices (screen reader, speech-to-text, etc.)
- ☐ SPSA mobile apps (SaskAlert, Saskatchewan Evacuation App) are not accessible
- ☐ Other (please specify):

How often do you experience (or observe others experiencing) these TECHNOLOGY accessibility barrier(s) within SPSA?

- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Always

Where do you experience (or observe others experiencing) these TECHNOLOGY accessibility barrier(s) within SPSA?

Do you have any recommendations for how the SPSA can remove these TECHNOLOGY accessibility barrier(s)?

Please provide your feedback BASED ON YOUR EXPERIENCES WITH SPSA OVER THE PAST 12 MONTHS

Which SPSA EMERGENCY SERVICES or PROGRAMS have you experienced, or observed others experiencing, accessibility barriers with?
(Choose all that apply)

***Reminder:** SPSA provides several emergency services and programs. This section is asking for feedback specific to these emergency services and is not directly related to a specific type of accessibility barrier.*

- ☐ 911 system and call centre
- ☐ Emergency radios
- ☐ Saskatchewan Evacuation Application (Sask Evac App)
- ☐ SaskAlert
- ☐ Emergency media releases
- ☐ Community evacuations
- ☐ Other (please specify):

How often do you experience (or observe others experiencing) accessibility barrier(s) with SPSA's EMERGENCY SERVICES or PROGRAMS?

- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Always

Where do you experience (or observe others experiencing) accessibility barrier(s) with SPSA's EMERGENCY SERVICES or PROGRAMS?

Do you have any recommendations for how the SPSA can remove accessibility barrier(s) with SPSA's EMERGENCY SERVICES or PROGRAMS?

Please provide your feedback BASED ON YOUR EXPERIENCES WITH SPSA OVER THE PAST 12 MONTHS

How often do you experience (or observe others experiencing) OTHER accessibility barrier(s) within SPSA?

- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Always

Where do you experience (or observe others experiencing) OTHER accessibility barrier(s) within SPSA?

Do you have any recommendations for how the SPSA can remove OTHER accessibility barrier(s)?

Is there anything you would like to share about accessibility related to the SPSA?

Demographic Questions

Are you an SPSA employee?

☐ Yes

☐ No

Which of the following regions have you interacted with SPSA within the past year?

- ☐ **Northern Saskatchewan** (Prince Albert and north to the border with the Northwest Territories)
- ☐ **Central Saskatchewan** (south of Prince Albert, not including Prince Albert, up to but not including Regina)
- ☐ **Southern Saskatchewan** (Regina and south of Regina to the border with the United States of America)

Please indicate if you identify as any of the following:

- ☐ Man
- ☐ Woman
- ☐ Non-binary
- ☐ Prefer not to answer
- ☐ Other (please specify)

What is your age group?

- ☐ 15 years or younger
- ☐ 16 to 24 years old
- ☐ 25 to 34 years old
- ☐ 35 to 44 years old
- ☐ 45 to 54 years old
- ☐ 55 to 64 years old
- ☐ 65 years or older

What option below best describes you?

(Choose all that apply)

- ☐ Person with a disability
- ☐ Friend or family member of a person with a disability
- ☐ Employee of an organization whose primary mission involves providing services or support to people with disabilities
- ☐ None of the above/Person without a disability
- ☐ Other (please specify)

Please tell us how you heard about this survey.

(Choose all that apply)

- ☐ Social media post
- ☐ SPSA email or newsletter
- ☐ SPSA partner organization
- ☐ Other (please specify)

Which of the following disability types best describes your (or your friend/family member's) lived experience?

- ☐ Vision – when daily activities are limited because of difficulty with the ability to see
- ☐ Hearing – when daily activities are limited because of difficulty with the ability to hear
- ☐ Mobility – when daily activities are limited because of difficulty walking on a flat surface for 15 minutes or difficulty walking up/down a flight of stairs
- ☐ Flexibility – when daily activities are limited because of difficulty bending down and picking up an object from the floor or reaching in any direction
- ☐ Dexterity – when daily activities are limited because of difficulty with the ability to use one's fingers
- ☐ Learning – when daily activities are limited because of difficulties caused by a learning condition (for example, dyslexia, hyperactivity, or attention problems)
- ☐ Developmental – when daily activities are limited because of a developmental disability diagnosed by a doctor, psychologist, or other health professional (for example, Down Syndrome, autism, or mental impairment due to lack of oxygen at birth)
- ☐ 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)
- ☐ Memory – when daily activities are limited because of difficulties caused by memory problems or periods of confusion
- ☐ None of the above
- ☐ Other (please specify)