



# Automobile Injury Appeal Commission Accessibility Plan 2026-2029



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## Accessibility Plan 2026-2029

### Introduction

The Automobile Injury Appeal Commission (AIAC) is committed to identifying, removing, and preventing accessibility barriers for individuals who work at or access our program and services. Accessibility means that all people can take part in their communities through work, play and other daily activities. Accessibility is important for everyone, especially those with disabilities. The Government of Saskatchewan introduced *The Accessible Saskatchewan Act* (the *Act*), which came into force on December 3, 2023. The *Act* requires the AIAC to publicly post an accessibility plan to remove and prevent accessibility barriers for persons with disabilities.

The AIAC consulted with persons with disabilities through a survey conducted between August 13 and September 12, 2025, to seek feedback from individuals, including persons with lived experience, about the accessibility barriers they experience while accessing the AIAC office, program, and services. More than 350 individuals were invited to participate in this survey.

**Please note:** The AIAC building is managed by the Ministry of SaskBuilds and Procurement. The accessibility of 2440 Broad Street falls within the Government of Saskatchewan Accessibility Plan 2024-2027, [Goal 2: Make government buildings more accessible](#).

### 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 include:

#### Physical barriers

Physical barriers exist when spaces are designed in ways that prevent or limit mobility or access. Examples include:

- 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.



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### 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. Examples include:

- 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. Examples include:

- 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 goals and actions

The AIAC has taken steps to improve the accessibility of its office, programs, and services. However, we recognize that progress will be ongoing as we aim to become a more inclusive organization. This plan outlines the actions that the AIAC will prioritize over the next three years to remove accessibility barriers that persons with disabilities experience.

### Goal 1 – Improve employee knowledge and awareness of accessibility

Increasing employee awareness about accessibility and understanding the importance of inclusion are key to improving the quality of services provided to all individuals, including persons with disabilities.

#### Achievements to date:

Since being introduced in 2018, current employees of the AIAC have completed the 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.



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### Actions for 2026-29:

- Complete new accessibility-focused training developed by the Government of Saskatchewan for employees to increase accessibility awareness and promote a more inclusive and accepting work environment.
- Explore opportunities for additional specialized training and certification, including through the Rick Hansen Foundation.
- Once implemented, encourage employees to join the Government of Saskatchewan's Disability Support Network to help support an inclusive and supportive work environment.

### Goal 2 – Improve physical accessibility to the AIAC office

The AIAC is taking steps to remove accessibility barriers that limit access to its office and hearing space.

### Achievements to date:

In 2024, AIAC relocated to an office space that was under construction. As part of planning, the AIAC incorporated wider hallways, included the addition of a lower reception counter, and installed accessibility buttons for its main entrance.

The AIAC now provides free Wi-fi access for clients while attending a hearing to access information and hearing documents online.

The Ministry of SaskBuilds and Procurement is planning accessibility renovations in our building.

### Actions for 2026-29:

- Review existing space and consider improvements to support removing accessibility barriers.
- Collaborate with the Ministry of SaskBuilds and Procurement to support removing accessibility barriers through building construction.



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### Goal 3 – Improve accessibility to AIAC program and services

The AIAC is taking steps to remove accessibility barriers that limit access to its program and services.

#### Achievements to date:

In 2020, the AIAC began offering hearings virtually, allowing clients to participate from their home and eliminating the requirement to travel to an alternate location.

For in-person hearings, the AIAC will continue to review requests to schedule a hearing in an alternate location from Regina, Saskatoon, and Prince Albert, where hearings are regularly held.

In 2021, AIAC launched a SharePoint site to provide clients with access to their evidence package online. This has made it easier for clients to organize their documents and determine what evidence has been filed.

In 2024, the AIAC updated its online Application for Appeal form. Clients are now able to submit an application electronically through email.

#### Actions for 2026-29:

- Review opportunities to implement an electronic payment option for application fees. The AIAC currently only accepts cash, cheque, or money order.
- Improve access for clients to submit an electronic application package (including Application for Appeal form, Fee Waiver Application, and SGI Decision Letters) from the devices people use.

### Goal 4 – Improve accessibility to AIAC digital content

As many individuals access information through digital platforms like websites, it is important to make sure that digital content is understandable and accessible on the devices that people use. The Government of Saskatchewan has created visual identity guidelines that direct the appearance of content.



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### Achievements to date:

Information available on the AIAC website meets the current Government of Saskatchewan visual identity guidelines.

Appeal forms and information are available in digital and printed formats.

### Actions for 2026-29:

- Review AIAC policies and procedures to ensure information is easy to locate, read, and understand.
- Review Government of Saskatchewan “Digital Public Services Policy” for providing alternate formats of information such as accessible colour combinations, font choice and size, and graphic design.
- Once updated, review changes to the Government of Saskatchewan Visual Identity Guidelines and implement changes to the AIAC website in an effort to make content more accessible.

## Conclusion

The AIAC is committed to improving accessibility in Saskatchewan and will review and update this plan every three years. The actions outlined in this plan are intended to improve the accessibility of government services and remove barriers that persons with disabilities experience. As we move forward in our province’s accessibility journey, we want to continue to hear from members of our community about accessibility barriers that impact the lives of persons with disabilities.

## Contact us

Please contact us to share any feedback, questions, or comments you have on our accessibility plan, or to request an alternate format of this document.



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