

# Lotteries and Gaming Accessibility Plan 2025-2028

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## Message from the President and CEO

Lotteries and Gaming Saskatchewan's (LGS) Accessibility Plan 2025-28 demonstrates our commitment to improving accessibility. Aligning with *The Accessible Saskatchewan Act*, LGS and SaskGaming have developed an Accessibility Plan to mitigate barriers and offer inclusive experience and spaces that welcomes everyone.

Our four corporate pillars are built around operators who prioritize a positive customer experience. Focusing on organizational excellence drives us to invest in employee training and development with an inclusive lens. Our commitments to social responsibility and sustainability ground us to ensure barrier free access to gaming entertainment for everyone in the province, in a socially responsible manner.

Rooted in these corporate pillars and guided by our values, our approach to building the accessibility plan aims to achieve:

- **Awareness:** We strive to create an environment that builds employee awareness of accessibility on an ongoing basis.
- **Accessible Communications and Spaces:** We ensure that all internal and external communications are accessible, and our physical spaces are used by everyone, no matter their abilities.
- **Diverse and Inclusive Workforce:** We foster a workplace where every employee feels included, respected, and valued.
- **Leadership:** We support the Government of Saskatchewan's leadership and the intent of the Act, and we work to lead by example in accessibility standards.

This accessibility plan reflects our approach to creating barrier free public engagement at our SaskGaming casinos, and an inclusive, supportive environment for all employees across LGS and SaskGaming.

I encourage you to read this plan and share your thoughts with us.



Susan Flett  
President and CEO, Lotteries and Gaming Saskatchewan



## Introduction

Lotteries and Gaming Saskatchewan (LGS) is committed to identifying, removing, and preventing accessibility barriers for individuals who work at or access government facilities, programs, and services. Saskatchewan Gaming Corporation (SaskGaming), a wholly owned subsidiary of LGS that operates Casinos Regina and Moose Jaw, shares this commitment to providing its guests and staff with the opportunity to participate in their community fully and independently.

In compliance with *The Accessible Saskatchewan Act*, LGS has developed nine action items and SaskGaming has outlined eleven action items for implementation under Accessibility Plan 2025-28 to remove and prevent accessibility barriers for persons with disabilities.

## Engagement

To develop achievable action items for the next three years, LGS consulted subject matter experts and staff to design and shape the LGS Accessibility Plan. In Spring 2025, SaskGaming established an internal accessibility committee comprising representatives from key units across the organization. The committee members analyzed accessibility and detected barriers within the organization.

In Spring 2025, SaskGaming sought feedback from those who experience disability to understand the barriers experienced when interacting with SaskGaming as an employee and/or customer. An independent Saskatchewan based market research provider conducted confidential focus groups with external clients to gain insight. SaskGaming conducted internal consultations through surveys. Attitudinal, physical and communications and digital barriers were the top barriers identified.

## 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. These barriers include:

- Physical barriers that limit access and mobility;
- Information and communication barriers that result from information or material shared in a way that is not accessible to all people; and
- Attitudinal barriers that arise when people act or think based on false assumptions.

The Plan below outlines the actions that LGS and SaskGaming have taken and will take in the future to address these barriers and ensure free access to our facilities and services.

# LGS accessibility goals and actions

## *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:**

- Three LGS staff have completed accessibility training 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.

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

- Coordinate accessibility-focused training for all LGS employees to increase awareness of accessibility and promote a more inclusive and accepting work environment.
- Create an accessibility intranet site with relevant information and resources so that managers and staff are better able to proactively discuss, understand and integrate accessibility awareness into day-to-day operations.

## *Goal 2 – Make LGS offices and digital content more accessible*

LGS's primary means of communication with the public is through its website and social media. It is important to make sure that digital content is understandable and accessible by anyone, no matter their abilities.

### **Achievements to date:**

- LGS offices, washrooms and meeting spaces are accessible. LGS has installed adjustable desks and monitors in all office spaces that accommodate people experiencing physical and visual disabilities.
- LGS assessed its web content using Web Content Accessibility Guidelines (WCAG 2.1) for accessibility.
- LGS templates for corporate materials (e.g., briefing notes, policies, board items, job descriptions, etc.) have a default 12-point font size which improves readability.

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

- Improve the accessibility of LGS websites.
- Collaborate with other tenants to complete an accessibility audit of the building where LGS is located.
- Increase the use of plain language across all communications for LGS to improve compatibility with assistive technology.
- Implement a default 12-point font size for corporate email to improve readability.
- The Accessibility Champion will continue to engage employees to identify barriers to the

built environment and use innovative technologies as appropriate to support accessibility.

### *Goal 3 – Support a diverse and inclusive workforce*

LGS recognizes the importance of encouraging an inclusive environment for all employees.

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

- LGS has designated an Accessibility Champion who will oversee efforts to promote disability awareness, improve the accessibility of LGS facilities and services at all levels, and enhance career development and retention for employees with disabilities. The Accessibility Champion also maintains ongoing communication and coordination with SaskGaming on accessibility issues and initiatives.
- LGS has coordinated access to Mental Health First Aid training as a learning offering to raise awareness, boost employee confidence, and reduce stigma associated with mental health.
- Updates to LGS’s job postings to promote the availability of accommodation options throughout the recruitment and selection process to eliminate barriers to equal participation.
- Developed metrics to support the recruitment and retention of a diverse workforce that is representative of the people we serve.

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

- Review LGS Human Resources policies and procedures, including resources to support medical accommodation in the workplace. The goal is to ensure that these policies are equitable and support a diverse and inclusive workplace that is representative of the citizens of the province.
- Improve understanding of employee diversity in recruitment, retention, and career advancement to develop a more engaged and productive workforce.

### *Goal 4 – Provide leadership to promote accessibility and inclusion*

As part of the implementation of *The Accessible Saskatchewan Act*, LGS has committed to supporting the Government of Saskatchewan’s leadership role in following any new requirements created by the Act and regulations.

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

- Develop a guide that provides information on accessibility barriers and shares best practices to provide private businesses with video lottery terminals (VLTs) ideas to support their efforts to improve accessibility for those over the age of 19.
- LGS will update solicitation documents with accessibility requirements during the procurement and tendering processes. This will ensure LGS proactively considers accessibility when purchasing goods and services.

# SaskGaming accessibility goals and actions

## *Goal 1 – Increase accessibility awareness*

Attitudinal barriers arise when individuals act based on false assumptions. SaskGaming aims to increase employee awareness about accessibility and foster an environment that promotes inclusiveness on a continual basis.

### **Achievements to date:**

- SaskGaming currently facilitates an Inclusion and Diversity course that is required core training for all employees.
- Two SaskGaming human resources staff have completed accessibility training to help provide employees with an understanding of the importance of disability awareness in the workplace, challenge false ideas, and demonstrate how to create an inclusive workplace culture.
- SaskGaming has a Wellness Strategy in place aimed at enhancing the well-being of its employees and their families. The strategy focuses on action items that promote accessibility and provide support to meet employee needs.

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

- Review and revise the content of the Inclusion and Diversity course to ensure the latest accessibility recommendations are met.
- Coordinate access to Mental Health First Aid training to raise awareness, boost employee confidence, and reduce stigma associated with mental health.
- Coordinate accessibility training for more SaskGaming employees to increase awareness of accessibility and promote a more inclusive and accepting work environment.
- Join the Access Card 2 vendor list which allows one free companion ticket for a support person accompanying a guest with a permanent disability to attend events in the show lounge.

## *Goal 2 – Make digital content and internal communications more accessible.*

Information and communication barriers arise when a person cannot easily receive and/or understand information that is available to others. SaskGaming's second goal is to make digital content and internal communications understandable and accessible by anyone, no matter their abilities.

### **Achievements to date:**

- The default font size has been increased to 12-point for all corporate email communications to improve readability.
- SaskGaming leverages a blended learning approach, offering live classroom sessions that allow learners to ask questions and clarify doubts in real time, alongside self-paced e-learning modules that can be completed at their convenience. Online quizzes and

assessments designed to ascertain the learners understating are fully compatible with screen readers and are structured to avoid reliance solely on drag-and-drop or visual elements.

- Plain language is used in all communications to ensure compatibility with screen readers and assistive technology.
- Adherence to the Web Content Accessibility Guidelines (WCAG).
- Utilizing accessible templates for documents and incorporating accessible features in creating forms while maintaining inclusive design in corporate branding.
- Employing Search Engine Optimization and search engine marketing practices to improve accessibility to enhance search rankings.

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

- Strengthen compliance with WCAG and continue to meet or exceed benchmarks.
- Ensure accessibility features are being taken into consideration when procuring the enterprise resource planning product.
- Continue to ensure that employee and customer communications are shared in accessible formats.
- Include closed captioning options with all internal videos.

### *Goal 3 – Improve and modernize spaces*

Physical and architectural barriers in the environment arise when spaces are designed in ways that hinder access. SaskGaming’s third goal is to continue to improve their properties to meet or exceed accessibility standards.

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

- Casinos Regina and Moose Jaw recently underwent extensive gaming floor renovations which included increasing space between slot machines to allow easier maneuvering of mobility devices.
- Touchless automatic door openers were installed at the primary entrances at Casinos Regina and Moose Jaw.
- All guest washroom faucets and flush mechanisms are touchless at both properties.
- At Casino Regina, the paver-style sidewalk was replaced to create a smoother surface for travel and additional accessible sidewalk ramps were added. At Casino Moose Jaw, repairs were made to ensure sidewalk transitions were level.

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

- Continue to engage employees to identify barriers to the built environment and use innovative technologies as appropriate to support accessibility.
- Install height adjustable desks and monitors in all office spaces to assist people experiencing physical and visual disabilities.
- Install additional washroom signage at Casino Regina, as the washrooms near the main hall are downstairs and not easily accessible to all patrons.

## Reporting

The actions outlined in the Accessibility Plan are intended to eliminate barriers that persons with disabilities may encounter when attempting to access LGS' and SaskGaming's facilities, programs, and services. LGS and SaskGaming will provide annual updates on progress of the actions outlined in this Accessibility Plan in our annual report to ensure continuous improvement.

## Conclusion

LGS and SaskGaming Corporation are committed to improving accessibility in Saskatchewan and will review and update this plan every three years. This plan outlines actions intended to improve the accessibility of LGS's and SaskGaming's services and remove barriers experienced by persons with disabilities.

## Provide Feedback

We are always open to receiving feedback from public regarding LGS or SaskGaming's accessibility plan. If you would like to provide feedback, please contact us in one of the following ways:

By phone: 306-787-3119 (LGS)

By email: [info@lgsask.com](mailto:info@lgsask.com)

By mail:

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Attention: Accessibility Champion