

Manitoba Public Insurance's
2019-2020
Accessibility
Plan

Original Plan Date: January 2019

Annual Review: January 2020



Manitoba
Public Insurance

Section A: Background

Overview of programs and services

Manitoba Public Insurance is a provincial Crown Corporation which has served Manitobans since 1971. It provides universal mandatory basic automobile insurance coverage for all drivers and for private and commercial vehicles, as well as a number of optional automobile insurance products. Manitoba Public Insurance also administers driver and vehicle licensing services for the Government of Manitoba.

Manitoba Public Insurance's other key role is fostering safety on Manitoba roads, by educating drivers and helping communities to initiate safety programs locally. In all, Manitoba Public Insurance's products and services reflect its mission of "exceptional coverage and service, affordable rates and safer roads through public auto insurance".

Manitoba Public Insurance provides direct employment to over 1800 Manitobans. Its products are distributed by more than 300 independent brokers across Manitoba.

Insurance

The basic compulsory insurance is called Basic Autopac. Basic Autopac provides coverage for physical damage sustained by vehicles involved in accidents. It also includes the Personal Injury Protection Plan (PIPP), which provides no-fault coverage for all Manitoba residents injured in automobile accidents in Canada or the United States.

To add to their Basic Autopac, Manitobans can choose other Manitoba Public Insurance products, such as lower deductibles and coverage for rented, leased and off-road vehicles. Manitoba Public Insurance offers Special Risk Extension products, primarily for commercial fleets. Manitoba Public Insurance sells all of its optional products in competition with private insurers.

Driver and Vehicle Licensing

On behalf of the Government of Manitoba, Manitoba Public Insurance tests and licenses all classes of drivers, and oversees vehicle registrations and safety inspections. Manitoba Public Insurance also administers the Manitoba Identification Card, the Enhanced Identification Card and the Enhanced Driver's Licence programs.

Working together with our community

Manitoba Public Insurance delivers the high school Driver Education program across the province, and leads safety awareness and community outreach programs as an active way to educate audiences

of all ages about road safety.

For more information, visit www.mpi.mb.ca.

Statement of Commitment to Accessibility from Manitoba Public Insurance's Executive Committee

At Manitoba Public Insurance, we are committed to inclusion; ensuring equal access and participation for all people.

With the introduction of the *Accessibility for Manitobans Act (AMA)* we were given the opportunity to formally acknowledge this commitment.

The AMA seeks to identify, remove and prevent barriers in key areas of daily living. In response to this legislation, Manitoba Public Insurance created an Accessibility Plan, which will be used as a guide to ensure that the Corporation has a clear and comprehensive road map towards universal accessibility.

Manitoba Public Insurance's Accessibility Working Committee oversees the Corporation's commitment to complying with the AMA and any future standards or legislation associated with efforts to improve barrier-free access to goods and services. The committee is composed of representation from a variety of business areas to facilitate the implementation of accessibility-related tasks and policies. Manitoba Public Insurance has also formalized an Accessibility Coordinator role. The coordinator ensures that feedback processes are accessible to everyone who uses them, and is responsible for fielding, tracking and reporting on accessibility feedback received both internally and externally.

Through the work of Manitoba Public Insurance's Accessibility Working Committee, we have built on our plan over the last two years to ensure we met the requirements of the first of five standards, the Customer Service Standard. Manitoba Public Insurance's Accessible Customer Service Plan was developed to address the specific requirements of the standard under the AMA. This plan is designed to ensure that our services and products are accessible to our customers — regardless of their abilities or challenges.

Manitoba Public Insurance believes that we all have a role to play in improving accessibility and we are proud to stand with our employees and our customers in doing so. Looking ahead, we will continue our commitment to complying with the AMA, and will evolve our plan to address the next standards brought forward.

Section B: 2017-2018 Outcomes

Monitoring our progress

Manitoba Public Insurance's 2017-2018 Accessibility Plan represented the start of our roadmap to accessibility. We understand that fostering a culture of accessibility will evolve as we develop our policies and processes to better support and promote accessibility. Manitoba Public Insurance also recognizes the importance of acknowledging our successes in the areas of removing and preventing barriers. The following provides an outline of our 2017/18 accessibility goals and achievements during these years.

Accessibility Initiatives	Outcomes Achieved
<p>General Requirements</p> <p><i>Multi-year accessibility plan actions</i></p> <ul style="list-style-type: none"> • Develop a Statement of Commitment. • Develop an overarching Accessibility Policy. • Create and make public a multi-year accessibility plan. • Provide the plan in accessible formats upon request. 	<ul style="list-style-type: none"> • Statement of Commitment and Corporate Accessibility Directive adopted • 2017/18 Plan implemented and made public in an accessible format.
<p><i>Accessible formats, communication and documentation actions</i></p> <ul style="list-style-type: none"> • Promote the availability of alternate formats on request by including the access offer through the various communication channels and mediums. • Develop a process to ensure that documentation related to accessibility activities and progress is maintained. • Determine which existing forms/publications will be converted into alternate formats. 	<ul style="list-style-type: none"> • Access offer promoted on all existing documents, and new publications /forms are being developed as accessible documents where possible. • Process implemented to document accessibility activities and progress.

<p><i>General training actions</i></p> <ul style="list-style-type: none"> • Source, develop and deliver employee training regarding accessibility and the Human Rights Code. • Develop a training policy for accessibility, including how training will be tracked and documented. 	<ul style="list-style-type: none"> • In house computer based training developed on the AMA legislation and Human Rights code with 100% of staff having completed the training by October 31, 2017. • An ongoing training plan and policy was implemented.
<p><i>Feedback actions</i></p> <ul style="list-style-type: none"> • Create a procedure specific to how Manitoba Public Insurance will receive and respond to feedback, including mediums that will be used to respond. • Ensure that information regarding the feedback process is easily available. • Develop a method to ensure that feedback and requests are tracked. 	<ul style="list-style-type: none"> • A process for receiving and responding to customer feedback was implemented with results tracked and documented. • Documentation is made available on request.
<p><i>Procurement actions</i></p> <ul style="list-style-type: none"> • Revisit the procurement process to build in a mechanism to evaluate accessibility. 	<ul style="list-style-type: none"> • Accessibility requirements are a component of consideration for procurement.
<p><i>Public events actions</i></p> <ul style="list-style-type: none"> • Revisit the process to follow when public events are held to ensure that all reasonable measures are taken to ensure accessibility. 	<ul style="list-style-type: none"> • Accessibility requirements are incorporated into all public meetings and events. • A Manitoba Public Insurance Accessible Public Events Guideline and Checklist was implemented.

<p>Customer Service</p> <p><i>Policies and procedures actions</i></p> <ul style="list-style-type: none"> • Develop Manitoba Public Insurance's overarching policy and subsequent procedures related to the Customer Service Standard addressing: <ul style="list-style-type: none"> ○ Assistive devices ○ Service animals ○ Support persons ○ Notices of disruption ○ Reasonable accommodation 	<ul style="list-style-type: none"> • Customer Service Accessibility Policy implemented summer 2017 • Procedures developed and implemented for <ul style="list-style-type: none"> ○ Assistive devices ○ Service animals ○ Support persons ○ Notices of disruption ○ Reasonable accommodation • Access offer signage installed in all customer facing locations
<p><i>Documentation actions</i></p> <ul style="list-style-type: none"> • Ensure that documentation related to the developed Customer Service Standard policy and procedures is available upon request and that notice is provided that the documentation can be requested 	<ul style="list-style-type: none"> • Information specific to compliance with the Customer Service Standard policy and procedures is available on request through an access offer.
<p><i>Standard specific training actions</i></p> <ul style="list-style-type: none"> • Source, develop and deliver training to meet the Customer Service Standard requirements. • Assess general training and determine if further modules specific to customer serving roles are required. 	<ul style="list-style-type: none"> • In house computer based training developed on Accessible Customer Service with 100% of staff having completed the training by October 31, 2017. • Accessible customer service employee handbook complimentary to training was developed to further support all staff.

<p>Built Environment</p> <p><i>Built environment actions</i></p> <ul style="list-style-type: none"> • Complete an analysis of the baseline report feedback related to the built environment to evaluate barriers that may be impacting the delivery of customer service. • Consider incorporating barrier free, Universal Design principles when upgrading current or designing new buildings. 	<ul style="list-style-type: none"> • All of MPI's customer-facing facilities were analyzed using the current-state evaluation and barriers were identified. Priority concerns were resolved by October 31, 2017. • In addition to meeting minimum building code requirements, broader accessible design principles are considered for all upgrades and renovations.
<p>Information and communication</p> <p><i>Information and communication actions</i></p> <ul style="list-style-type: none"> • Review external website content and identify ways to improve accessibility. • Ensure that new initiatives take into account accessibility needs. 	<ul style="list-style-type: none"> • Public website enhancements made and work continues on greater accessibility • New technological initiatives consider accessibility where possible.
<p>Employment</p> <p><i>Employment actions</i></p> <ul style="list-style-type: none"> • New initiatives being undertaken will take into account accessibility needs. 	<ul style="list-style-type: none"> • Inclusive hiring is practiced, and staff are encouraged to share barriers to employment with a commitment to find collaborative resolutions

Section C: Feedback

To identify barriers to accessibility encountered at Manitoba Public Insurance and encourage sharing of feedback, three surveys were undertaken in preparation of this plan. For greater benchmarking, the survey questions and sources of feedback were consistent with those utilized for the 2017/18 plan development. Feedback was gathered through on-line public and employee surveys and through direct contact with representatives from organizations of persons disabled by barriers.

In reviewing the feedback received, the following barriers and opportunities were identified, and are reflective of the responses received. Manitoba Public Insurance values these insights and considered all feedback in the development of this plan and will continue to reflect on opportunities during the timeframe covered by this document.

Architectural or structural barriers and opportunities

- cityplace elevator doors sometimes close very quickly and often pose a challenge for those with assistive devices to enter/exit.
- Doors at some Manitoba Public Insurance locations are heavy and hard to manipulate.
- More doors could be equipped with automatic door openers.
- Additional accessible washrooms should be made available at some Manitoba Public Insurance locations.
- Narrow spaces in meeting rooms at some Manitoba Public Insurance Service Centre locations are difficult to navigate for some customers with assistive devices.

Information and communication barriers and opportunities

- Online products and services should be offered rather than in person transactions.
- Documents and publications continue to be available only in standard print formats with font sizes being too small.
- Information and communication should be provided in alternate audio/video formats rather than print.
- Some Manitoba Public Insurance staff speak too fast when communicating with hard of hearing customers.

Technology barrier and opportunities

- There are opportunities for Manitoba Public Insurance to improve website capabilities to better integrate accessibility features.
- Alternatives to TTY should be provided to customers who are deaf or hard of hearing.

Systemic barriers and opportunities

- Appointment times should be more flexible in allowing more time for customers with a disability.

Attitudinal barriers and opportunities

- Scents are sometimes a barrier to those with sensitivities.

- Individual circumstances need to be considered when dealing with customers with a disability.

Section D: Accessibility Plan

Roadmap to accessibility at Manitoba Public Insurance

The Manitoba Public Insurance Accessibility Plan is a road map that describes how we will ensure Manitoba Public Insurance is an accessible organization. Our goal is to make all Manitoba Public Insurance accessible and welcoming environments—places where both employees and customers are accommodated according to their needs. Creating an accessible Manitoba Public Insurance is a long-term, continuous process. However, our success also depends on maintaining and achieving effective short-term goals. The following plan reflects a continuation of our multiyear approach to building an accessible Manitoba Public Insurance.

Multi-Year Accessibility Plan: 2019 - 2020

Accessibility initiatives and actions
<p><i>General Multi-year accessibility plan</i></p> <ul style="list-style-type: none"> • Develop and publish the 2019/20 Manitoba Public Insurance Accessibility Plan in accessible formats • Publish a progress update in January 2020 in accessible formats • Develop a monitoring process to ensure ongoing Manitoba Public Insurance compliance with the Accessibility for Manitobans Act and Regulations • Review, develop and monitor actions to comply with the anticipated Employment Standard, and other standards when enacted.
<p><i>Accessible formats, communication and documentation</i></p> <ul style="list-style-type: none"> • Review existing documents/publications to prioritize for conversion to accessible formats • Inclusion of access offer on all publications, documents and the Manitoba Public Insurance web site • Continue with creation of new documents, publications and information in accessible formats • Review, develop and monitor actions to comply with the anticipated Employment Standard, and other standards when enacted.

Feedback

- Continue receiving feedback and addressing barriers, or facilitating appropriate solutions to remove identified barriers.
- Develop an enhanced method of collecting and analyzing data to develop appropriate benchmarking and metrics on accessibility at Manitoba Public Insurance.
- Review, develop and monitor actions to comply with the anticipated Employment Standard, and other standards when enacted.

Procurement

- Review and evaluate the procurement process to ensure accessibility considerations and alignment with new standards as they are enacted.

Training

- Review and refresh staff training on the Accessibility for Manitobans Act, the Human Rights Code and Customer Service Standard.
- Review current staffing roles within Manitoba Public Insurance and our business partners to ensure appropriate training requirements are met.
- Develop appropriate staff training and resources for successful implementation of the Employment and subsequent standards as they are implemented

Employment

- Review and develop action plans to promote and comply with the Employment Standard when enacted

Built environment

- Continue timely responses or actions resulting from feedback related to the removing of barriers in our built environment.
- Incorporate accessible design when upgrading current or designing new buildings.
- Review, develop and monitor actions to comply with the anticipated Employment Standard, and other standards when enacted.

Information and communication

- Ensure that new initiatives take into account accessibility needs and elimination of barriers.
- Organize and participate in opportunities to increase awareness of accessibility and the removal of barriers for persons with disabilities.
- Review, develop and monitor actions to comply with the anticipated Employment Standard, and other standards when enacted.

Feedback

Manitoba Public Insurance encourages feedback about its Accessibility Plan as well as any feedback related to accessibility. Feedback can be made in writing, by telephone, TTY or emailed to:

Manitoba Public Insurance
Accessibility Coordinator
820 - 234 Donald St.
Winnipeg, Manitoba R3C 4A4
Phone: 204-985-8117
Toll-free: 1-800-665-2410
TTY: 204-985-8832
Email: accessibility@mpi.mb.ca

The Accessibility Coordinator will review the customer feedback/concern in collaboration with the Accessibility Working Committee and work towards resolution as appropriate.

A response acknowledging receipt of the feedback/concern will be provided within 10 business days.

Conclusion

In accordance with The Accessibility for Manitobans Act (AMA), this plan for 2019/20 is intended to address the identification, prevention and removal of accessibility barriers.

Manitoba Public Insurance will continue to consult with the public and employees, in particular all people with disabilities in order to ensure opportunities for removal of barriers and to help us maintain an awareness of the various accessibility needs.

Ce document existe aussi en français.

mpi.mb.ca