

Manitoba Public Insurance's  
**2017-18**  
**Accessibility**  
**Plan**

Original Plan Date: January 2017

Annual Review: January 2018



**Manitoba**  
**Public Insurance**

## Section A: Baseline Report

### 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 "working with Manitobans to reduce risk on the road".

Manitoba Public Insurance provides direct employment to approximately 2,000 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.

## Community safety and support

Manitoba Public Insurance delivers Driver Education in high schools across the province, and leads safety awareness and community outreach programs. It is also a major sponsor of community-based efforts such as Citizens on Patrol Program (COPP), Speed Watch, Safe Grad and more.

For more information, visit [www.mpi.mb.ca](http://www.mpi.mb.ca).

## Accessibility achievements/accomplishments to date

Manitoba Public Insurance is committed to removing barriers to accessibility so that Manitobans of all abilities have the opportunity to access and benefit from the programs and services that we offer.

Manitoba Public Insurance has proactively taken steps to identify, remove and prevent barriers to accessibility. The following highlights some of the actions already taken to integrate accessibility into our organization:

### General

- Manitoba Public Insurance conducted public consultations through surveys on accessibility with the general public, disability agencies and employees to better understand the needs of people with disabilities.
- Manitoba Public Insurance established an Accessibility Working Committee that will work towards meeting the requirements under the Accessibility for Manitobans Act (AMA). This committee is responsible for the development of specific elements of the accessibility plan and is comprised of representatives across of the Corporation.
- Manitoba Public Insurance established a [corporate policy](#) on accessibility that highlights our commitments to creating an accessible organization.

### Manitoba Public Insurance buildings

- Manitoba Public Insurance provides the required numbers or greater of accessible parking spaces at our facilities.
- New Manitoba Public Insurance facilities were designed with accessibility as an objective. Parking lots were expanded and improved, including elements such as customer drop-off zones and generous numbers of accessible stalls and covered walkways. Interior customer areas feature larger spaces, more seating, wayfinding signage and universal washrooms.

- Manitoba Public Insurance conducts bi-annual property inspections which review both the inside and outside of the building to identify areas that require attention.
- Cityplace is the Manitoba Public Insurance downtown location and largest office space. The building was recently refreshed, offering a number of accessibility features. These include:
  - new flooring to create a smooth surface, free of slip and trip hazards
  - wall finishes with contrasting touches at key areas for wayfinding
  - an elevator upgrade that includes contrasting finishes, accessible controls and voice-annunciation technology
  - universal washrooms
  - an upgraded life safety system that includes an improved public-address system, visual (strobe) alarms and improved bell performance on nearly every floor

## Customer service

- Where Manitoba Public Insurance hosts public events, the planning process includes consideration of accessibility needs.
- Manitoba Public Insurance's injury claims case managers have options in meeting with customers based on their individual needs. This includes using the accessible interview offices located at our Customer Service Centre at cityplace, Service Centres throughout Manitoba, or by attending the hospital, a customer's home, place of employment, or other area as agreed to by the case manager and customer.
- Manitoba Public Insurance provides sign language interpreters for customers with hearing impairments.

- Employees in targeted areas of the organization received training on working with customers suffering from cognitive impairment.
- The Contact Centre uses a TTY (Text Telephone) machine as an option for customers with a hearing impairment.

## Employment

- Manitoba Public Insurance has a dedicated disability management specialist who works with employees regarding return to work and accommodation.
- At Manitoba Public Insurance, the human resources, information technology and ergonomics program work collaboratively to provide tools that increase accessibility for employees.

## Accessibility barriers

To better understand the barriers to accessibility encountered at Manitoba Public Insurance, feedback was gathered through various surveys from the public, disability organizations and employees. This feedback provided a variety of perspectives on barriers to accessibility and informed the creation of the Accessibility Plan at Manitoba Public Insurance.

The following list is some of the potential barriers and areas of opportunities to accessibility identified by survey participants. Manitoba Public Insurance values these insights and will consider each potential barrier and opportunity.

### Architectural or structural barriers and opportunities

- Some challenges exist ensuring consistent accessibility through doors because of varying doors types and sizes at different Manitoba Public Insurance locations.
- Accessibility features such as ramps and sidewalks can be negatively impacted by weather and environmental factors.
- Some locations have narrow hallways and cubicles which can impact the customer experience for customers who use assistive devices.

- Parking lots do not offer an access aisle adjacent to the accessible parking stall.
- Due to physical space constraints at some locations, the waiting areas are not large and do not offer optimal space for assistive devices or service animals.
- Some customer service areas may not be optimally set up for customers that use assistive devices (e.g. being able to easily move into the photo station area).

### Information and communication barriers and opportunities

- Communication can be a challenge for customers with hearing impairments due to employees speaking too quickly or background noise being negatively impactful.
- Additional options for communication channels would be beneficial for customers with different accessibility needs when initially opening a claim.
- Some documents use colliding colour schemes and can be difficult to read for individuals with colour blindness.
- There is an opportunity to provide American Sign Language as an option for customers with hearing impairments.
- Some communications include small fonts which can be difficult to read for customers with visual impairments.

### Technology barriers and opportunities

- The Manitoba Public Insurance website may be able to have improved accessibility.
- Manitoba Public Insurance's main telephone line can be complex and difficult to navigate.

## Systemic barriers and opportunities

- Set appointment lengths may not provide enough time for customers with different disabilities to cover all required information.
- Opportunities exist to integrate accessibility considerations into Manitoba Public Insurance processes and procedures that will support comparable service being provided to disabled individuals.

## Attitudinal barriers and opportunities

- Opportunities to increase the understanding, knowledge, and capability of Manitoba Public Insurance employees to provide service to customers with accessibility needs.



## Section B: Accessibility Plan

### Statement of commitment

Manitoba Public Insurance is committed to ensuring equal access and participation for people with disabilities. We believe in inclusion and are committed to treating people with disabilities in ways that allow them to maintain their dignity and independence. We will meet the requirements of The Accessibility for Manitobans Act (AMA).

### Accessibility policies

Manitoba Public Insurance has developed an [overarching policy](#) related to accessibility.

As each of the five standards are developed and released, associated policies and procedures will be developed and implemented.

The Customer Service Standard has been developed and actions related to ensuring compliance with this standard form part of the initial multi-year accessibility plan at Manitoba Public Insurance.

### 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 workplaces 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 multi-year approach to building an accessible Manitoba Public Insurance.

## Multi-Year Accessibility Plan: 2017-2018

<b>Accessibility initiative and actions for General requirements</b>	<b>Expected outcomes for General requirements</b>
<p>Multi-year accessibility plan actions</p> <ul style="list-style-type: none"> <li>• Develop a Statement of Commitment.</li> <li>• Develop an overarching Accessibility Policy.</li> <li>• Create and make public a multi-year accessibility plan.</li> <li>• Provide the plan in accessible formats upon request.</li> <li>• Review and update the plan every two years.</li> </ul>	<p>Multi-year accessibility plan outcomes</p> <ul style="list-style-type: none"> <li>• Outline our commitment and overarching direction to ensure Manitoba Public Insurance services are accessible.</li> <li>• Set out the action items and planning required to make Manitoba Public Insurance workplaces and customer service centres accessible and welcoming environments.</li> </ul>
<p>Accessible formats, communication and documentation actions</p> <ul style="list-style-type: none"> <li>• Develop a process for responding to requests for accessible supports and services.</li> <li>• Promote the availability of alternate formats on request by including the active offer through the various communication channels and mediums.</li> <li>• Develop a process to ensure that documentation related to accessibility activities and progress is maintained.</li> <li>• Determine which existing forms/publications will be converted into alternate formats.</li> </ul>	<p>Accessible formats, communication and documentation outcomes</p> <ul style="list-style-type: none"> <li>• Information and communication is provided in accessible formats.</li> <li>• Employees are aware of accessible formats and how to make them available to the public.</li> <li>• Employees and customers receive equal and timely access to the information and communications they need.</li> </ul>

<p>General training actions</p> <ul style="list-style-type: none"> <li>• Source, develop and deliver employee training regarding accessibility and the Human Rights Code.</li> <li>• Develop a training policy for accessibility, including how training will be tracked and documented.</li> </ul>	<p>General training outcomes</p> <ul style="list-style-type: none"> <li>• Create awareness and educate employees on the AMA, the Human Rights Code and the Customer Service Standard.</li> <li>• Employees are able to identify barriers to accessibility and actively seek solutions to prevent or remove them on a continuous basis.</li> </ul>
<p>Feedback actions</p> <ul style="list-style-type: none"> <li>• Create a procedure specific to how Manitoba Public Insurance will receive and respond to feedback, including mediums that will be used to respond.</li> <li>• Ensure that information regarding the feedback process is easily available.</li> <li>• Develop a method to ensure that feedback and requests are tracked.</li> </ul>	<p>Feedback outcomes</p> <ul style="list-style-type: none"> <li>• Communication channels are open and evident and feedback provided is evaluated and acted upon as appropriate.</li> </ul>
<p>Procurement actions</p> <ul style="list-style-type: none"> <li>• Revisit the procurement process to build in a mechanism to evaluate accessibility.</li> </ul>	<p>Procurement outcomes</p> <ul style="list-style-type: none"> <li>• Accessibility requirements to become an integrated component of consideration through all project initiatives.</li> </ul>
<p>Public event actions</p> <ul style="list-style-type: none"> <li>• Revisit the process to follow when public events are held to ensure that all reasonable measures are taken to ensure accessibility.</li> </ul>	<p>Public event outcomes</p> <ul style="list-style-type: none"> <li>• Public events hosted by Manitoba Public Insurance are accessible to all Manitobans.</li> </ul>

<b>Accessibility initiative and actions for Customer service</b>	<b>Expected outcomes for Customer service</b>
<p>Policies and procedures actions</p> <ul style="list-style-type: none"> <li>• Develop Manitoba Public Insurance’s overarching policy related to the Customer Service Standard which will address: <ul style="list-style-type: none"> <li>▪ Assistive devices</li> <li>▪ Service animals</li> <li>▪ Support persons</li> <li>▪ Notices of disruption</li> <li>▪ Reasonable accommodation</li> </ul> </li> <li>• Ensure that accompanying procedures are developed.</li> </ul>	<p>Policies and procedures outcomes</p> <ul style="list-style-type: none"> <li>• Members of the public receive an equitable and effective customer experience that accommodates their needs.</li> </ul>
<p>Documentation actions</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>	<p>Documentation outcomes</p> <ul style="list-style-type: none"> <li>• Manitoba Public Insurance is transparent with regards to its policies and practices.</li> </ul>
<p>Standard specific training actions</p> <ul style="list-style-type: none"> <li>• Source, develop and deliver training to meet the Customer Service Standard requirements. <ul style="list-style-type: none"> <li>▪ Assess general training and determine if further modules specific to customer serving role are required.</li> </ul> </li> </ul>	<p>Standard specific training outcomes</p> <ul style="list-style-type: none"> <li>• Employees are able to identify barriers to accessibility and actively seek solutions to prevent or remove them on a continuous basis.</li> </ul>

<b>Accessibility initiative and actions for Built Environment</b>	<b>Expected outcomes for Built Environment</b>
<p>Built Environment actions</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Consider incorporating barrier free, Universal Design principles when upgrading current or designing new buildings.</li> </ul>	<p>Built Environment outcomes</p> <ul style="list-style-type: none"> <li>• Barriers related to the built environment that may have a negative impact to customer service are addressed with appropriate and cost effective solutions.</li> </ul>
<b>Accessibility initiative and actions for Information and communication</b>	<b>Expected outcomes for Information and communication</b>
<p>Information and communication actions</p> <ul style="list-style-type: none"> <li>• Review external website content and identify ways to improve accessibility.</li> <li>• Ensure that new initiatives take into account accessibility needs.</li> </ul>	<p>Information and communication outcomes</p> <ul style="list-style-type: none"> <li>• Improved access to information via the Manitoba Public Insurance website.</li> </ul>
<b>Accessibility initiative and actions for Employment</b>	<b>Expected outcomes for Employment</b>
<p>Information and communication actions</p> <ul style="list-style-type: none"> <li>• New initiatives being undertaken will take into account accessibility needs.</li> </ul>	<p>Information and communication outcomes</p> <ul style="list-style-type: none"> <li>• Enhance employment opportunities for people disabled by barriers.</li> </ul>

## Feedback process

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](mailto: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), for 2016 and for every second year after that, Manitoba Public Insurance will prepare a plan that addresses the identification, prevention and removal of accessibility barriers.

As part of the accessibility planning and reporting cycle, Manitoba Public Insurance will provide an overview of achievements and progress on priorities previously outlined, outline measures taken to comply with the AMA and new initiatives and actions items to be executed upon.

Manitoba Public Insurance will continue to consult with people with disabilities in order to ensure opportunities for feedback and to help us to maintain an awareness of the various accessibility needs.

## Section C: Manitoba Public Insurance Accessibility Policy

### Purpose

The purpose of this policy is to provide a general understanding of the overarching framework to guide the review and development of Manitoba Public Insurance's Accessibility Plan, policies, actions and procedures to comply with The Accessibility for Manitobans Act (AMA) and its standards.

In support of The Accessibility for Manitobans Act and its five standards, this policy describes Manitoba Public Insurance's commitment to people with disabilities.

### Policy

#### Statement of commitment

Manitoba Public Insurance is committed to ensuring equal access and participation for people with disabilities. We believe in inclusion and are committed to treating people with disabilities in ways that allow them to maintain their dignity and independence. We will do this by identifying, removing and preventing barriers and by meeting the requirements of The Accessibility for Manitobans Act.

#### Establishment of accessibility plans and policies

Manitoba Public Insurance has produced a multi-year accessibility plan. The plan will address each of the five standards as they are released, and will be posted to Manitoba Public Insurance's internal and external websites. Plan progress will be reported on regularly. Plans will be made available in accessible formats and with communications supports, upon request.

The accessibility plan will be reviewed annually and updated as required.

Manitoba Public Insurance maintains policies and procedures governing how the Corporation shall meet its requirements under the AMA, and will provide such policies in an accessible format, upon request.

### Accessible formats and communication supports

Except as otherwise provided by the AMA, Manitoba Public Insurance shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for persons with disabilities.

Accessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.

If it is determined that information or communications are unconvertible, the person requesting the information or communication shall be provided with:

- a) an explanation as to why the information or communications are unconvertible
- b) a summary of the unconvertible information or communications

### Procurement of goods, services and facilities

Procurement shall include consideration of accessibility criteria and features.



## Training

All employees, consultants and volunteers will receive accessibility training. Manitoba Public Insurance will provide training to all newly hired employees and where role specific training has been identified, as soon as reasonably practicable upon the person being assigned to applicable duties. Manitoba Public Insurance will also provide training where there are changes to the Corporation's accessibility policies and practices.

This training shall include:

- an overview of The Accessibility for Manitobans Act, 2013 and the requirements of its standards
- an overview of Manitoba's human rights legislation (The Human Rights Code)
- instruction on active offer and reasonable accommodation
- an overview of Manitoba Public Insurance's measures, policies and practices to provide accessible customer service

Manitoba Public Insurance shall keep a record of the training provided including the dates on which accessibility training took place.

## Public events

In the event that a public event is held, Manitoba Public Insurance will take reasonable measures to ensure that:

- Notice of the event is provided in a way that is accessible.
- Notice is given stating that persons with disabilities who face barriers can request supports.
- Upon request, physical and communication needs are met.
- Meeting places for events are accessible.

## Feedback

Feedback is an important aspect of ensuring ongoing awareness and improvements as it relates to accessibility at Manitoba Public Insurance.

To facilitate the feedback mechanism, Manitoba Public Insurance will:

- Create procedures and processes specific to how to receive and respond to feedback. Processes will include the actions that Manitoba Public Insurance will use to respond to concerns.
- Ensure that information regarding the feedback process is easily available and provided to Manitoba Public Insurance employees and the public.
- Provide documents in alternative formats (where possible) and ensure awareness of available alternative formats.

## Documentation

Documentation that describes this policy and each of its requirements shall be maintained on Manitoba Public Insurance's internal and external websites and provided to individuals, upon request, in the appropriate format or communication support.

Ce document existe aussi en français.

[mpi.mb.ca](http://mpi.mb.ca)