



**Manitoba
Public Insurance**

Customer Service Accessibility Policy

Policy Reviewed By:

- Accessibility Working Committee
- Executive Committee

Revision Date: October 24, 2017

Effective Date: October 24, 2017

Customer Service Accessibility Policy

Table of Contents

1. Purpose.....	1
2. Background	1
3. Resources.....	1
4. Definitions	1
5. Responsibility.....	1
6. Scope.....	1
7. Policy	1
7.1.... General	1
7.2.... Barrier-free access to goods and services	2
7.3.... Communications	2
7.4.... Assistive devices	3
7.5.... Support persons	3
7.6.... Service animals.....	3
7.7.... Built environment.....	4
7.7.1 Barrier free.....	4
7.7.2 Disruption in service.....	4
7.8.... Customer feedback	5
7.9.... Documentation	5
7.10.. Training.....	5
7.11.. Public Events	6



Customer Service Accessibility Policy

1. Purpose

To provide guidance regarding the measures by which Manitoba Public Insurance will ensure barrier-free access to the goods and services it provides.

2. Background

This Customer Service Accessibility Policy is intended to meet the requirements of the Customer Service Accessibility Standard Regulation under *The Accessibility for Manitobans Act*.

3. Resources

- [The Accessibility for Manitobans Act \(AMA\)](#)
- [Customer Service Standard Regulation](#)
- [Manitoba Public Insurance Corporation's Accessibility site](#)

4. Definitions

Accessible customer service is provided when all persons have the same opportunity to obtain, use or benefit from a good or service.

5. Responsibility

- 5.1 Management shall ensure that all persons within the scope of this policy under their supervision are informed of their responsibilities related to the AMA.
- 5.2 Management is responsible for monitoring and enforcing the terms of this policy and for notifying and escalating breaches accordingly.
- 5.3 All persons within the scope of this policy are responsible for adhering to the expectations outlined in this policy.

6. Scope

This *Customer Service Accessibility Policy* applies to all employees, consultants and volunteers.

7. Policy

7.1 General

Manitoba Public Insurance is committed to complying with The Customer Service Accessibility Standard under *The Accessibility for*

Customer Service Accessibility Policy

Manitobans Act, and to excellence in serving all customers including people with disabilities.

The Corporation's customer service policies are consistent with the principles of dignity, independence, access, integration, and equality of opportunity for people with disabilities.

Any policies of Manitoba Public Insurance that do not respect and promote these principles will be modified or removed.

7.2 Barrier-free access to goods and services

Manitoba Public Insurance will:

- (a) identify barriers to accessible customer service that exist respecting the goods or services it provides;
- (b) seek to remove the existing barriers it is responsible for, so that all persons can obtain, use or benefit from a good or service using the same means;
- (c) ensure that, if an existing barrier cannot reasonably be removed, persons who are disabled by the barrier will be provided access to the good or service by alternate means, whether on a temporary or permanent basis; and
- (d) seek to prevent new barriers from being created.

Manitoba Public Insurance's actions will be consistent with the purposes and principles of the Act and its obligations - including the obligation to make reasonable accommodations - under The Human Rights Code.

7.3 Communications

Manitoba Public Insurance will make reasonable efforts to communicate with a person who self-identifies as being disabled by a barrier, in ways that take the barrier into account. Recognizing that there are many different types of disabilities that may impact communication, Manitoba Public Insurance will work with the person to determine the barrier and what method of communication works for them.

Customer Service Accessibility Policy

7.4 Assistive devices

Manitoba Public Insurance recognizes that people with disabilities may use personal assistive devices to remove or reduce barriers when accessing the Corporation's goods, services or facilities.

Manitoba Public Insurance will reasonably accommodate the use of those personal assistive devices.

However, in cases where the assistive device presents significant and unavoidable health or safety concerns, the Corporation will consider other measures to ensure the person with a disability can access our goods, services or facilities.

Manitoba Public Insurance will ensure that staff is trained and familiar with various assistive devices to ensure access to our goods, services or facilities.

7.5 Support persons

Manitoba Public Insurance recognizes that a person who is disabled by a barrier may be accompanied by a support person when accessing the Corporation's goods, services or facilities.

When accompanied by a support person:

- (a) the person disabled by a barrier and his or her support person will be permitted to enter the premises together;
- (b) the person disabled by the barrier will be able to have access to the support person at all times while on the premises. If seating and availability prevent the customer and support person from sitting beside each other, then staff will make every reasonable effort to resolve the issue.
- (c) Where confidential information might be discussed, staff will seek prior consent from the customer.

7.6 Service animals

Manitoba Public Insurance recognizes that a person disabled by a barrier may be accompanied by a service animal when accessing the Corporation's goods, services or facilities.

At Manitoba Public Insurance, service animals are welcome.

Customer Service Accessibility Policy

A service animal can often be identified through visual indicators, such as its harness or vest, or through the assistance it is providing. However, if it is not readily apparent that an animal is a service animal, staff may respectfully ask:

1. Is the animal assisting you?
2. What assistance has the animal been trained to provide related to your disability?

The person that is accompanied by the service animal is responsible for maintaining care and control of the animal at all times. In some cases, a person's disability may prevent the individual from maintaining physical control of the animal. In that case, the person is expected to maintain control of the animal through voice, signal or other means.

7.7 Built environment

7.7.1 Barrier free

Manitoba Public Insurance will ensure that:

- (a) any aspect of the Corporation's built environment intended to facilitate barrier-free access to the goods or services it provides are available for use in the intended manner; and
- (b) if such an aspect is unavailable for use, notice of the following will be given:
 - (i) the reasons why the aspect is unavailable and an estimate of when the unavailability will cease;
 - (ii) details of alternate means, if any, available to access the Corporation's goods or services.

7.7.2 Disruption in service

In the event of a planned temporary disruption of services or facilities that customers disabled by barriers rely on to access our goods, services or facilities, Manitoba Public Insurance will provide advance notice.

Where the disruption of service is unexpected and outside the control or knowledge of the Corporation, advance notice may not be possible.

Customer Service Accessibility Policy

7.8 Customer feedback

Manitoba Public Insurance has developed a process for:

- (a) receiving and responding to feedback about the accessibility of its goods, services or facilities in a manner that is appropriate in the circumstances and is suitable for persons who are disabled by barriers; and
- (b) documenting its resulting actions, and making that documentation available on request.

7.9 Documentation

Manitoba Public Insurance will document its policies, practices and procedures for providing accessible customer service, including:

- general policies, practices and procedures;
- the steps Manitoba Public Insurance will take when there is a temporary disruption in services and facilities;
- an employee training plan;
- a description of the feedback process.

Manitoba Public Insurance will provide a copy of the documentation on request.

If the documentation is requested by a person who is disabled by a barrier, the Corporation will ensure that the documentation or the information contained in it is given to the person:

- (a) in a manner that takes into account the barrier; and
- (b) within a reasonable time and at no cost to the person.

7.10 Training

Manitoba Public Insurance will provide training about accessible customer service to:

- (a) employees, consultants, and volunteers who provide goods or services directly to our customers;
- (b) people involved in developing or implementing the Corporation's policies and practices.

Customer Service Accessibility Policy

Training will include:

- background and purpose of *The Accessibility for Manitobans Act*
- a review of *The Human Rights Code*
- the requirements of the Customer Service Accessibility Standard Regulation
- explanation of all policies relating to the Customer Service Accessibility Standard
- how to interact and communicate with people disabled by barriers
- how to interact with people with disabilities who use an assistive device or require the assistance of a support person or a service animal
- how to use any equipment or assistive devices to assist people disabled by barriers to access our goods and services or facilities.
- what to do if a person with a disability is having difficulty in accessing our goods, services or facilities
- updated information regarding changes made to legislation or to our accessible customer service policies.

7.11 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; and
- Meeting places for events are accessible.

END OF CUSTOMER SERVICE ACCESSIBLE POLICY

This document is available in alternate formats upon request. Please contact accessibility@mpi.mb.ca for assistance.