MANITOBA
PUBLIC INSURANCE

SOCIÉTÉ D'ASSURANCE
PUBLIQUE DU MANITOBA

Manitoba Public Insurance's Multi-Year Accessibility Plan

January 1, 2023, to December 31, 2024

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1. Overview of programs and services

Mission

Exceptional coverage and service, affordable rates and safer roads through public auto insurance.

Profile

The Manitoba Public Insurance Corporation (Manitoba Public Insurance, or MPI) is a provincial Crown corporation that has served Manitobans since 1971. It provides universal compulsory Basic automobile insurance coverage, as well as a number of additional insurance options for private and commercial vehicles. MPI also administers driver and vehicle licensing services for the Government of Manitoba, and promotes road safety through education, programming and awareness campaigns.

Services are available through claim and service centres in 12 communities across the province and at more than 300 Autopac agents across Manitoba.

Insurance

The universal compulsory insurance, Basic Autopac, provides physical-damage and third-party liability coverage. The Personal Injury Protection Plan (PIPP) provides no-fault coverage for all Manitoba residents injured in an automobile accident anywhere in Canada or the United States.

Manitobans can choose to add Autopac options to their Basic insurance, such as lower deductibles, increased third-party liability, and coverage for rented, leased and off-road vehicles. MPI also offers Special Risk Extension products, primarily for commercial fleets.

Driver and vehicle licensing

On behalf of the Government of Manitoba, MPI tests and licenses all classes of drivers, and oversees vehicle registrations and safety inspections. Manitoba Public Insurance also administers the Manitoba Identification Card program.

Working together with our community

MPI delivers Manitoba's High School Driver Education program, Driver Z, in schools across the province, and leads safety awareness and community programming to educate Manitobans of all ages about road safety.

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

2. Statement of commitment

MPI's Executive Committee's Statement of Commitment to Accessibility:

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

With the introduction of The Accessibility for Manitobans Act (AMA), MPI was 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, an Accessibility Plan was created as a guide to ensure that MPI has a clear and comprehensive road map towards universal accessibility.

The Accessibility Working Group (AWG) oversees MPI'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 AWG is composed of representatives from a variety of business areas to facilitate the implementation of accessibility-related tasks and policies. MPI has also formalized an Accessibility Coordinator role. The Accessibility Coordinator ensures that feedback processes are accessible, and is responsible for fielding, tracking and reporting on accessibility feedback received both internally and externally in a timely fashion.

Through the work of the AWG, MPI has built on its plan over the last six years to ensure continued adherence to the requirements of the various standards, which began with the Customer Service Standard. MPI's Accessible Customer Service Plan was developed to address the specific requirements of the standard under the AMA. The Accessible Customer Service Plan is designed to ensure that services and products are accessible to customers – regardless of their abilities or challenges.

The Accessibility Standard for Employment was the second standard to be enacted under the AMA. With the enactment of the Accessible Employment Standard in 2019, MPI's Accessible Employment Policy was developed to remove and prevent barriers that affect current and potential employees.

MPI believes that everyone has a role to play in improving accessibility and is proud to stand with its employees and customers in doing so. Looking ahead, MPI will continue our commitment to comply with the AMA and will evolve its plan to ensure that remaining standards brought forward are addressed.

3. 2021/22 achievements

General requirements – multi-year accessibility plan

Initiatives

- Develop and publish the 2021-22 MPI Accessibility Plan.

- Provide the plan in alternate formats upon request.

- Develop a monitoring process to ensure ongoing compliance with the AMA and regulations.

Outcomes

- Developed 2021-22 Plan and made public in an accessible format, based on feedback from customers, staff and advocacy agencies.

- Ensured compliance with AMA by having an Accessibility Working Group in place with representation from a variety of business areas.

- Developed an American Sign Language and Deaf Interpreter Policy to provide guidance regarding measures to ensure barrier-free access to the goods and services it provides for customers who are deaf, deaf-blind or hard of hearing. This policy provides guidelines on how to reasonably accommodate customers who require interpreter services, demonstrating MPI's commitment to remove institutional and systemic barriers affecting persons who are deaf, deaf-blind or hard of hearing

Accessible formats, communication and documentation

Initiatives

- Promote the availability of alternate formats on request (access offer).

- Maintain documentation process related to accessibility activities and progress.

- Determine which existing forms and publications will be converted into alternate formats.

Outcomes

- Promoted access offer on all existing documents, and new forms and publications are being developed as accessible documents where possible.

- Documented accessibility activities and progress.

- Analyzed and implemented various workaround solutions for not fully accessible historical forms and services.

General training

Initiatives

- Improving understanding of and action toward the principles and goals within the AMA and the Human Rights Code to all new employees.

Outcomes

- Created employee awareness and support of the AMA legislation, Human Rights Code and MPI's Accessibility Plan through completion of in-house computer-based training by all new employees within 30 days of hire.

- Refreshed and updated in-house computer-based training for all employees to include Accessible Employment Standard information. All employees were required to retake the training, reminding them of the purpose and reinforcing their understanding of the AMA, Human Rights Code and MPI's Accessibility Plan.

Feedback

Initiatives

- Receive and respond to feedback when received in a timely manner (within two business days).

- Continue to ensure that information regarding the feedback process is readily available to employees and customers.

- Track feedback and requests.

Outcomes

- Maintained ongoing process for receiving and responding to customer feedback, which includes tracking and documenting results.

- Made documentation available on request.

- Continued to collaborate with customers and employees on an individual basis to respond to, and assist with, specific accessibility needs.

Procurement

Initiatives

- Revisit the procurement process to build in a mechanism to evaluate accessibility.

Outcomes

- Considered accessibility requirements for procurement, with AMA and standards explicitly referenced where applicable.

Built environment

Initiatives

- Continue to integrate barrier-free, universal-design principles when upgrading current or designing new buildings.

- Integrate barrier-free, universal designs in upgrades and changes per the current cityplace Space Plan Project

- Address feedback from employees and customers in a timely way.

Outcomes

- Incorporated broader accessible design principles into the cityplace Space Plan, 9th Floor, in addition to meeting minimum building code requirements.

- Incorporated feedback from an internal Accessibility resource team and Independent Accessibility Reviewer into the new space. Feedback included consistent placement of card access readers, contrasting finishes to indicate changes in direction or obstructions, and automatic door operators in locations not required by code, but used frequently by all staff.

- Improved washroom accessibility for all staff. Previously, access to automatic door operators and universal washrooms was controlled and limited through a request process and integrated with card access technology. Now, we have removed this requirement and all staff have access to door operators and washrooms, so that the need to request access is no longer required.

- Considered needs of all staff for furniture in the new space. For example, low seating and tables are available, as are standing options. Open space near collaborative furniture enables ease of movement. Workstations have electric height adjustable tables to suit a wide range of people and abilities.

- Hosted accessible announcement and signage features in cityplace elevators.

Information and communication

Initiatives

- Review external website content and identify ways to improve accessibility.

- Consider accessibility needs in all new initiatives.

Outcomes

- Developed and published American Sign Language (ASL) and langues de signes québecoise (LSQ) videos to ensure accessible communication and a variety of accessible formats to support customers who are deaf or hard of hearing.

- Updated and improved the website's Accessibility page. Contact information was made more accessible for customers who are deaf or hard of hearing by including the ASL/LSQ video at the top of the page. The contact information in the videos enables customers to find accessibility supports and provide feedback.

- Enhanced public website and continued work on greater accessibility, including preparation towards compliance with WCAG 2.1 Level AA.

- Considered accessibility and WCAG 2.1 Level AA compliance in new technological initiatives where applicable.

Employment

Initiatives – Policies and procedures

- Develop overarching policy and subsequent procedures related to the Employment Standard addressing:

    - Workplace emergency response information.

    - Workplace emergency assistance.

    - Pre-employment accessibility requirements.

    - Employment accessibility requirements.

    - Initiatives – Training actions

- Deliver training on Accessible Employment Standard Regulation.

Outcomes

- Developed and implemented an Accessible Employment Policy that builds on requirements of Manitoba's Human Rights Code and Accessible Employment Standard Regulation. The policy helps eliminate and prevent barriers that affect current and potential employees.

- Updated policies and procedures, as well as the Careers section of our website, to ensure current and potential employees are aware that reasonable accommodations are available upon request during any phase of the assessment and recruitment process.

- Developed process for workplace emergency response information, assistance plans, and intake forms, and communicated to staff. Persons Requiring Assistance plans are put in place for employees as needed.

- Utilized dedicated disability management specialist who works with employees and management regarding return to work and accommodation.

- Providing tools that increase accessibility for employees through collaboration between human resources, information technology and ergonomics staff.

- Accommodation training completed by leaders responsible for supervising, recruiting or managing employees.

4. Consultation and survey feedback

MPI consulted with the general public, customers, employees and representatives from 77 Manitoba agencies that support people with disabilities, to identify barriers to accessibility and prepare for the new multi-year plan. For greater benchmarking, the survey questions and sources of feedback were consistent with those utilized for all multi-year plans, which started with the 2017-18 plan. The surveys included questions related to the Accessibility Standard for Customer Service and the Accessibility Standard for Employment.

For the 2022 consultation, additional questions pertinent to the newly developed and implemented Accessibility Standard for Information and Communications were added to seek feedback about barriers to accessing and providing information in print, on websites or in other formats.

The public was invited to participate on MPI's website and via social media channels. The survey was also sent to MPI's Voice of the Customer ePanel members to seek customer feedback.

Both employees and Manitoba agencies were notified via email. Surveys were available in both English and French.

More than 1,000 surveys were completed:

- 30 public surveys

- 14 agency surveys

- 461 employee surveys

- 505 Voice of the Customer ePanel surveys

In reviewing the feedback, the following barriers and opportunities were identified. MPI values these insights, considered all feedback in the development of this plan and will continue to reflect on opportunities during the timeframe covered by this Accessibility Plan.

Architectural or structural barriers and opportunities

- cityplace elevators could be equipped with tactile and contrast signage when temporarily not in service.

- Doors at some MPI locations are heavy and hard to use.

- More doors could be equipped with automatic door openers.

- More fully accessible washrooms, in particular concerns with mobility issues and wider spaces, should be available at MPI locations.

- Entry ways are not easy to use for those with mobility issues.

- When new wayfinding signage is required, MPI will strive for the highest level of accessibility through the use of proper contrast, raised lettering, braille and pictograms.

- Design elements, such as placement of front desks, accessible doors and height of testing and camera stations, could be improved for wheelchair access.

- Consider chairs to accommodate elderly customers and customers with mobility issues, in particular, for extended standing at high reception counters.

Information and communication barriers and opportunities

- Online products and services should be improved. Consider alternatives to in-person transactions for customers to access information, products, services and meetings.

- Documents and publications continue to be available only in standard print formats. When producing materials, improve readability through type colour, font size and contrast.

- Information and communication should be provided in alternate audio and/or video formats rather than print.

- Discontinue colours and palettes that do not meet the needs of users with colour vision deficiency (colour blindness).

- Colour adjusting and text size should be considered in information and communication for customers who are visually impaired.

- Alternate accommodation of oral driver licence testing should be provided for customers who may have a hidden disability such as autism or difficulty reading.

- Information and communication should be provided in plain and simplified language.

- Visual prompts are very helpful for persons with intellectual and developmental disabilities and should be considered in more resources.

- To improve communication with people on the autism spectrum, encourage staff to communicate in clear language, seek clarification, and maintain a calm, even-tempered demeanour.

Technology barriers and opportunities

- Continue to improve website capabilities to better integrate accessibility features. Consider how changes will affect people with disabilities.

- Consider the use of visuals and images to improve accessible information on the website.

- Continue to improve access to assistive technology such as Teletype, Video Remote Interpreting, Video Relay Service and closed captioning. More American Sign Language (ASL) information should be made available.

- Improve screen reader capabilities and technology for customers and employees who are visually impaired. In particular, the online application processes could benefit from these enhancements.

- Enhance internal systems with more accessibility features such as full-screen viewing. Consider colour, contrast and backgrounds to improve readability.

- Update the learning management system to provide accessible training to all staff.

Systemic barriers and opportunities

- Make appointments more flexible in allowing more time for customers with a disability.

- Consider the needs of people with disabilities from the beginning. Some policies and practices can create challenges that result in unequal access, such as filing in a form online and applying for ID cards.

Attitudinal barriers and opportunities

- Consider individual circumstances when dealing with customers with a disability.

- Increase awareness so that customers who are deaf, and employees, better understand MPI's commitment to ensuring ASL interpreter services are available when accessing products and services in person.

- Improve awareness that Manitobans who have a disability have a right to access a support person.

- Awareness training that covers thinking and false assumptions could be a priority area to equip MPI staff to improve accessible service and eliminate any attitudinal barriers.

5. 2023/24 Multi-Year Accessibility Plan

The Multi-Year Accessibility Plan is a road map to guide MPI on its journey to becoming a fully accessible organization. The goal is to make all of MPI environments accessible and welcoming – places where both employees and customers are accommodated according to their needs. Accessibility is a long-term, continuous process, but success also depends on maintaining and achieving effective short-term goals. The following plan reflects a continuation of our multi-year approach to building an accessible MPI.

Accessibility initiatives and actions for 2023/24

1. General

- Develop and publish the 2023/24 Multi-Year Accessibility Plan in accessible formats.

- Continue to collaborate with customers and employees on an individual basis to respond to accessibility needs. Feedback is monitored by the AWG to ensure ongoing compliance with the AMA and regulations.

- Review, develop and monitor industry best practices and actions to comply with new standards as they are enacted ensuring the best customer experience.

2. Accessible formats, communication and documentation

- Convert existing documents and publications to accessible formats as identified or updated.

- Include access offer on public website, and in all publications and documents.

- Continue with the creation of new documents, publications and information in accessible formats.

- Review, develop and monitor actions to comply with new standards as they are enacted.

3. Feedback

- Continue receiving feedback, addressing barriers and facilitating appropriate solutions to remove identified barriers.

- Continue to collect and analyze data and develop appropriate benchmarking and metrics.

4. Procurement

- Continue to ensure the procurement process includes accessibility considerations and alignment with new standards as enacted.

5. Training

- Continue to deliver training to all new employees on the AMA, the Human Rights Code, and Accessibility Standards for Customer Service and Employment.

- Develop appropriate training and resources for successful implementation of the Accessibility Standard for Information and Communication.

- Develop appropriate training and resources for new standards as they are implemented.

6. Employment

- Continue to comply with the Employment Standard addressing:

    - pre-employment accessibility requirements

    - employment accessibility requirements

- Continue to create individual Persons Requiring Assistance Plans for employees with disabilities who require assistance during an emergency evacuation.

7. Information and Communication

- Continue to maintain and update the Accessibility page on MPI's public website.

- Continue to ensure all web content and web applications are accessible and conform with WCAG 2.1 Level AA requirements.

- Continue to create corporate standard guidelines and requirements for accessible web content and applications, and share the document with employees who:

    - communicate directly to the public or other organizations on behalf of MPI

    - develop or maintain MPI's web content and applications

    - purchase or procure information technology or communication tools

    - develop or maintain measures, policies and practices respecting accessible communication

- Consider audit tools to flag accessibility issues in web content and applications.

- Increase use of ASL and alternate audio and video formats.

6. Feedback process

MPI encourages feedback about accessibility and our Accessibility Plan. Feedback can be shared in writing via mail, email or by telephone:

Mailing address:

Manitoba Public Insurance
Accessibility Coordinator
P.O. Box 6300
234 Donald St.
Winnipeg, Manitoba R3C 4A4

Phone: 204-985-8770 ext. 7477

Toll-free: 1-800-665-2410

Deaf Access TTY/TTD: 204-985-8832

Email: accessibility@mpi.mb.ca

The Accessibility Coordinator will review feedback and concerns with the AWG and work towards resolution as appropriate.

A response acknowledging receipt of the feedback or concern will be provided within two business days.

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Ce document existe aussi en français.

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