



MPI Accessibility Survey: Public, ePanel, Agency and Employee Feedback

November 27th, 2024

Manitoba Public Insurance (MPI) is committed to accessibility and removing barriers for Manitobans. In September 2024, the Corporation conducted an Accessibility Survey to solicit feedback from Manitobans, customers, agencies, and employees.

The surveys identify some accessibility issues for Manitoba Public Insurance to consider addressing. Suggestions for improvement relate to making changes that will improve mobility and independence for people with disabilities as well as ideas for improved communication and service.

Four online surveys were administered utilizing MPI's online survey platform:

- A link to the Public Survey was posted on the MPI website, and Manitobans were invited to participate through a notice on the website and through MPI's social media platforms.
- MPI's Voice of the Customer ePanel members, Manitoba disability advocacy agencies, and MPI employees were emailed a survey invitation.

The number of participants for each survey is as follows:

- Public Survey (Public) - 46 Manitobans.
- MPI's Voice of the Customer ePanel Survey (ePanel) - 603 ePanel members.
- Disability Advocacy Agency Survey (Agency) - 10 agencies.
- MPI Employee Survey (Employee) - 783 MPI employees.

Three of the surveys (Public, ePanel and Agency) were offered in both English and French and eight Manitobans participated in the French version of a survey (1 Public Survey and 7 ePanel surveys).

At times, survey results may not sum to 100 percent due to rounding or when multiple responses can be selected. Exercise caution when interpreting or presenting results when there are a small number of completed surveys. These results can be more prone to increased variation. The responses to the open-ended questions and the other specify feedback have not been edited to correct grammar and spelling errors.

Findings

Barriers regularly experienced by the public and MPI employees

Survey participants are asked to indicate the barriers they regularly experience. *Mental health* is the top barrier mentioned in the Public Survey (with 24% of survey participants mentioning it), the Agency Survey (90%) and the Employee Survey (24%). *Mental health* is the fourth most mentioned barrier in the ePanel Survey (8%). *Mobility* is the top barrier mentioned by ePanel Survey participants (11%).

In the Agency Survey, the question is asked as, “What types of barriers do your clients/members regularly face?”

What types of barriers do you regularly face?				
Survey participant	Public	ePanel	Agency	Employee
Total responses to question	46	603	10	783
Mental health	24%	8%	90%	24%
Mobility	17%	11%	70%	7%
Vision	15%	6%	60%	10%
Physical	11%	10%	70%	11%
Speech and language	11%	4%	70%	6%
Learning	7%	1%	50%	3%
Hearing	7%	10%	60%	8%
Intellectual	2%	1%	70%	1%
Dexterity and coordination	0%	3%	60%	2%
Developmental	0%	1%	50%	2%
Other, please specify	7%	4%	20%	3%
Prefer not to specify	9%	4%	0%	7%
None of the above	37%	62%	0%	52%
The largest percentage appears in bold text for each survey.				

Three Public Survey participants face ‘other’ barriers not included in the question’s response list, which they specify as “*sign language*”, “*very low energy levels*”, and “*financial*”.

Twenty-two ePanel members indicate that they face ‘other’ barriers, and this includes various health issues, the need for a chair without arms at photo stations, invisible disabilities, difficulty finding the person they need to speak with, language and communication issues, and the lack of nearby MPI office or broker.

Two agencies select ‘other’ which they specify as “*Attitudinal, environmental, systemic*” and “*ASL sign language and communication for text or notepad*”.

Twenty-six employees share ‘other’ feedback which include the following barriers: cognitive, various ailments and mental health, office lighting and heating, and technology.

Challenges when accessing services or products from MPI

In the Agency Survey, the question is asked as, “Have your clients/members experienced accessibility challenges when accessing or receiving products or services from Manitoba Public Insurance?”

Have you experienced accessibility challenges when attempting to access services or receive products from Manitoba Public Insurance?				
Survey participant	Public	ePanel	Agency	Employee
Total responses to question	46	603	10	783
Yes	30%	10%	30%	4%
No	54%	83%	10%	82%
Don't know/unsure	15%	8%	60%	14%

Challenges when accessing customer service

Survey participants are asked if they have experienced accessibility challenges when accessing customer service from MPI.

This question is not asked in the Agency and Employee surveys.

Have you experienced accessibility challenges when accessing customer service from Manitoba Public Insurance?		
Survey participant	Public	ePanel
Total responses to question	46	603
Yes	17%	8%
No	72%	85%
Don't know/unsure	11%	7%

Accessibility challenges while working at Manitoba Public Insurance

Employees are asked if they have experienced accessibility challenges while working at MPI and ninety-five employees report experiencing accessibility challenges at work (12%).

This question is only asked in the Employee survey.

Have you experienced accessibility challenges while working at Manitoba Public Insurance?	
Survey participant	Employee
Total	783
Yes	12%
No	75%
Don't know/unsure	13%

Employees witnessing others having accessibility challenges

One hundred and thirty-six employees report that they have seen situations where customers or another employee experienced accessibility challenges (17%).

This question is only asked in the Employee survey.

Have you ever witnessed a situation in which a customer or another employee had accessibility issues?	
Survey participant	Employee
Total	783
Yes	17%
No	64%
Don't know/unsure	19%

Employee awareness of accessibility challenges at MPI

Eighty-six employees report they know of accessibility challenges for employees or customers at MPI (11%).

This question is only asked in the Employee survey.

Do you know of accessibility challenges at Manitoba Public Insurance, whether in your area or another area, for employees and/or customers?	
Survey participant	Employee
Total	783
Yes	11%
No	62%
Don't know/unsure	27%

Awareness of gaps in MPI's application and recruitment process

Survey participants are provided with a summary of the Accessibility Standard for Employment and are then asked if they are aware of any existing gaps in MPI's application and recruitment process.

In the Agency Survey, the question is asked as, "Have your clients/members experienced any accessibility challenges when seeking employment opportunities with Manitoba Public Insurance?"

Do you know of any gaps that currently exist throughout the application and recruitment process?				
Survey participant	Public	ePanel	Agency	Employee
Total responses to question	46	603	10	783
Yes	0%	2%	10%	4%
No	63%	69%	20%	61%
Don't know/unsure	37%	29%	70%	35%

Awareness of information and communication barriers

Survey participants are provided with a summary of the Accessibility Standard for Information and Communication and are then asked if they are aware of gaps or if they have experienced information and communication barriers when accessing information from MPI.

In the Agency Survey, the question is asked as, “Have your clients/members experienced any types of information and communication barriers (e.g., email, telephone) when accessing information from Manitoba Public Insurance?”

Do you know of any gaps that currently exist or have you experienced types of information and communication barriers (e.g., website, web applications, email, telephone) when accessing information from Manitoba Public Insurance?				
Survey participant	Public	ePanel	Agency	Employee
Total responses to question	46	603	10	783
Yes	11%	6%	60%	6%
No	65%	70%	0%	63%
Don't know/unsure	24%	24%	40%	32%

In a separate question, Agency Survey participants are asked about information and communication barriers when accessing information from MPI web content or applications (e.g., website, social media).

Have your clients/members experienced any types of information and communication barriers when accessing information from Manitoba Public Insurance web content or applications (e.g., website, social media)?	
Survey participant	Agency
Total responses to question	10
Yes	40%
No	0%
Don't know/unsure	60%

Preferred contact methods

Survey participants are asked how they (or their clients/members) would prefer to communicate with MPI related to accessibility issues. Several different contact methods were selected as shown in the following table. In the Agency Survey, the question is asked as, “If your members were to contact Manitoba Public Insurance with an accessibility request, in your opinion, how would they prefer to communicate?” The question is not asked in the Employee Survey.

More than one third of the Public Survey participants would prefer to contact MPI *electronically, written in an email* with an accessibility request (37%).

Nearly half of ePanelists would prefer to contact MPI *verbally, over the phone* with an accessibility request (48%).

Most agencies indicate their clients and members would prefer to contact MPI *verbally, in-person* with an accessibility request (80%).

If you were to contact Manitoba Public Insurance with an accessibility request, how would you prefer to communicate with us?			
Survey participant	Public	ePanel	Agency
Total responses to question	46	603	10
Written electronically, in an email	37%	40%	40%
Verbally, over the phone	30%	48%	60%
Verbally, in person	28%	37%	80%
Written electronically, online form through website	28%	21%	40%
Written, in a letter	11%	9%	40%
American Sign Language, virtually	4%	1%	40%
American Sign Language, in person	2%	1%	40%
TTY or video relay service	2%	<1%	40%
Other, please specify	2%	1%	10%
Not applicable	17%	15%	0%
The largest percentage appears in bold text for each survey.			

Survey participants indicating they prefer ‘other’ contact methods mention online chat or a text chat with an MPI employee or with a chatbot.

Assistive devices and technology

As MPI moves more services online, it is useful to know more about the assistive technologies and alternative input devices Manitobans use to communicate. In the Agency Survey, the question is asked as, “Do your clients/members require information in accessible formats?”

A similar percentage of Manitobans participating in the Public (4%), ePanel (3%) and Employee (3%) surveys use assistive devices and technology.

Three out of five agencies indicate their clients and members use assistive devices and technology (60%).

Do you use assistive technologies or alternative input devices?				
Survey participant	Public	ePanel	Agency	Employee
Total responses to question	46	603	10	783
Yes	4%	3%	60%	3%
No	78%	93%	20%	91%
Don't know/unsure	18%	4%	20%	6%

Survey participants indicating they, or in the case of agencies their clients and members, use assistive technologies or alternative input devices are asked to indicate the types used from the following list:

Screen magnifiers, and other visual reading assistants, which are used by people with visual, perceptual, and physical print disabilities to change text font, size, spacing, color, synchronization with speech, etc. to improve the visual readability of rendered text and images.

Screen readers, which are used by people to read textual information through synthesized speech or braille.

Text-to-speech software, which is used by some people with cognitive, language, and learning disabilities to convert text into synthetic speech.

Speech recognition software, which may be used by people who have some physical disabilities.

Alternative keyboards, which are used by people with certain physical disabilities to simulate the keyboard (including alternate keyboards that use head pointers, single switches, sip/puff, and other special input devices.)

Alternative pointing devices, which are used by people with certain physical disabilities to simulate mouse pointing and button activations.

In the Agency Survey, the question is asked as, “What type of assistive technologies and alternative input devices do they use?”

What type of assistive technologies and alternative input devices do you use?				
Survey participant	Public	ePanel	Agency	Employee
Total responses to question	2	19	6	23
Screen magnifiers, and other visual reading assistants	50%	42%	100%	30%
Text-to-speech software	50%	42%	83%	26%
Screen readers	0%	16%	83%	17%
Speech recognition software	0%	11%	83%	17%
Alternative keyboards	0%	11%	67%	30%
Alternative pointing devices	0%	16%	50%	17%
Other, please specify	50%	37%	0%	30%
The largest percentage (excluding 'Other' appears in bold text for each type of survey.				

One Public Survey participant indicates another type of assistive technology and mentions Canada VRS (Video Relay Service).

The ePanelists indicating 'other' types of assistive technologies mention the use of hearing aids.

Some employees mention 'other' assistive technologies such as teletypewriter (TTY), Google Translate, video captions, and ergonomic assistive devices such as keyboards, sit/stand desks, kneeling chairs, and footrests.

Information in accessible formats

Most participating agencies report that their clients or members do require information in accessible formats (70%).

Do your clients/members require information in accessible formats?	
Survey participant	Agency
Total responses to question	10
Yes	70%
No	0%
Don't know/unsure	30%

The top three accessible formats mentioned are *Audio* (86%), *American Sign Language* (86%), and *Video relay service* (86%).

What type of format(s) would accommodate their requirement(s)?	
Survey participant	Agency
Total responses to question	7
Audio	86%
American Sign Language	86%
Video relay service	86%
Larger font	71%
Electronic text	71%
Closed captioning	71%
Braille	57%
TTY	43%
Alt tags	43%
Other, please specify	29%

Two agencies indicate 'other' formats and mention "descriptive video when watching video content, clear and simple language" and "Please must get one person for ASL interpreter and VRS and communication (text or write notepad)."

Priorities for training MPI staff to better serve agency clients/members

Agencies are asked to rank the priority of training topics that could help equip MPI staff to improve accessible service for their clients and members. The topics they are asked to rank:

- **Attitudinal Barriers** result when people think, and act based on false assumptions.
- **Informational and Communication Barriers** are created when information is offered in a form that suits some, but not all, of the population.
- **Technological Barriers** occur when technology, or the way it is used, cannot be accessed by people with disabilities.
- **Systematic Barriers** are policies, practices or procedures that result in some people receiving unequal access or being excluded.
- **Physical and Architectural Barriers** are physical obstacles that make it difficult for some to easily access a place.

Attitudinal Barriers (3.6) and Informational and Communication Barriers (3.4) as the highest ranked priorities.

Please identify the training topics (in order of priority) you believe would help our Corporation better serve your clients/members. <i>Ordered from highest to lowest score.</i>	
Survey participant	Agency Score (Out of 5 possible points)
Total responses to question	10
Attitudinal Barriers	3.6
Informational and Communication Barriers	3.4
Technological Barriers	2.9
Systematic Barriers	2.6
Physical and Architectural Barriers	2.5
The score is calculated using the weighted average. An agency's most preferred topic (ranked #1) has a weight of '5'. The #2 choice has a weight of '4'. The #3 choice has a weight of '3'. The #4 choice has a weight of '2'. Their least preferred topic (ranked #5) has a weight of '1'.	

Additional suggestions from Agency Survey participants

Agencies are encouraged to provide additional suggestions they may have regarding the development of a new accessibility plan. Some of their suggestions include:

- Indigenous awareness training of employees.
- Understanding that online based information, services, and products are not equally accessible to all Manitobans.
- Improving the ease of access to MPI product and services for rural Manitobans.
- Using disability awareness training that has been developed by the community (based on the lived experience of persons with disabilities) to train staff.
- An agency suggests that MPI does not see the true value of a vehicle after it has been modified. They suggest that one can no longer go by the auto industry valuations for these vehicles since the modifications to support disabled persons are sometimes more than the value of the vehicle, and in a full write off situation a customer is doesn't receive the value of their vehicle.

Demographics of survey participants

In the Agency Survey, the region question is asked as, “What is the service area of your organization?” In the Public and ePanel surveys, the question is asked as, “In what area of Manitoba do you currently live?” In the Employee Survey, it is asked as “In what area of Manitoba do you currently work?”

Region				
Survey participant	Agencies	Public	ePanel	Employees
Total	10	46	603	783
Winnipeg	50% (n=5)	78% (n=36)	64% (n=386)	88% (n=685)
Non-Winnipeg A breakdown of Non-Winnipeg regions is below	20% (n=2)	22% (n=10)	36% (n=217)	13% (n=98)
Southern MB (Non-Winnipeg)	.	17% (n=8)	33% (n=196)	11% (n=88)
Northern MB (Non-Winnipeg)	.	4% (n=2)	4% (n=21)	1% (n=10)
Central Plains (Non-Winnipeg)	0% n=0	.	.	.
Eastman (Non-Winnipeg)	0% n=0	.	.	.
Interlake (Non-Winnipeg)	10% (n=1)	.	.	.
Northern (Non-Winnipeg)	0% n=0	.	.	.
Parkland, Pembina Valley (Non-Winnipeg)	10% (n=1)	.	.	.
Westman (Non-Winnipeg)	0% n=0	.	.	.
Other, please specify	30%* (n=3)	.	.	.

*Three agencies recorded as 'other': 'Locations outside of the City of Winnipeg', 'We are Provincial in Scope', and 'All of Manitoba'.

In what age category are you?

Age		
<i>This question is not asked in the Agency and Employee surveys.</i>		
Survey participant	Public	ePanel
Total	46	603
Under 18	2% (n=1)	0%
18 - 29 years	15% (n=7)	2% (n=14)
30 - 54 years	52% (n=24)	34% (n=206)
55 - 69 years	20% (n=9)	45% (n=270)
70 + years	11% (n=5)	19% (n=113)