

# WCB VOICE



September 2019

## New Signs Seek Feedback on WCB Accessibility Efforts

The WCB is making our services more accessible to the public. Our goal is to ensure that all individuals seeking to access WCB services are able to do so in a manner that supports their personal dignity and independence, regardless of any disabilities they may have.

The steps that we are taking are designed to meet requirements included in *The Accessibility for Manitobans Act* (AMA). One of the more visible outcomes at the WCB stemming from the Act are signs that encourage you to provide feedback on how we can improve access to our services by removing barriers that persons with disabilities may experience.

These signs have been placed at WCB and SAFE Work Manitoba public locations as well as on our internet sites, and are the latest examples of our efforts to make our services and facilities accessible and inclusive to all Manitobans.

The signs were created in accordance with the Customer Service Standard Regulation of *The Accessibility for Manitobans Act* (AMA). The Customer Service Standard requires the WCB to implement measures, policies and practices respecting barrier-free access to goods and services.

Other important accessibility initiatives at the WCB include work on our public website to make it accessible to a variety of assistive devices. This project began



a few years ago, and today the entire WCB web-based content and two thirds of all pdf files are accessible. The remaining pdf files are scheduled to be reformatted to an accessible format by the end of 2019. WCB staff have also taken part in learning initiatives to help

them assist those clients living with disabilities to access WCB services.

If you would like to read the WCB 2019 2020 Accessibility Plan, it is available on our website at

[www.wcb.mb.ca/accountability-reporting](http://www.wcb.mb.ca/accountability-reporting).



# TAKE OUR KIDS TO WORK DAY IS NOVEMBER 6, 2019.

**We all have a part to play in taking our kids to work – and bringing them home safely.**

This year's Take Our Kids to Work Day is Wednesday, November 6, 2019. This day, recognized annually, provides Grade 9 students with an opportunity to explore careers and workplaces in Manitoba.

At SAFE Work Manitoba, we are committed to ensuring this opportunity is a positive and safe experience for students and for workplaces. Every workplace has hazards—and the risk of a work-related injury is greater for new workers and visitors who may not have received an orientation to the workplace hazards and injury prevention.

For Take Our Kids to Work Day, schools, employers, parents and students can work together to ensure kids have a productive, educational and, most importantly, injury-free day in the workplace.

SAFE Work Manitoba offers resources to help keep kids safe when visiting or working in a workplace. Find these resources at [safemanitoba.com/News/Pages/Take-Our-Kids-to-Work-Day-.aspx](http://safemanitoba.com/News/Pages/Take-Our-Kids-to-Work-Day-.aspx).



Please visit [safemanitoba.com](http://safemanitoba.com) for more information about safety.



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**If you're  
hurt at work,  
we're  
here to help.**

Report all workplace injuries  
by calling (204) 954-4100.

Return undeliverable copies to:

WCB Communications, 333 Broadway, Winnipeg, MB R3C 4W3

Telephone: (204) 954-4760 Fax: (204) 954-4968

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## WCB Call Centre Expands Hours to Better Serve Customers

The WCB has enhanced service to our customers by improving the hours and services offered by our Claim Service Centre (CSC). Our customers can now reach CSC staff from 8 a.m. to 7 p.m., Monday to Friday, for both claim reporting and existing claim needs.

Our streamlined operations means there's only one phone number to remember – call **204-954-4321** (in Winnipeg) or toll free **1-855-954-4321** to report an injury or to get further information on an existing claim.

At the WCB, we are committed to putting our customers at the centre of all we do.