



ACCESSIBILITY ACTION PLAN



TABLE OF CONTENTS

03

General

04

Executive
Summary

05

Accessibility
Statement

08

Consultations

11

Budget
and Resource
Allocation

12

Timeline

13

Closing
Remarks

14

Glossary



GENERAL

Named one of the National Capital Region's top employers in 2021 and 2022, the Royal Canadian Mint is a world-renowned manufacturer of coins, precious metals investment products and collectibles that produces coins for Canadian trade and commerce and manages the country's coin system. The Mint is a federal Crown corporation that reports to Parliament through the Minister of Finance. The Mint has two manufacturing facilities, one in Ottawa and one in Winnipeg.

The Mint's vision is to be the best Mint in the world through our customer focus, talented people, commitment to sustainable practices and the value we add to Canada and Canadians. The Mint also strives to be an employer recognized for leadership excellence and a culture of inclusion, collaboration and innovation. Our values are honesty, respect, pride and passion. These values reflect the spirit of the Mint and the heart and strength of our culture.

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EXECUTIVE SUMMARY

The Mint's vision of being the best Mint in the world is underpinned by a commitment to ethical and sustainable practices. This includes removing barriers that challenge people living with disabilities from working and thriving in the workplace. The Mint is committed to including the knowledge and expertise of persons with disabilities in all aspects of our work.

The Mint's Diversity, Equity and Inclusion (DEI) Action Plan outlines a commitment to developing a healthy, safe and caring workplace for all employees. We continue to leverage diverse perspectives to create diverse product offerings, ensure equitable access to coinage and establish a culture of inclusion in our facilities. The Mint has integrated the principles of employment equity into its current practices by committing to the elimination of systemic barriers in the workplace.

The Mint has consulted with persons living with disabilities to develop each of the pillars listed below. Through conversations with employees, clients and others, barriers related to each pillar and actions to remove or prevent them have been identified.

A first for the Mint, this Accessibility Action Plan outlines the organization's commitment to meet or exceed the standards of accessibility identified in the Accessible Canada Act legislation and regulations. Improving overall accessibility is valuable to everyone – both customers and employees. A reflection of the Mint's Environmental and Social Governance (ESG) priorities, this Accessibility Action Plan will help integrate accessibility in all of our decisions, projects and services.

The Mint is committed to leveraging accessibility resources, including government and education publications, work done by ally industries, disability agencies and the experiences of persons with disability to inform the Mint's accessibility action planning, by continuing to receive feedback on barriers, processes and solutions.



ACCESSIBILITY STATEMENT

Accessibility is a part of the Mint’s everyday business and we maintain our commitment to inclusion by removing barriers and enhancing accessibility for all customers and employees on an ongoing basis.

In doing so, we will continue to seek input from our talented people and the public through a formalized feedback process. By working together with sustained commitment, we will build a positive image of disability, engage persons with disabilities in decision-making, increase accessibility of the built environment and deliver customer and employee experiences that are dignified, fair and respectful.



THE ACCESSIBILITY ACTION PLAN INCLUDES SIX PILLARS

that will be implemented over a three-year period (2023-2026):



EMPLOYMENT

Improve recruitment, retention and promotion of persons with disabilities

1



BUILT ENVIRONMENT

Enhance accessibility

2



TECHNOLOGY

Make information and communications technology usable by all

3



COMMUNICATION

Produce information about products in accessible formats

4



PROGRAMS AND SERVICES

Enhance the employee and customer experience with accessibility in mind for design and delivery

5



PROCUREMENT

Include accessibility criteria in procurement strategies

6

CONSULTATIONS

In the spirit of “Nothing about us without us”, persons with disabilities were involved in the design of this action plan.

In preparing its action plan on accessibility, the Mint demonstrated a strong commitment to inclusivity by establishing effective partnerships with six external entities that had extensive networks of people with disabilities. Throughout the year, the Mint actively engaged with these partners to consult on various aspects such as removing barriers to employment, recruitment, accessible technology, and wayfinding. This collaborative approach ensured that the voices and experiences of people with disabilities were central to the Mint’s efforts.

Notably, the Mint collaborated with one of these entities to assemble an advisory panel composed of individuals with disabilities. This panel was tasked with experiencing the Mint’s digital platform and providing comprehensive feedback. The consultation process with the advisory panel was meticulously planned and executed to ensure thorough and meaningful engagement.

The Mint organized a series of interactive sessions where panel members were invited to navigate the digital platform under various scenarios. These sessions included real-time demonstrations, hands-on testing, and guided walkthroughs. Panel members were encouraged to share their experiences, challenges, and suggestions in a supportive and open environment. The Mint facilitated these discussions by providing accessible communication tools and ensuring that all feedback was documented accurately.

Additionally, the Mint conducted follow-up interviews and surveys to gather more detailed insights from the panel members. This iterative process allowed the Mint to refine its digital platform continuously based on the panel’s feedback. The insights gathered from this diverse group were instrumental in shaping the content and recommendations of the Action Plan, leading to more effective and impactful accessibility initiatives.

By directly involving people with disabilities in the consultation process before the Action Plan was published, the Mint not only enhanced the relevance and effectiveness of its accessibility measures but also fostered a more inclusive and supportive environment.

Accessibility Standards Canada, the Office of Disability, Inclusion and Accessible Canada Directorate (ESDC) and the Office of the Accessibility Commissioner (CHRC) have been integral to the consultation process in guiding us to review barriers, determine actions, and compare to other practices.

PILLARS

I. EMPLOYMENT

Identified Barriers

- Inclusive language on job postings to promote interest.
- Disclosure and accommodation (proactive accessibility – don't wait for the ask)
- Systemic barriers.
- Technology assisted tools available for employees with audio and visual needs.

Actions – Taken, Ongoing or Planned

1. Leveraging inclusive language as a tool for the Human Resources team.
2. Creating more inclusive policies that value disabilities as business driver and not compliance driver.
3. Continuing to leverage employment service organizations like the Employment Accessibility Resource Network (EARN), Performance Plus Rehabilitative Care (PPRC) and others to broaden the Mint's reach.

II. BUILT ENVIRONMENT

Identified Barriers

- Signage and audio: Should be placed at the proper height, should be present in the loading zone, reception, boutique, and include braille, audio descriptions, ease of locating automatic door opener for mobility impairments.
- Height of windows needed for tours may be too high for most wheelchair users.
- Elevator access (button height, obstructing objects to wheelchair users, braille and audio descriptions in the elevator).
- The reception area for boutiques is not close to the front entrance, creating a possible barrier for a blind or partially sighted person trying to find it.

Actions – Taken, Ongoing or Planned

4. Add braille to door plates describing room usage, and audio in the washrooms to describe the location of the sink, hand dryers, etc.
5. Access to door openings and elevator buttons must be made clear of obstacles.

III. INFORMATION AND COMMUNICATION TECHNOLOGIES

Identified Barriers

- Videos: Some videos do not include closed captioning.
- Image alternative text: Some images do not include alternative (alt) text.
Font colours: Light font colours are difficult to read for some users.

Actions – Taken, Ongoing or Planned

6. The Mint currently creates closed captions for videos with dialogue, and will work to include captions on social channels where possible.
7. Alt text will be added to new images where possible, and Mint.ca will be reviewed to improve alt text inclusion.
8. Font colours on Mint.ca are primarily WCAG 2.0 compliant, and light fonts will be reviewed to improve readability.

IV. COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

Identified Barriers

- Including employees and customers that are visually or hearing impaired in dialogue when needed.
- Areas with increased background noise generate an accessibility barrier for someone who is hard of hearing and potentially someone who is blind or partially sighted.
- Volume of tour guide narration: When the tour group stopped in these areas, the tour guide did not speak up, so it was difficult to hear. Tour guides also seemed to be standing quite far away from the tour group.

Actions – Taken, Ongoing or Planned

9. Microsoft Teams, Zoom and other virtual collaborative software to include transcription or manual captions.
10. Develop partnership with a service vendor that can adapt our items to braille, audio files, etc. to be fully accessible.

11. Accessibility Awareness training will be made available to various functional areas (Protective Services, Communications, Translation, etc.).
12. Continue partnership with Video Remote Interpretation on demand for deaf and hard of hearing communities (customers and employees).
13. Boutique tour guides could also offer to physically pass around certain items, so people who can't see the items could touch them. If the items cannot be moved, then blind or visually impaired participants could touch the items where they are located, if there is no or little danger of them being damaged.
14. Information about products in print format, will be provided in accessible formats such as audio, electronic format and/or in braille.

V. DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Identified Barriers

- The signage and tour experience could be strengthened for people living with disabilities from their point of entry, including signage to the delivery of the tour information by the guide, including braille, tactile and audio descriptions of products.

Actions – Taken, Ongoing or Planned

15. The Mint has developed a DEI Lens Toolkit in November 2022 which includes accessibility as a priority when designing policies, programs and services.
16. Add braille, audio descriptions and tactile features physical samples for the visually impaired to feel for learning) to featured items in the boutiques.
17. Permitting personal devices on secure premises, including boutique tours, for persons living with disabilities (especially in cases of emergency ex. insulin).
18. Offering an accommodation as a private tour if more time is needed.

VI. PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Identified Barrier

- Mechanism for diverse suppliers and fewer procurement-certified diversified suppliers.
- Open access vs. direct targets dilemma: targeting companies based on expertise the Mint needs may be perceived as excluding others and negatively impacting the requirement for equity.
- Products, service acquisition and requirements dichotomy.

Actions – Taken, Ongoing or Planned

19. Leverage the Inclusive Procurement Guide (Putting inclusivity into Practice) and other tools to learn practices that will enable the Mint to tap into the widest available talent pool of suppliers and proactively provide diverse suppliers with an opportunity to bid on business opportunities.
20. Develop guidelines to ensure inclusive and accessible procurement practices. Incorporate accessibility criteria in the procurement process, unless otherwise stated.

VII. TRANSPORTATION

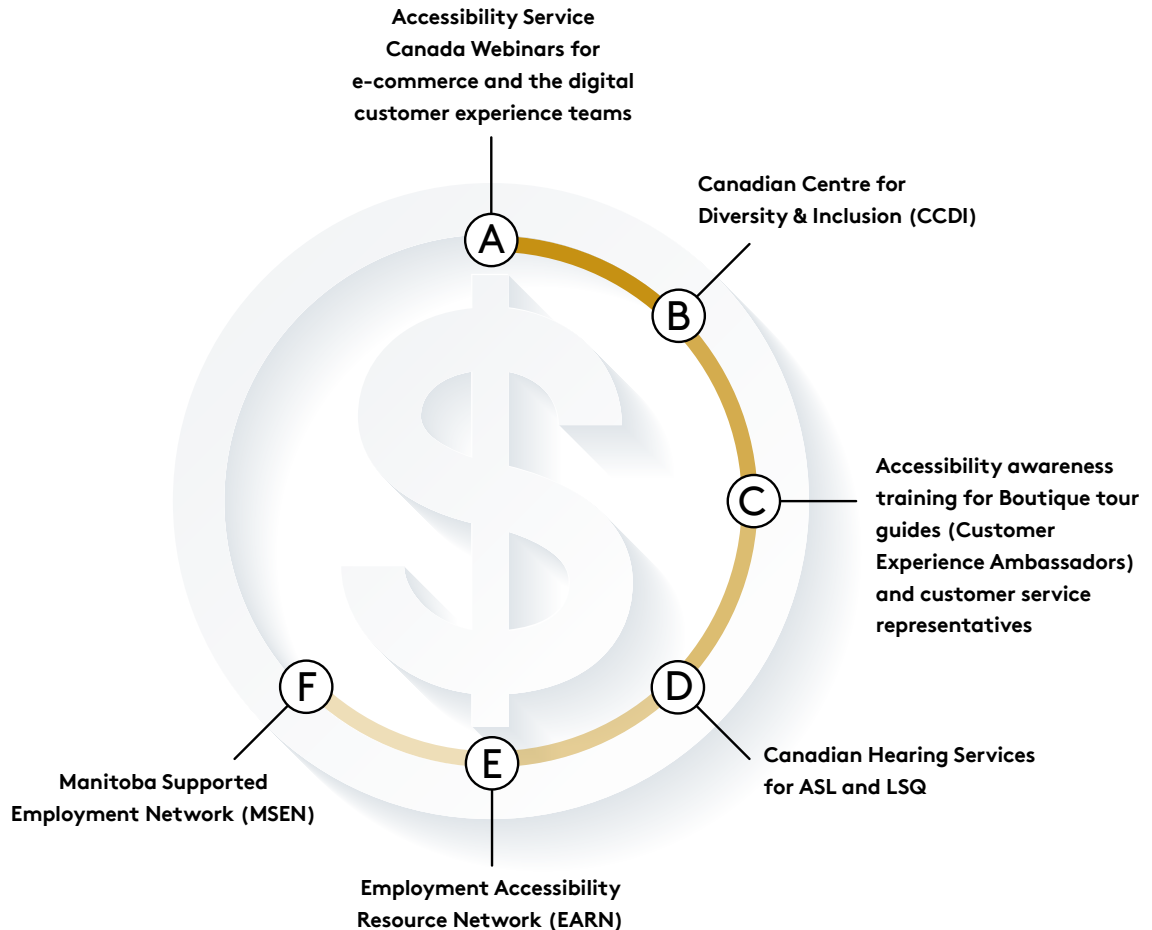
Identified Barrier

- The Mint did not thoroughly examine transportation in the development of its action plan, as it does not provide transportation services to members of the public. However, in its subsequent Action Plan, the Mint will consult employees who use travel services of external companies for business purposes. This consultation will aim to gather feedback on how these services can be improved for accessibility, ensuring that the travel needs of all employees are adequately accommodated. Moreover, the Mint will carefully review its policies, practices, and programs, and services, and will determine that there are not barriers in the area of transportation.

BUDGET AND RESOURCE ALLOCATION

The Mint will retain the services of vendors with expertise in braille and audio to help execute some of the action items outlined above.

With respect to training, the Mint will offer its employees with accessibility awareness as well as specific functional training for areas requiring additional knowledge on designing programs and supporting services for people living with disabilities. The following training, learning and professional development vendor partnerships will be retained:



TIMELINE

Once the Mint's Accessibility Action Plan has been published, the following milestones and key deliverables will be undertaken for progress to be achieved:



GOVERNANCE

- Set up Employee Resource Group (Accessibility Advisory Committee) as a sub-group of the DEI Committee
- Develop scope, key milestones and deliverables
- Develop detailed project plan using similar model as DEI ALL IN Action Plan

QUARTER
1



ACTION AND TRACKING

- Meet with internal key stakeholders to validate steps are being taken to make progress on actions
- Review feedback that is received through the public feedback mechanism and integrate in action planning
- Track achievements against action plan
- Assess and report risks

QUARTER
2&3



REPORTING

- Publish Progress Report on [mint.ca](https://www.mint.ca)

QUARTER
4

CLOSING REMARKS

The Mint is committed to the sustainability and transparency of this Accessibility Action Plan. To enable meaningful evaluation and guide future actions, an accountability framework will be used to measure the impact of the action plan.

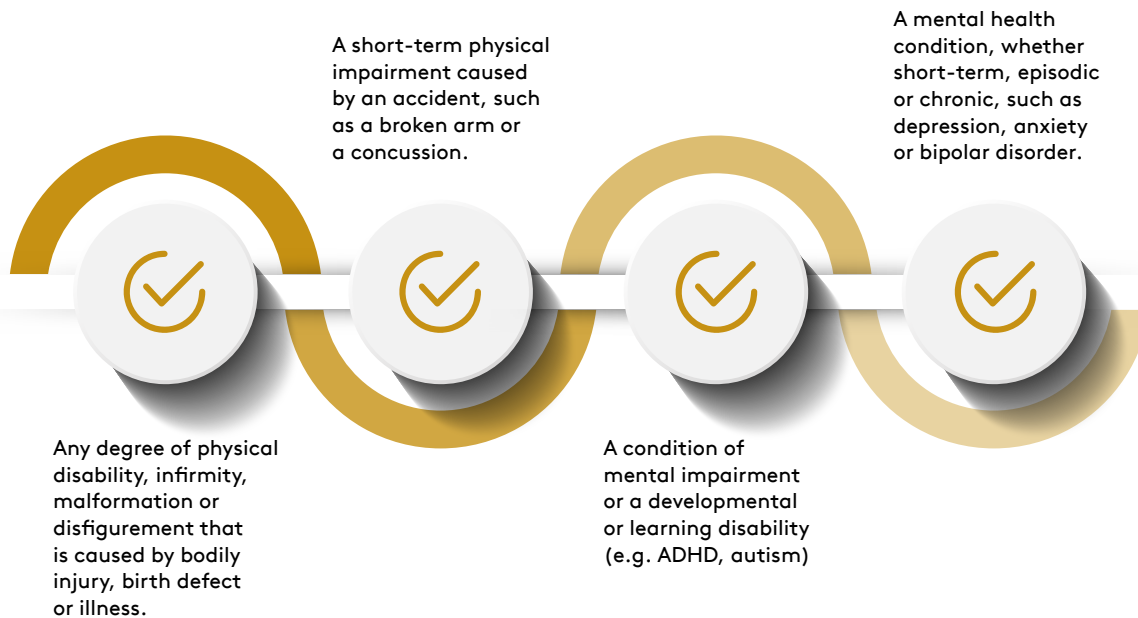
We will prioritize actions that will have an enduring impact.



GLOSSARY

Disability is a complex, evolving term that covers a broad range and degree of conditions. A disability may have been present at birth, caused by an accident, or developed over time. It may be physical, mental, psychiatric, social or economic.

HERE ARE SOME DISABILITY SUB-CATEGORIZATIONS:



ACCESSIBILITY means that people with and without disabilities can perceive, understand, navigate and interact with information, services and applications. The adoption of accessibility standards, guidelines and best practices ensures that systemic barriers are eliminated prior to individual accommodations.

ACCOMMODATION is a necessary measure taken to allow an employee to work to the best of their ability.

BARRIERS may be attitudinal, environmental or institutional. They may even be internalized.



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