



# ACCESSIBILITY PROGRESS REPORT





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# GENERAL

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 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.

Moreover, 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.

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You are invited to use the contact information listed below to request a copy of the Accessibility Progress Report in an alternate format, or to provide feedback.

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OTTAWA ON K1A 0G8

[MINT.CA](https://www.mint.ca)

Director of Public Affairs, Government Relations and Stakeholder Engagement  
at 1-800-267-1871, [EE@MINT.CA](mailto:EE@MINT.CA)

The Mint will ensure the accessibility of key documents (for example, the Feedback Process Description), internally and externally, for people who request them in an alternative format.

# PROGRESS ON OUR SIX PILLARS

## KEY DELIVERABLES

### 1

#### EMPLOYMENT

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

### 2

#### THE BUILT ENVIRONMENT

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

### 3

#### INFORMATION AND COMMUNICATION TECHNOLOGIES

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

#### COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES

4. Microsoft Teams, Zoom and other virtual collaborative software to include transcription or manual captions.
5. Develop a partnership with a service vendor that can adapt our items to braille, audio files, etc. to be fully accessible.
6. Accessibility Awareness training will be made available to various functional areas (Protective Services, Communications, Translation, etc.).
7. Continue partnership with Video Remote Interpretation on demand for deaf and hard of hearing communities (customers and employees).
8. Boutique tour guides offer to pass around products to customers who are blind or visually impaired to feel their texture, etc.. If the items cannot be moved, then customers could touch the items where they are located, if there is no or little danger of them being damaged.
9. Information about products in print format will be provided in accessible formats such as audio, electronic format and/or in braille.

# 4

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## THE DESIGN AND DELIVERY OF PROGRAMS

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

# 5

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## THE PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

1. 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.
2. Develop guidelines to ensure inclusive and accessible procurement practices. Incorporate accessibility criteria in the procurement process, unless otherwise stated.

# 6

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## TRANSPORT

1. The Mint did not make progress on the Transportation items. This is because the Mint does not directly provide transportation services to the public, nor does it operate vehicles for transporting employees to and from locations.

The Mint will be undertaking a review of the accommodation process with a view to updating these policies and processes. A new Wellbeing Advisor position was created in 2023 to streamline the management of accommodations and disability requests.

Additionally, the Mint will be moving forward with the creation of an e-Learning activity for all employees on disability management and accommodation to raise awareness of accommodation processes and access support as needed.

# CONSULTATIONS

Over the past year we have not only engaged, but established relationships with experts in the fields of accessibility and disability inclusion and leverage their inputs to continue to take actions to identify, remove and prevent barriers for better access to our company.

We also continue to work, in the spirit of ‘nothing about us without us’, with persons with disabilities, service providers, customers and advocates to take actions and deliver on our promises in the Accessibility Action Plan to ensure what we do is reachable, usable and provides delightful experiences for everyone.

Experts have encouraged a multi-channel (virtual townhall, online survey, frequent drops-ins, etc.) feedback process that is accessible, confidential and allows options for individual needs. They also recommend building relationships for regular consultations and leveraging online surveys, which continues to be practical and efficient. Additionally, we have continued to allow more options for collecting feedback from our stakeholders.

## LEADING INITIATIVES

Some of the experts and partners whose knowledge and experience have helped guide our plans and actions to date are discussed below.

- Quarterly meetings with the employment equity union representatives were co-led by the Director, Talent Management and HR Senior Advisor in Ottawa. Meetings included discussion around equity-specific issues in both Ottawa and Winnipeg, as well progress updates on open action items. New action items were also raised during these meetings.
- Employee Resource Groups provide professional development, learning, mentoring and networking opportunities for employees, as well as an opportunity to plan and execute initiatives to benefit the Mint. The group focused on accessibility has been providing feedback on the accommodation process and action plan, and we will continue to leverage their expertise moving forward.
- D(if) Labs is a key partner for accessibility, where we gain insights and research from Rich Donovan and his team, as well as the D(if) Labs network.
- On March 29, 2023, there was an interactive panel discussion with federal accessibility regulators. Our key takeaways from that discussion:
  - ✓ Research on insights regarding how the disability market is consuming federal action plans in general;
  - ✓ Legislators spoke candidly about key challenges early on in the implementation journey (e.g. attitudinal barriers are a challenge to regulate);
  - ✓ We had an inside glimpse of what will be important to our Accessibility Action Plan and progress in the near future (i.e. to add technical and expert views in the actions to be implemented and progress reporting).
- In October 2023, the Mint was featured in the Ottawa Business Journal with an article titled “At the Canadian Mint, connection creates inclusion”, featuring a partnership with the Performance Plus Rehabilitative Care (PPRC) representative.



PPRC has been instrumental in partnering with the Mint on:

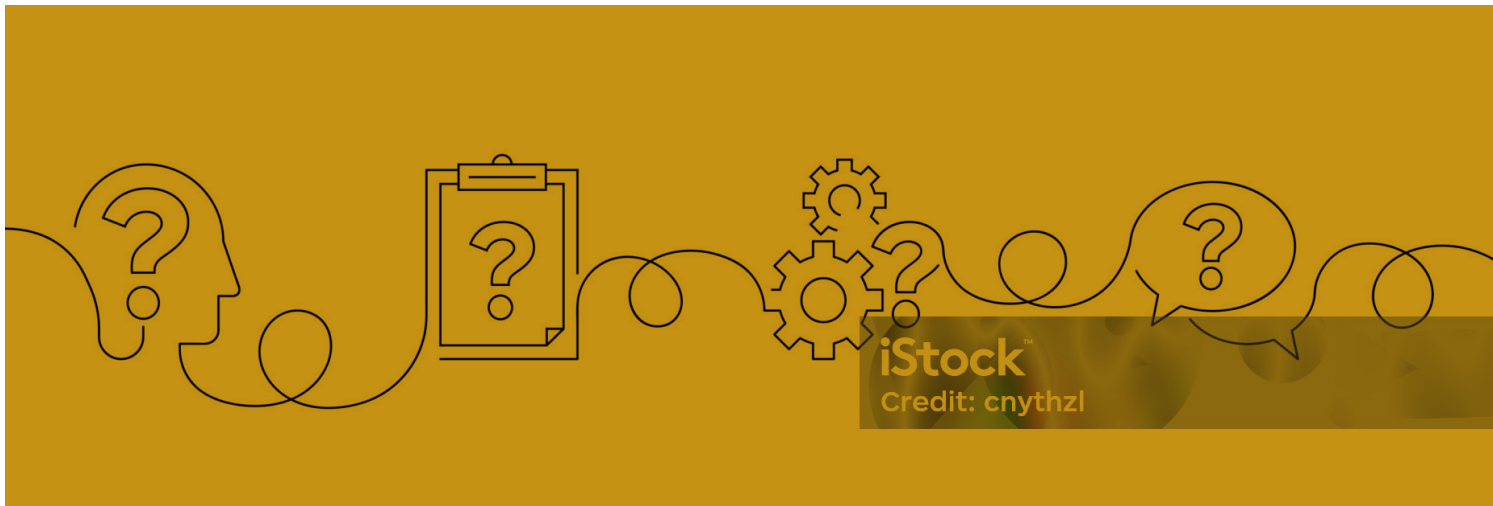
- Holding Disability Awareness Etiquette seminars, plus a keynote address during our DEI Week;
- Building our Accessibility Action Plan by taking part in the blind accessibility advisory/audit;
- Referring candidates to the Mint at the monthly job match teleconference with EARN; and
- Most recently, advising on boutique way finding for self-guided tours for people who are blind or visually impaired.

In preparing its progress report 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 insights gathered from this diverse group were instrumental in shaping the content and recommendations of the Progress Report, leading to more effective and impactful accessibility initiatives.

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



# FEEDBACK

We continue to seek feedback from everyone to engage persons with disabilities in decision-making, increase accessibility of the built environment, and deliver customer and employee experiences that are dignified, respectful and delightful.

Even before the publication of our Accessibility Action Plan, we have been receiving feedback through our Customer Experience Program regarding disability or access related issues. These inputs have been used to improve our programs, services and workspace.

The Accessibility Action Plan and the accompanied Feedback Process documents on our platforms provide better options to provide feedback directly to us, through channels assigned for accessibility feedback and where we do not have to apply filters to discover access related feedback. Below are a few real examples of feedback from the public that we have picked to share in this report.

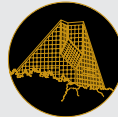
## Examples of Feedback



# 1

### BUILT ENVIRONMENT RELATED (DESIGNATED ACCESSIBLE PARKING) – OTTAWA LOCATION

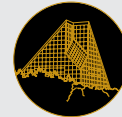
**Action taken:** We have liaised with Global Center for Pluralism (GCP), who owns the building next door, to provide designated accessible parking space at the corporate building, 320 Sussex Drive in Ottawa since June 2023. Other barriers mentioned by owner of this feedback have been incorporated into our corporate Accessibility projects and programs for prioritization.



# 2

### BUILT ENVIRONMENT RELATED (BOUTIQUE) – WINNIPEG LOCATION

**Action taken:** The barriers mentioned by owner of this feedback have been incorporated into our corporate Accessibility projects and programs for prioritization.



# 3

### BUILT ENVIRONMENT RELATED (ESCALATOR) – WINNIPEG LOCATION

**Action taken:** The barriers mentioned by owner of this feedback have been incorporated into our corporate Accessibility projects and programs for prioritization.

# MOVING FORWARD

We will continue to leverage feedback and the planned action items in our Accessibility Action Plan to remove and prevent barriers in ways that continues to delight all stakeholders. We will also continue to prioritize actions that are of immediate value and impact to persons with disabilities.

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. In 2024, we will do more to achieve progress on our action items in the Plan and:

- we will initiate pending action items in our Plan based on the scale of impact of each item;
- actions that have been initiated will be moved to the execution phase base on how they will immediately impact persons with disabilities, available resources and feasibility; and items in progress will be completed.
- The Mint is committed to the sustainability and transparency of its Accessibility Action Plan.





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