



2023 - 2025

ACCESSIBILITY ACTION PLAN

2025

PROGRESS REPORT



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**The Royal Canadian
Mint's vision is to be
one of the best
mints in the world.**



GENERAL

The Royal Canadian Mint's ("the Mint's") vision is to be one of the best mints in the world. We are guided by a commitment to ethical and sustainable practices. This includes removing barriers for persons with disabilities. We believe it is important to include feedback from this community in all aspects of our work.

Accessibility is a part of the Mint's everyday business. We remain committed to inclusion by removing barriers and enhancing accessibility for all customers and employees. Guided by the *Accessible Canada Act* and our Sustainability commitment, we continue to integrate accessibility into our decisions, projects, and services.

Since publishing our first Accessibility Action Plan in 2022, we have made meaningful progress in creating a more inclusive workplace and organization. We know that there is still work to be done on this journey. We will continue to engage with persons with disabilities in decision-making so that we deliver customer and employee experiences that are dignified, fair, and respectful.

If you would like a copy of this Progress Report, our Accessibility Action Plan, or our feedback process description in an alternate format, please contact us. You can also share your input about barriers you have experienced or provide feedback on how we are implementing our Accessibility Action Plan. Please use the contact information below to reach us.

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EMPLOYMENT

The Mint is committed to creating an inclusive workplace where persons with disabilities can thrive. Since 2024, we have made progress in the following areas:

- **ESTABLISHED A CROSS-FUNCTIONAL ACCESSIBILITY WORKING GROUP**

This group brings together representatives from various departments to coordinate accessibility efforts, identify barriers, and develop solutions that promote inclusion across the organization.

- **ACCOMMODATIONS**

We have established a centralized accommodations team to streamline the process and provide timely support to employees. Temporary accommodations are often implemented on the same day, ensuring employees receive the support they need without unnecessary delays.

- **AWARENESS AND TRAINING**

Accessibility Awareness Training has been provided to employees across various departments. We also continue to promote the use of our Equity, Diversity, Inclusion & Accessibility (EDIA) Lens Toolkit to guide inclusive practices throughout the organization.

- **EMPLOYEE RESOURCE GROUP (ERG)**

Our accessibility-focused ERG provides a platform for employees to share their experiences, offer feedback, and contribute to the development of accessibility initiatives.

In 2026, we will continue to enhance our training programs, simplify the accommodations process in talent acquisition and onboarding, and strengthen the role of the Accessibility Working Group and ERG to ensure accessibility is embedded in all aspects of employment.



THE BUILT ENVIRONMENT

The Mint is committed to ensuring that our facilities are accessible and welcoming to everyone. Since 2024, we have made progress in the following areas:

- **IMPLEMENTED TACTILE WAYFINDING FEATURES**

Tactile features have been added to improve wayfinding for individuals who are blind or visually impaired. This enhances navigation and accessibility within our spaces.

- **DEVELOPED INCLUSIVE EMERGENCY RESPONSE PLANS**

We are updating our emergency response plans at both Ottawa and Winnipeg locations to ensure accessibility is being fully considered during emergencies.

- **INSTALLED BENCHES IN TOUR AREAS**

In response to visitor feedback, we have strategically added benches along our tour routes at the Ottawa location. This improvement helps reduce barriers for guests who may benefit from opportunities to rest during the tours.

We will continue to address identified barriers and make upgrades to ensure our facilities meet the needs of all employees, customers, and visitors.



INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

The Mint is dedicated to improving the accessibility of our digital platforms and technologies. Since 2024, we have made progress in the following areas:

- **ENGAGED PERSONS WITH DISABILITIES IN WEBSITE ACCESSIBILITY TESTING**

We have worked with individuals with disabilities to test our website and provide valuable insights. This has helped us identify barriers to digital accessibility.

- **IMPLEMENTED AN ACCESSIBILITY FEEDBACK MECHANISM**

We have incorporated accessibility feedback channels within our digital environment. An email address dedicated to accessibility-related recruitment inquiries and a general contact form routed to the Customer Service Centre are available within the footer of our website.

- **UPDATED DIGITAL PLATFORMS AND PROCESSES WITH ACCESSIBILITY ENHANCEMENTS**

We have added closed captioning to video content, updated Mint.ca to permit alt tagging for most image elements, and fixed font contrast issues to ensure Website Content Accessibility Guidelines (WCAG) 2.0 Level AA conformance.

We will continue to enhance our digital platforms to ensure they are inclusive and accessible to all users.

COMMUNICATION, OTHER THAN ICT

The Mint recognizes the importance of clear and accessible communication for all stakeholders. Since 2024, we have made progress in the following area:

- **ACCESSIBILITY CONSIDERED WITHIN COMMUNICATIONS**

We improved our processes for integrating accessibility into our information sharing and communication practices. This includes internal messaging and our client-facing content. We are working to ensure that materials are inclusive, understandable, and accessible to a diverse range of users.

We will continue to refine our communication practices to ensure they meet the diverse needs of our workforce and stakeholders.

THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

The Mint is committed to ensuring that accessibility is embedded in all aspects of our procurement processes. Since 2024, we have made progress in the following areas:

- **CONSIDERED ACCESSIBILITY IN PROCUREMENT**

The competitive procurement process allows for communication of accessibility-related requirements while assessing proponent proposals for alignment to accessibility expectations.

- **ADDED ACCESSIBILITY CRITERIA TO PROCUREMENT DOCUMENTS**

Consideration for accessibility can be included within the Mint's Statements of Work (SOW) and/or technical requirements, as well as within supporting Procurement Strategies and Executive Summaries as deemed appropriate.

We will continue to strengthen our procurement practices to ensure that accessibility remains a priority in all purchasing decisions.



THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

The Mint is committed to ensuring that our programs and services are inclusive and accessible to everyone. Since 2024, we have made progress in the following areas:

- **ACCESSIBLE TOUR EXPERIENCES**

We are committed to creating inclusive and welcoming tours for all visitors. Our tours now include tactile displays, American Sign Language (ASL) interpretation and Quebec Sign Language (QSL) interpretation, and flexible policies, such as allowing guests to bring personal medical devices into restricted areas. Visitors can also request private tours to meet specific accessibility needs, ensuring the best possible experience. Additionally, our group booking forms allow guests to easily share any required accommodations when booking group tours. These efforts contribute to a more welcoming and inclusive environment for everyone.

- **REVIEW OF COIN DESIGNS**

We are dedicated to ensuring that the products we create are accessible to all. Through consultations with persons with disabilities, we are gathering valuable feedback to improve the design of our coins and packaging. This ongoing process allows us to continuously find new ways to enhance accessibility.

We will continue to enhance the accessibility of our programs and services to meet the diverse needs of our customers and visitors.

TRANSPORTATION

While the Mint does not directly provide transportation services, we are committed to ensuring accessibility in related areas.

- **TRAVEL, HOSPITALITY, CONFERENCE AND EVENT POLICY REVIEW**

We conducted a review of our Travel, Hospitality, Conference, and Event Policy through an accessibility lens to ensure that the next iteration considers and includes the needs of persons with disabilities.

We will continue to endeavour to embed accessibility into our travel and event planning processes to create inclusive experiences for all employees and stakeholders.

CONSULTATIONS

The Mint recognizes that meaningful consultations are essential to identifying barriers and creating effective solutions. Guided by the principle of “nothing about us, without us,” we have engaged with employees, customers, and external stakeholders to ensure that the voices of persons with disabilities were at the centre of our accessibility planning.

Over the past year, we have strengthened relationships with experts in accessibility and disability inclusion. These partnerships have helped us take action to identify, remove and prevent barriers. We have also worked closely with persons with disabilities, service providers, and advocates to ensure that our programs and services are inclusive and accessible.

KEY CONSULTATION INITIATIVES IN 2025 INCLUDED:

- **MULTI-CHANNEL FEEDBACK**

We continued to use virtual town halls, online surveys, and our established processes to gather feedback in ways that are accessible and confidential.

- **INTERNAL CONSULTATIONS**

Our accessibility-focused Employee Resource Group (ERG) and our cross-functional Accessibility Working Group provided valuable input on the accommodation process and 2026-2028 Accessibility Action Plan.

- **EXTERNAL PARTNERSHIPS AND CONSULTATIONS**

Collaborations with external organizations offered valuable insights into our website and product packaging, as well as a comprehensive accessibility assessment of our organization.

By engaging in open and collaborative dialogue, the Mint is better equipped to create an inclusive environment that reflects the lived experiences of persons with disabilities.



FEEDBACK

The Mint values feedback as a critical tool for continuous improvement. Feedback helps us identify barriers, improve our programs and services, and ensure we are meeting the needs of persons with disabilities.

FEEDBACK RECEIVED IN 2025

In 2025, we received feedback through various channels. Below are two examples of feedback we received and will be looking at improving:

- **PRODUCT PACKAGING**

Feedback highlighted opportunities to improve the accessibility of our product packaging.

These insights are being used to guide future updates so that packaging is easier to use for all customers.

- **DIGITAL ACCESSIBILITY**

Feedback on the accessibility of our website informed ongoing improvements to navigation and compatibility with assistive technologies.

In 2025, we reviewed our feedback process to ensure it is easy to use and available in multiple formats. Moving forward, we will continue to refine this process to encourage more input from persons with disabilities.



MOVING FORWARD

While we are proud of the progress we have made, we recognize that accessibility is an ongoing journey. We remain committed to identifying and addressing barriers to create a workplace and organization that is equitable and inclusive for everyone.

As we look to the future, the Mint remains steadfast in its commitment to accessibility. Guided by the 2026-2028 Accessibility Action Plan, we will build on the foundation we have established. We will focus on:



STRENGTHENING GOVERNANCE

We will enhance internal coordination and accountability for accessibility initiatives.



EXPANDING TRAINING

We will provide role-specific training to ensure employees have the tools and knowledge to support accessibility in their day-to-day work.



PRIORITIZING IMPACTFUL ACTIONS

We will focus on initiatives that deliver immediate and lasting value to persons with disabilities.

The Mint is committed to transparency and sustainability in its accessibility efforts. By embedding accessibility into our culture and operations, we aim to create a barrier-free future that reflects the diversity and strength of the communities we serve.

APPENDIX A

PROGRESS ON 2023-2025 ACCESSIBILITY ACTION PLAN

PROGRESS STATUS	NOT STARTED	IN PROGRESS	ONGOING	COMPLETED
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	ACTION	2023 PROGRESS STATUS	2024 PROGRESS STATUS	2025 PROGRESS STATUS
EMPLOYMENT				
1.	Leveraging inclusive language as a tool for the Human Resources team.	IN PROGRESS	COMPLETED	COMPLETED
2.	Creating more inclusive policies that value disabilities as business driver and not a compliance driver.	IN PROGRESS	ONGOING	ONGOING
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.	IN PROGRESS	ONGOING	ONGOING
THE BUILT ENVIRONMENT				
4.	Add braille to door plates and audio in high-traffic areas.	IN PROGRESS	ONGOING	ONGOING
5.	Access to door openings and elevator buttons must be made clear of obstacles.	NOT STARTED	COMPLETED	COMPLETED
INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)				
6.	Create closed captions for videos with dialogue and work to include captions on social channels where possible.	IN PROGRESS	ONGOING	ONGOING
7.	Alt text will be added to new images where possible, and Mint.ca will be reviewed to improve alt text inclusion.	IN PROGRESS	ONGOING	ONGOING
8.	Font colours on Mint.ca will be WCAG 2.0 compliant, and light fonts will be reviewed to improve readability.	IN PROGRESS	ONGOING	ONGOING
COMMUNICATION, OTHER THAN ICT				
9.	Microsoft Teams, Zoom and other virtual collaborative software to include transcription or manual captions.	COMPLETED	COMPLETED	COMPLETED
10.	Develop a partnership with a service vendor that can adapt our items to braille, audio files, etc. to be fully accessible.	COMPLETED	COMPLETED	COMPLETED
11.	Accessibility Awareness training will be made available to various functional areas (Protective Services, Communications, Linguistic Services, etc.).	IN PROGRESS	COMPLETED	COMPLETED
12.	Continue partnership with Video Remote Interpretation on demand for deaf and hard-of-hearing communities (customers and employees).	COMPLETED	COMPLETED	COMPLETED
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.	IN PROGRESS	COMPLETED	COMPLETED
14.	Information about products in print format will be provided in accessible formats such as audio, electronic format and/or in braille.	NOT STARTED	ONGOING	ONGOING

APPENDIX A

	ACTION	2023 PROGRESS STATUS	2024 PROGRESS STATUS	2025 PROGRESS STATUS
THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES				
15.	Develop the EDIA Lens Toolkit which includes accessibility as a priority when designing policies, programs and services.	COMPLETED	COMPLETED	COMPLETED
16.	Add braille, audio descriptions and tactile features to physical samples and featured items in the boutiques for the visually impaired to feel for learning purposes.	NOT STARTED	COMPLETED	COMPLETED
17.	Permit personal accessibility or mobility devices on secure premises, including boutique tours, for persons living with disabilities (especially in cases of emergency).	IN PROGRESS	COMPLETED	COMPLETED
18.	Offering a private tour as an accommodation if more time is needed.	COMPLETED	COMPLETED	COMPLETED
THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES				
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.	IN PROGRESS	COMPLETED	COMPLETED
20.	Develop guidelines to ensure inclusive and accessible procurement practices. Incorporate accessibility criteria in the procurement process, unless otherwise stated.	IN PROGRESS	COMPLETED	COMPLETED
TRANSPORTATION				
21.	No actions were identified for this priority area in the Mint's 2023-2025 Accessibility Plan.			



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