

ACCESSIBILITY STRATEGY

Summary Documents

Assistive Devices and Service Animals

The ROM does not prevent persons with disabilities from using their own personal assistive devices or service animals. In the interest of safety and security for our staff and visitors, restrictions might apply. Please review the ROM [Visitor Policies](#) for restrictions.



Wheelchairs

A limited number of manual wheelchairs are available at coat check, free of charge, with identification. No reservation required. The ROM cannot provide an assistant person to push wheelchairs while in the Museum. Please review the [ROM Policy for Support Persons](#) for details.

The ROM's entrance is stair-free and the main foyer is gradually sloped for smooth entry. All Museums' levels are accessible by elevators and chair lifts. The location of the Museum elevators is indicated on the Museum maps and floor plans. The Museum's [Visitor Guide & Floor Plan](#) is available at the admission desk.

Wheelchair Lifts

The Museum offers wheelchair lifts, available to people using their own wheelchairs or the Museum's wheelchairs. These lifts are not independently operated and will be operated by security personnel upon request. Chair lifts operated by Security connect the east and west sections of the historic buildings on Level 2 and Level 3, and the Michael Lee-Chin Crystal to the Weston Wing and Philosophers' Walk Wing.

A chair lift and ramp provide access to the Signy and Cléophee Eaton Theatre on Level B1. A chair lift provides access to the theatre stage. Please ask Security for assistance.

Accessible Washroom

Accessible washrooms are available on every floor. A washroom for assisted toileting purposes is located in the First Aid Room on the Level 1. Please ask Security for access.

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Personal Stools

Personal stools are acceptable for the purpose of accessibility. In order to balance the needs of individuals with the safety of the collections, the size of devices should fall within these dimensions:

- Width: 13.5" or 34.4cm
- Height: 29" or 73.6cm
- Walking height or folded: 35.5" or 90.1cm

Stools exceeding these dimensions may be reviewed on a case by case basis by our Security staff.



Assistive Communication Technology

ROM admissions desk offers an Ubi-Duo system, an assistive communication technology that allows real time, face to face communication between a visitor who is deaf and our staff members.

Electronic devices used for the purpose of communication by people with disabilities are permitted in the Museum. Visitors may be requested by Security staff to demonstrate that the device is functional.



Assistive Listening Devices

For the hard of hearing, the ROM offers an induction loop system installed in our admission desk. Hearing aid wearers with a "T" (telecoil) setting, can now request FM assistive listening devices (neck loops) for special tours and lectures.

Service Animals

Service animals such as guide dogs and hearing dogs are welcome.

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A small black square icon with the words 'Large Print' in white text.

Large Print Guides

Large print guides for selected exhibitions and visitor guides and floor plans are available online through the Museum website, on the accessibility page. These guides are also available at the Museum through the admission desk.

Large Print Notes: Non indelible markers are allowed into the galleries for the purpose of large print notes.

A small black square icon containing a white silhouette of a person with a cane, a Braille symbol, and the text 'Large Print' in white.

Tactile Books

Tactile books at the ROM feature Braille, raised line graphics, large print and full-colour pictures. Tactile books are available for some special exhibitions, and some collections. These can be reviewed on-site at the ROM library. For details, contact the library at 416-586-5595 (Bell Relay Service 711) or library@rom.on.ca. The library is open Monday to Friday from 10am to 5pm.