

Preamble Mandated “to illustrate and make known to the public” the natural and cultural heritage of Ontario, Canada, and the world, the Royal Ontario Museum (ROM) views *access* to its *collections and information resources, programs and services* as one of its primary and defining responsibilities.

Policy

*Commitment to
Access*

The ROM strives to provide access to its cultural and educational resources to

- The residents of Ontario, and to people throughout Canada and the world, whenever possible.
- Potential visitors to the Museum’s public areas, including but not limited to the general public, school groups, special-interest groups, community groups, the academic community, and interested individuals.

In making its collections, information resources programs **and services** accessible, the ROM will

- Minimize economic, social, geographic, physical, **intellectual, and cultural, and behavioural** barriers and reach out to a broad range of interest levels, to the greatest extent possible.
- Allow selected objects from the collections to travel under conditions and with safeguards that will ensure the best protection that can reasonably be provided.
- Advocate co-operation and participation among cultural institutions by sharing collections, curatorial, and museological information and lending objects for exhibition and research.
- Respect the values, ~~and~~ traditions **and abilities** of its *stakeholders* in the development of programs and exhibits that are consistent with the ROM’s mission.
- **Provide visitors with dignified customer service by training employees, volunteers and contractors in accordance with Accessibility for Ontarians with Disabilities Act, 2005 [S. 6(2) & (4)].**
- **Encourage the use of programming for creating an engaging and meaningful educational experience.**

*Intellectual
Access*

Primary access to parts of the ROM collections is provided through exhibits and programs. The ROM will provide special access to the collections to scholars, graduate students, and other interested parties, as appropriate.

Access to collections may also be gained through the ROM website, where images with associated information of select artifacts and specimens are on-line. Primary access to **documented** information resources, **such as** archival material and publications, is provided through the ROM Library.

Physical Access Requests for access to collections and information ~~resources~~ that are not currently available to the public through these primary means of access will be carefully considered, subject to the following points:

- The ROM reserves its right under provincial legislation to refuse requests for access.
- In deciding whether to grant access, the ROM will take into account all relevant circumstances, including whether granting the request would be consistent with its mission, legitimate interests, and responsibilities as a cultural and scientific provincial institution.
- In particular, access to collections and information ~~resources~~ will be subject to compliance with the Copyright policy.

Use of Public Areas The ROM will foster ~~physical~~ access to the Museum's public areas by

- Ensuring that standards and provisions regarding the health and safety of all visitors to the Museum's public areas are at least equal to those provided for its employees and volunteers.
- Providing barrier-free access to all visitors to the public areas, to the best of its ability, within available resources.
- **Providing access to programs and services that account for different abilities**
- **Permitting visitors with disabilities access to assistive devices that will enhance their ROM experience.**
- **Permitting visitors with disabilities to be accompanied by guide dogs.**
- **Permitting visitors with disabilities to be accompanied by a support person**

Event Spaces The Museum's public areas may be used for ROM-sponsored activities or private rentals, subject to the following conditions:

- Management practices governing the use of public areas will minimize new risks to the collections.
- The use of public areas should be consistent with the ROM's good reputation.
- Fees charged for rental or other agreements should generate net revenue after covering all direct and associated expenses.

Explanation of Terms *access*: refers to the ROM's responsibility to make its collections, ~~and~~ information ~~resources~~, **programs and services** both physically and intellectually available to ROM employees, volunteers, and members of the public.

collections: refers to objects including artifacts, works of art, and biological and geological materials, sound and video recordings, and any other movable cultural or natural properties that have been formally accepted and accessioned by the ROM.

Explanation of Terms	<p>information resources: Documentation accumulated, created or commissioned by the ROM, regardless of medium of storage, or acquired from other agencies, organisations or individuals.</p> <p><u>Content acquired, created or commissioned by the ROM, in any presentation or storage medium.</u></p> <p><u>Services: for the purpose of this policy, amenities, accommodations and activities associated with the ROM’s galleries and public spaces, including, but not limited to, tours, ticket sales, rentals, restaurants, retail, coatcheck, and programs, to facilitate and enhance the visitor experience.</u></p> <p><u>Programs: includes lectures, seminars, school programs (gallery and classroom teaching), Saturday Morning Club/children’s programs, theatre or musical productions, and/or exhibitions that are available to the general public; applies both to free and ticketed programs produced, co-produced or financially backed by the ROM.</u></p> <p><i>Stakeholders:</i> for the purposes of this policy, a group of people with a vested interest in the ROM and/or its activities, who, when appropriate, actively participate in the formulation of ROM goals, directions, services, and presentations.</p>
Date	June 21, 2001
Amended	August 29, 2002 July 1, 2007 March 4, 2010 – new language in bold & underlined text ; removal of language shown by a strikethrough

MONITORING

Adherence to Policy

Board: The Collections, Exhibitions & Research Committee will periodically review management’s adherence to the policy.

Management: The Director & CEO, the Deputy Director, Collections & Research, and the Deputy Director, Operations will ensure that the Collections, Exhibitions & Research Committee has all the relevant information for determining adherence.

Policy Review

Method

Internal Report

Responsibility

Collections, Exhibitions & Research Committee

Minimum Frequency

Biennially

HELPFUL INFORMATION

Relevant Legislation

Canadian Charter of Rights and Freedoms

Ontario Human Rights Act

Accessibility for Ontarians With Disabilities Act