

Preamble	The membership program is an important aspect of the Royal Ontario Museum's (ROM) commitment to public access and accountability. This policy defines and clarifies the role and importance of membership to ROM.
Policy	<p>Membership is valued as a means to create awareness for ROM and its offerings and to encourage active participation in its programs, exhibitions, and activities. As such, membership offers the opportunity to:</p> <ul style="list-style-type: none"> • Facilitate a more extensive learning experience and a deeper knowledge of the aims and objectives of ROM than is possible with the one-time visitor. • Generate public support in the communities ROM serves by engendering a sense of partnership, personal investment, and ongoing commitment. • With the assistance of volunteer <i>member</i> groups, expand ROM's activities and improve its service to other members and to the general public. • Generate financial support for ROM. <p>As Members represent the valued core of repeat visitors, ROM is committed to strengthening and advancing the membership program.</p> <p>The Royal Ontario Museum Act invests in the Board of Trustees the power to approve recommendations regarding the qualifications and terms of membership and the fees, if any, to be paid.</p>
Membership Classes	<p>The classes of membership are defined as follows (see Appendix I):</p> <ul style="list-style-type: none"> • Annual Membership – includes individuals and those they define in their household group, on payment of an annual subscription established by senior management for each specific category of annual membership. The categories are grouped into regular or discounted subclasses. • Complimentary Annual Membership – includes individuals, who in accordance with management practices are gifted annual memberships. • Complimentary Employee Membership – includes active permanent full-time and permanent part-time employees who are given an annual membership as an employee benefit. • Periodically there are new short term membership categories to inspire membership (e.g., Immortal Membership). • Life Membership – includes individuals, who in the past, on payment of a designated sum, were granted a non-transferable and permanent membership. This class is no longer available, but memberships continue to be honoured. • Honorary Life Membership – includes individuals employed by ROM for twenty-five years, who are granted a non-transferable and permanent membership in recognition of their length of service.
Members Benefits	A Member is entitled to privileges and benefits as may be determined from time to time by senior management, according to the class and category of membership or add-on benefits chosen. All Members are entitled to a membership card (physical or digital) permitting unlimited general admission during opening hours and additional tickets to special exhibitions.
Admission and Revocation of Membership	The Director and CEO or his/her delegate has the authority to develop, amend and restate policies regarding the admission and revocation of membership and terms of reference setting out the expected standards of behaviour of Members. The Director and CEO or his/her delegate has the power to administer such policies and terms and has the authority to make decisions regarding the revocation of a Member's membership.

Authority to call a Meeting	The Board of Trustees, the Chair, or the Vice-Chair are empowered to call a meeting of ROM Members at any time. Notice of any such meeting shall be circulated to all members.
Members on the Board of Trustees	<p>ROM Members elect four of the twenty-one positions on the Board of Trustees. A call for nominations advising ROM Members of a Membership-elected trustee vacancy will appear on the ROM Website, and via an e-News notice to Members.</p> <p>The Secretary to the Board, in consultation with the Director & CEO and the Trustee Governance Committee, will be responsible for developing the Membership-elected Trustee Management Practice (see Appendix II) that will include, among other things, the election process, candidate eligibility, voter eligibility, the role of the Board Office and the consequences, if any, of a failure to comply with the Management Practice. The election result will be announced to the Board of Trustees no later than the Annual Organizational Meeting of the Board of Trustees, which typically takes place mid-June.</p>
Explanation of Terms	<i>Member:</i> a person holding a membership in any category within any class of membership.
Date	October 31, 2002
Amended	<p>June 24, 2004 (<i>due to change in Bylaw 1C, section 5.3</i>)</p> <p>November 25, 2004 (<i>due to change in Management Practice for Election of a Trustee by the Membership</i>)</p> <p>December 11, 2008 (<i>due to Scrutineers 2008 Election Report</i>)</p> <p>Adherence Review November 19, 2009</p> <p>February 17, 2011 (<i>reviewed no changes made</i>)</p> <p>December 18, 2014 (<i>due to change in Management positions</i>)</p> <p>March 26, 2019 (<i>housekeeping changes</i>)</p> <p>December 10, 2019 (<i>due to change in Management Practice for Election of a Trustee by the Membership</i>)</p> <p>March 28, 2023 (<i>administrative updates</i>)</p> <p>October 17, 2023 (<i>administrative updates due to a change to The ROM Act</i>)</p> <p>June 18, 2025 (<i>administrative updates</i>)</p>

MONITORING

Adherence to Policy

Board: The Governance Committee will monitor management's adherence to the policy.

Management: The Director & CEO and the Chief Marketing and Communications Officer will be responsible for ensuring that the Governance Committee has all the relevant information for determining adherence.

Policy Review

<i>Method</i>	Internal Report
<i>Responsibility</i>	Governance Committee
<i>Minimum Frequency</i>	Once every three years (<i>next review 2026</i>)

Membership Categories

Annual Membership:

Patrons Circle
Discovery Patrons Circle
Royal Patrons Circle (RPC)
Young Patrons Circle (YPC)
Royal Exhibitions Circle
Corporate Membership

Membership

ROM Member	Regular member
ROM Non-Resident Member	Available to individuals who live outside the L and M postal code regions.
ROM Senior Member	Available to individuals 65+
ROM Student Member	Valid full-time student identification required.
Alumni (ROM Member, plus optional second cardholder and children add-on)	Available to retired ROM employees.

Complimentary Membership:

ROM Member, plus optional second cardholder and children add-on
RPC
YPC

Complimentary Employee Membership:

ROM Member, plus optional children add-on

Immortal Membership:

ROM Member

Life Membership:

ROM Member

Honorary Life Membership:

ROM Member

Practice: **MEMBERSHIP-ELECTED TRUSTEE**

Policy: Membership

Purpose	The ROM Act states that there shall be four (4) trustees elected to the Board by the Membership. This practice stipulates the manner in which The Royal Ontario Museum (ROM) will conduct an election for the Membership-elected trustee positions on the Board.
Term of Office	The ROM Act states that each elected trustee holds office for a term of three years and is eligible for re-election.
Call for Nominations	A call for nominations advising the ROM Members of a Membership-elected trustee vacancy will appear on the Membership page of the ROM Website and via an e-News notice to Members. A deadline for submitting nominations will be stated and not less than 30 days' notice of such deadline will be provided.
Candidate Eligibility	<p>All candidates must:</p> <ol style="list-style-type: none"> 1. be a Current Member of the ROM; 2. be a resident of Ontario and at least 18 years of age; 3. not be in a conflict of interest position with respect to the ROM; 4. not have exhibited any Inappropriate Conduct; 5. be nominated by 25 or more Current Members of the ROM; and 6. not be a current or retired employee of the ROM. For clarity, current or retired employees of the ROM who are Current Members are eligible to nominate candidates and to vote in the election.
Candidate Responsibility	<p>Candidates:</p> <ol style="list-style-type: none"> 1. must submit to the Board Office the signatures, with the Membership numbers, of at least 25 Current Members in support of their nomination within 30 days following the notice calling for nominations; 2. must provide a 200-word biography, and a 100-word personal statement in support of their candidacy, which will be made available to Members in the event of an election. The Board Office reserves the right to reject any candidate biography or personal statement that contains any factually inaccurate statement about the ROM or themselves, or that contains any communication that reflects Inappropriate Conduct; 3. may provide a headshot for inclusion in the election material provided to Members in the event of an election; 4. must provide responses to a pre-established set of questions, which are prepared by the Governance Committee of the Board of Trustees, and which will be made available to Members in the event of an election; 5. must provide the Board Office with a current police criminal record background check; and 6. must provide a signed nominee statement of declaration form in the form provided by the Board Office, declaring that such candidate has complied with, and will comply with, this Management Practice.

(Collectively, the "Candidate Submission Package"). A Candidate must submit the

Candidate Submission Package to the Board Office electronically, by mail, or by courier on or before the deadline communicated by the Board Office. Please note that the Board Office will not accept Candidate Submission Packages that are hand-delivered.

**Verification of
Candidates/
Nominators**

The Board Office will verify that all candidates and all nominators are Current Members, fulfill all criteria and will provide written confirmation thereof to the candidates.

Acclamation

In the event that there is only one candidate who has met the requirements set out under the headings "Candidate Eligibility" and "Candidate Responsibility", the Secretary of the Board of Trustees will declare that such candidate has been elected by acclamation.

Election

In the event that there is more than one candidate who has met the requirements set out under the headings "Candidate Eligibility" and "Candidate Responsibility", the Secretary of the Board of Trustees will conduct an election in accordance with this Management Practice.

Re-election

This Management Practice shall apply to each election and to each potential candidate regardless of whether a potential candidate is an incumbent Membership-elected trustee seeking re-election or a new potential candidate. The Notice given to ROM Members will state that there is an incumbent candidate, if applicable.

**Vacated
Election
Position**

Should a sitting Membership-elected trustee be unable to fulfill the term of office to which he or she was elected, the Secretary of the Board of Trustees will call an election to fill that vacancy.

**No
Campaigning**

No person shall directly or indirectly use any ROM resources, including, without limitation, the ROM's Membership database, computer system, equipment, bulletin boards, meeting rooms, or personnel, in connection with any nomination or any election of any candidate for a position as a Membership-elected trustee. Candidates shall not Campaign whether directly or by supporting or encouraging another person(s) to do so on their behalf. Candidates shall not Campaign using any social media, other than the platform provided on the Membership page of the ROM's website.

The Secretary of the Board of Trustees will instruct the ROM Governor's office, the Department of Museum Volunteers (DMV), and all Membership sub-groups to comply with this Management Practice.

All Member communication related to the call for nominations, the election, and election results, will be made by the Membership Department only. For clarity, no Membership sub-group may issue any notices to their Members that relate to the call for nominations, the election, or election results.

Voting

Voting procedures for each election shall include but not be restricted to the following:

1. In voting for a candidate for the position of Membership-elected trustee, each ROM Membership number shall be entitled to one vote.

2. Each voter will be identified by a Membership number and associated postal code.
3. The election will be conducted through electronic means on the ROM website.
4. Each ROM Member will be notified of an upcoming election, and will be provided with:
 - (a) the names of each candidate
 - (b) unless rejected by the Board Office, as herein provided, the biography and personal statement from each candidate provided with their nomination
 - (c) candidate responses to a pre-established set of candidate questions
 - (d) the headshot of each candidate who has provided his or her headshot to the ROM by the applicable deadline
 - (e) information about the nomination and election process
 - (f) instructions on how to cast a vote
5. The Board Office will set the dates during which voting will be open and will communicate such dates to the Membership. Members will have a minimum of two weeks following the date on which the ROM sends the information set out in #5 above to vote.
6. Only Current Members are entitled to vote. One Membership number, one vote. For clarity, all classes of Membership are entitled to one vote per Membership number.
7. The Board Office will set the dates by which potential candidates must submit their Candidate Submission Package and will communicate such dates to the Membership.
8. Members may cast a vote from 12:01 a.m. (Toronto time) on the day voting opens until 11:59 p.m. (Toronto time) on the day voting closes, as identified by the Board Office.

Compliance

If a candidate fails to comply with this Management Practice or displays any Inappropriate Conduct, the ROM may, at its sole discretion, disqualify such candidate from the current election.

Ballot Entry Procedures

The following ballot entry procedures will be followed:

1. Ballots cast via the ROM website are to be associated with the Members who cast them. One Membership number, one vote.
2. The ability to associate a Membership with a specific ballot, provides consistency to the process. This also allows for a complete audit of the voting process and an accurate recount of the ballot tallies.

Scrutineers & Verification of Voters

The Secretary of the Board of Trustees shall act as Head Scrutineer, assisted by two independent scrutineers, who are not employees of or volunteers at, the ROM. The scrutineers will verify the eligibility of the voters against the current Membership list and tally the ballots. The scrutineers shall certify a statement regarding the number of votes cast and counted, and file it with the ROM Board Office.

Results of the Election

The person having the highest number of votes shall be declared to be elected as the Membership-elected trustee.

The Secretary of the Board will communicate the result of the election to the candidates once the scrutineers are satisfied with the count.

The results of the election will be announced to the Board of Trustees not later than the Annual Organizational Meeting of the Board (typically in mid-June).

The result of the election will be announced to Members in the issue of ROM Magazine that is published after the election, via a Membership e-News notice, and on the ROM website.

Record Keeping

ROM will not be required to maintain any copies of the ballots (whether electronic or otherwise) for more than six months following an election.

Appeal Process

Candidates have 5 business days from notice to them of the results of the election to appeal to the ROM Board Governance Committee if there is an alleged breach of this election practice.

Definition of terms

Campaign: an organized effort, other than on the platform provided by the ROM on its website, which seeks to influence the decision-making process of any Member or within a specific group of Members, including, without limitation, sending electronic messages or direct mail to, or hosting events for, Members, that describes a candidate's accomplishments or vision for the future of the ROM.

Current Member: A Member who is in good standing not less than 30 days' prior to, and on the date of, the election.

Inappropriate Conduct: includes, without limitation, (i) any offensive, abusive, disparaging or defamatory communication or conduct towards any ROM staff, trustee, volunteer, any other ROM Member or any visitor, (ii) any threatened or actual damage to or destruction of any property located in or at the ROM, (iii) the failure to comply with any ROM security measures (after being advised thereof) or any ROM policies, (iv) any communication or conduct that may be damaging to the reputation of the ROM, or (v) any conviction of an indictable offence or felony, or if any charge or information is brought involving any act of moral turpitude, in each case, as determined by the ROM in its sole discretion.

Member: a person or persons holding a Membership in any category within any class of Membership.

Departmental Responsibility

Membership: All members of the ROM regardless of the class of membership.

The Board Office and the Secretary of the Board of Trustees are responsible for ensuring that terms of this practice are carried out.

Approved Amended

April 16, 2008, William Thorsell, Director & CEO

January 7, 2009

December 6, 2019, Josh Basseches, Director & CEO

March 28, 2023, Josh Basseches, Director & CEO

August 16, 2023, Josh Basseches, Director & CEO

Accountability

All employees, volunteers and candidates are responsible for being aware of and adhering to this management practice in all pertinent areas of conduct. All employees and volunteers with managerial and supervisory responsibilities are accountable for ensuring that relevant staff members are familiar with the contents of this practice.

**Monitoring
Responsibility**

The Secretary of the Board of Trustees is responsible for the implementation of the practice.

Frequency

Following each election.