

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

Policy
Commitment to Access ROM strives to provide this access to:

- The residents of Ontario, and to people throughout Canada and the world.
- Potential visitors to the Museum’s public areas and digital offerings, including but not limited to the general public of all ages, students and teachers, special-interest groups, community groups, and the academic community.

In making its collections, information, programs, insights, expertise, and services accessible, ROM will:

- Design museum experiences primarily for general, non-expert audiences, and with special concern for families, to engage the broadest public.
- Partner with academic and other subject matter and experience experts to create exhibitions, programs, publications, and services of the highest quality for our audiences.
- Minimize economic, social, geographic, physical, intellectual, cultural and behavioural barriers in accordance with the duty outlined by the Ontario Human Rights Code.
- Advocate co-operation and participation among cultural institutions by sharing collections, curatorial, and museological information and lending objects for exhibition and research, with safeguards that will ensure the best protection that can reasonably be provided for the collections.
- Respect the values, traditions and abilities of communities from which collections originate or are associated in the development of programs and exhibitions that are consistent with ROM’s mission, vision and strategic plan.
- Embrace the principles of respect, equity, inclusion, diversity, and access when serving visitors; and meet the accessibility standards under the *Accessibility for Ontarians with Disabilities Act*, (2005) and any future additions or modifications to the legislation.
- Design educational programs that demonstrate ROM’s commitment to public engagement, contemporary relevance, and inclusiveness for all ages, including children.
- Continually engage with and learn from ROM audiences as collections, exhibitions, programs, information, expertise, and services are developed, in order to ensure their relevancy and quality.

Intellectual Access Primary access to parts of ROM collections is provided through exhibitions and programs. ROM will provide access to the collections to scholars, graduate students, Indigenous Nations and heritage communities, and individuals, as appropriate. Access to collections may also be gained through the ROM website and other ROM online portals, where digital content with associated information on objects, artifacts and specimens are available. Primary access to documented information, such as archival material and publications, is provided through the ROM Library and Archives.

Requests for access to collections and information that are not currently available to the public through these primary means of access will be carefully considered

Intellectual Access

and where possible provided in accordance with the following considerations:

- ROM will take into account all relevant circumstances, including whether meeting the request would be consistent with its mission, legitimate interests, and responsibilities as an arts, cultural and scientific provincial institution.
- Access to collections and information will be subject to compliance with the Museum's Copyright Policy.
- ROM will provide access to collections based on the availability of staff and technical resources.
- Special priority will be given to access requests from Indigenous Nations.
- ROM reserves its right under provincial legislation to refuse requests for access.

Physical Access

ROM will foster access to the Museum's public areas by meeting the Accessibility for Ontarians with Disabilities Act, 2005.

Economic Access

ROM strives to make the Museum accessible to all, and offers programs to address financial, social and cultural barriers that might otherwise stand between communities and the Museum.

Access: refers to the ROM's responsibility to make its collections, exhibitions, information, insights, expertise, programs and services physically, digitally and intellectually available to the public, the museum field, volunteers, and ROM employees.

Collections: refers to objects including artifacts, works of art, and biological and geological materials, sound and video recordings, library and archives, and any other movable artistic, cultural or natural property that has been formally accepted and accessioned by ROM. Access to Indigenous Ancestors and Belongings is subject to approval by the appropriate Indigenous staff or Nation.

Information: refers to content acquired, created or commissioned by ROM, in any presentation or storage medium, including, as appropriate, museological practices.

Services: refers to amenities, accommodations and activities associated with ROM's galleries, public spaces, and online vehicles, including, but not limited to, tours, ticket sales, rentals, restaurants, retail, coat check, and programs, which facilitate and enhance the visitor experience.

Programs: includes lectures, seminars, school programs, community outreach, children's programs, theatre, musical or other performative productions, and/or exhibitions that are available to the general public at ROM or provided online; applies both to free and ticketed programs produced, co-produced or financially backed by ROM.

Diversity: is any dimension that can be used to differentiate groups and people from one another. It means respect for and appreciation of differences in ethnicity, gender, age, national origin, disability, sexual orientation, education and religion.

Inclusion: is a state of being valued, respected and supported. It's about focusing on the needs of the individual and ensuring the right conditions are in place for each person to achieve his or her full potential.

Equity: Is a condition or state of fair, inclusive, and respectful treatment of all people.

Date	June 21, 2001
Amended	August 29, 2002
	July 1, 2007
	March 4, 2010
	September 2012
	December 18, 2014
	March 28, 2017 (<i>administrative changes</i>)
	March 26, 2019 (<i>administrative changes</i>)
	June 15, 2021 (<i>administrative changes</i>)
	December 12, 2023 (<i>administrative changes</i>)
	December 17, 2025 (<i>administrative changes</i>)

MONITORING

Adherence to Policy

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

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

Method	Internal Report
Responsibility	Collections, Engagement & Research Committee
Frequency	Biennially

HELPFUL INFORMATION

Relevant Legislation

Canadian Charter of Rights and Freedoms, 1982
Ontario Human Rights Code, RSO 1990, c H.19
Accessibility for Ontarians with Disabilities Act, 2005