

# ACCESSIBILITY STRATEGY

## Summary Documents

### Feedback Process at the ROM

The ROM is committed to engaging persons with disabilities in developing recommendations and strategies to address barriers to participation and ensuring the Museum meets the diverse needs of our visitors, through the ROM Accessibility Advisory Committee.

If you have any comments or concerns regarding accessibility at the ROM, we invite you to share them with us through the appropriate feedback processes. There are several options available to you.

**Telephone:** Switchboard 416.586.8000

**Fax:** 416.586.5504

**24-hour Bell Relay Service:** 711

**E-mail:** [info@rom.on.ca](mailto:info@rom.on.ca)

Written comments may be forwarded to:

**Johanna Contreras**  
Senior Advisor, Inclusion  
Royal Ontario Museum  
100 Queen's Park  
Toronto, ON, Canada  
M5S 2C6

If you would like to deliver your comment in person, comment forms are available at the ROM information desk and can be delivered to the comment card box. This comment form is also available [online](#) for you to fill out at home and send in, as per your preference.

You can also ask to speak with a Lead or Manager at the Museum, and your problem will be addressed based on the availability of personnel.

All comments, questions and concerns will be responded to within 7 days. If you would like to be responded to by a particular method, such as e-mail or telephone, please specify your preference when you leave your comment.