

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

The 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, to engage the broadest public.
- Partner with academic and other subject matter and experience experts to create programs and services of the highest quality for our audiences.
- Minimize economic, social, geographic, physical, intellectual, cultural and behavioural barriers in accordance to 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.
- 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 the ROM collections is provided through exhibitions and programs. The ROM will provide access to the collections to scholars, graduate students, Indigenous 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 online. Primary access to documented information, such as archival material and publications, is provided through the ROM Library.

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 and where possible provided in accordance with the following considerations:

- The ROM will take into account all relevant circumstances, including whether meeting the request would be consistent with its mission, legitimate interests,

*Intellectual
Access*

- 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.
 - ROM reserves its right under provincial legislation to refuse requests for access.

Physical Access

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

**Economic
Access**

The 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.

**Explanation of
Terms**

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 the ROM.

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

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

**Explanation of
Terms**

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 the ROM or provided online; applies both to free and ticketed programs produced, co-produced or financially backed by the 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.

June 21, 2001

August 29, 2002

Date	July 1, 2007
Amended	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>)

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.

<i>Method</i>	Internal Report
<i>Responsibility</i>	Collections, Engagement & Research Committee
<i>Frequency</i>	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