



Royal Ontario Museum Annual Accessibility Status Report

2019

December 1, 2019

Purpose

This is the 2019 annual Accessibility Status Report for the Royal Ontario Museum's Multiyear Accessibility Plan (2016 – 2019). In 2013 the museum released its first Multi-year Accessibility Plan in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulations (IASR). The multi-year plan is a 5 year plan describing the measures the ROM is taking to identify, remove and prevent barriers to people with disabilities that use, work at or visit the hospital, including patients, staff (incl. potential staff), students, vendors, visitors and volunteers.

This purpose of this status report is to provide an update on the progress of regulatory requirements and any accessibility issues identified in the multi-year accessibility plan.

Compliance Reporting

The ROM adheres to its accessibility compliance reporting obligations. The Museum submitted its most recent report to the Accessibility Directorate, Ministry of Economic Development, Trade and Employment Services in December of 2017. Its next compliance report will need to be submitted before the end of the calendar year 2019.

Availability of the Multi-year Accessibility Plan and the Annual Accessibility Status Report

The Multi-year Accessibility Plan and the Annual Accessibility Status Report are available on the ROM's website: <https://www.rom.on.ca/en/visit-us/accessibility/accessibility-commitment>

Written request via mail:

Accessibility

Royal Ontario Museum
100 Queen's Park
Toronto, ON
M5S 2C6

Email request: accessibility@rom.on.ca.

About the ROM

Founded in 1914, the Royal Ontario Museum showcases art, culture and nature from around the world and across the ages. Among the top 10 cultural institutions in North America, Canada's largest and most comprehensive museum is home to a world-class collection of 13 million artworks, cultural objects and natural history specimens, featured in 40 gallery and exhibition spaces. As the country's preeminent field research institute and an international leader in new discoveries, the ROM plays a vital role in advancing our understanding of the artistic, cultural and natural world. Combining its original heritage architecture with the contemporary Daniel Libeskind-designed Michael Lee-Chin Crystal, the ROM serves as a national landmark, and a dynamic cultural destination in the heart of Toronto for all to enjoy.

ROM Accessibility Commitment

The ROM recognizes the diversity of its audience and the Museum is committed to removing barriers to participation extending the reach of the ROM to a greater diversity of visitors. The ROM is committed to meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 and any future additions or modifications to the legislation.

AODA Compliance

- The ROM provides training during orientation to all employees and volunteers on the 5 standards of the AODA, the Ontario Human Rights Code as it relates to people with disabilities, and the way these standards are implemented in the Museum. Staff and volunteers must then complete an online test on their understanding of the legislation.
- Information on the ROM's accessible features for visitors are available on the website (www.rom.on.ca/access), and summary documents on assistive devices, service animals, chemical sensitivities, service disruptions and feedback processes are on the 'Accessibility Commitment' page.
- As per the ROM's Management Practice HURE – 003 'Recruitment and Selection,' all jobs posted internally and/or externally include the following statement: The ROM is committed to fair and accessible employment practices. Upon request, suitable accommodations are available under the Accessibility for Ontarians with Disabilities Act (AODA) for applicants invited to an interview.
- When onboarding a new employee, ROM managers follow a checklist that outlines procedures for recognizing the need for accommodation, gathering relevant information and assessing needs, and documenting an individual accommodation plan. Employees with a temporal or permanent responsibility can request an Emergency Response Plan. Employees may also fill out a Request for Accommodation Form and a Request for Accommodation Attendance and Sick Leave Form.
- Other AODA compliance measures can be found at the ROM's Multi-Year Accessibility Plan 2017. This is available in PDF format online via the 'Accessibility Commitment' page (<https://www.rom.on.ca/en/visit-us/accessibility/accessibility-commitment>)

Highlights of 2019

In addition to maintaining compliance with the AODA and the IASR (as noted above), the Museum:

- Provided refresher training for all-staff on relevant IASR standards.
- Provided descriptive training for staff and volunteers to enable the sharing of greater description within tours, and interpretive text for individuals who are blind or partially sighted.
- In opening the Helga and Mike Schmidt Performance Terrace and the Reed Family Plaza to the public, the ROM ensured that this new space on Bloor Street met, and exceeded, AODA standards.
- Updated staff washrooms in the Museum's Heritage Western Wing to meet, and exceed, AODA standards.
- Installed, and brought into service, a second staff elevator within the Museum's Curatorial Centre.