



Royal Ontario Museum Code of Conduct

PREAMBLE

The mission of the Royal Ontario Museum (ROM/the Museum) is to transform lives by helping people to understand the past, make sense of the present, and come together to shape a shared future. ROM welcomes visitors to experience the Museum within a framework of behaviour and conduct values that guarantee a safe, nurturing, respectful, and ethical environment for all while on the premises.

In this document, the term “visitor” applies to patrons, members, paid and complimentary ticket holders, retail customers, media, students, volunteers, contractors, program attendees, public and private event participants, and any other party on the premises that is not considered “staff.”

CODE OF CONDUCT

The following outlines ROM’s Code of Conduct, which includes Safety and Security and Visitor Behaviour criteria. While at the Royal Ontario Museum and in communication (emails, phone calls, etc.), visitors are expected to behave lawfully and respectfully toward the building, its contents, other visitors, and ROM staff and volunteers. Respect, sensitivity, and restraint should always be shown while communicating with ROM staff and volunteers on ROM property.

Appropriate personal behaviour, decorum, and conduct are required from all visitors and staff. This ensures that the entire visiting public is treated with respect and that every visitor has an equal opportunity to enjoy a meaningful experience. Activities and/or actions inconsistent with ROM’s values and code of conduct will not be tolerated.

ROM management reserves the right to remove from the premises without compensation those visitors breaking any law, regulation, or ROM policy, displaying inappropriate conduct, or intentionally or consistently jeopardizing the safe enjoyment of the Museum for all visitors. Ticket holders may be removed at any time by refunding the purchase price. Consistent and/or repetitive behaviour breaking ROM’s code of conduct or deemed offensive, abusive, or threatening may result in a membership being revoked and the member being banned from entering the Museum.

Inappropriate conduct resulting in immediate removal from ROM property includes, without limitation:

- (i) any offensive, abusive, disparaging, or defamatory communication/language or behaviour/conduct towards any ROM staff, trustee, volunteer, or any other visitor
- (ii) violating the directive of or preventing the execution of duties by ROM staff to maintain order and control public access and movement
- (iii) threatening, resisting, intimidating, or intentionally interfering with ROM staff engaged in their official duties
- (iv) any threatened or actual damage to or destruction of any property located in or at ROM
- (v) the failure to comply with any ROM policy or ROM security measure (after being advised thereof)
- (vi) any communication or conduct that may damage the Museum's reputation or its staff and volunteers when performing their assigned duties.



- (vii) any behaviour by individuals that exhibit actions or activities that are inconsistent with Museum values, are harmful to staff or visitors, or are not in the spirit of Museum values
- (viii) any actions that support or commemorate current or historical hate groups (including propaganda or display of sensitive materials) either inside ROM or on ROM property
- (ix) any actions that promote, support, or glorify hatred towards people based upon race, ethnicity, national origin, religion, gender, gender identity, disability, or sexual orientation (collectively considered “protected groups”), or any actions or the display of items/materials that support or promote organizations or people with such views
- (x) any actions that engage in the following activities: leafletting, protests, rallies, political canvassing, third-party sales, or any activity that has the effect, intent, or propensity to draw attention or disturb the enjoyment of ROM for other visitors.

Safety and Security

- All persons entering ROM are subject to video surveillance.
- To preserve the artifacts on display, visitors are not allowed to touch or lean on any exhibits or displays unless identified explicitly as a touchable exhibit or display.
- All bags entering the Museum, including purses, are subject to inspection.
- Photography is permitted for personal use only, using hand-held equipment. Care must be exercised when taking close-up photographs of any exhibit or display. The use of selfie sticks is not permitted. The use of tripods, monopods, etc., is not permitted unless pre-approval has been requested and given. To make such a request, please email media@rom.on.ca before your visit. Photography may not be permitted in some exhibitions and galleries for safety and/or conservation reasons. Signs will be posted wherever such restrictions apply.
- Closing of the building begins 15 minutes before indicated times.
- Trespassing, entering, or remaining in or on Museum premises when the Museum is not open to the public, except with the express consent of Museum staff, is not permitted. Any access onto or within any adjacent areas under construction or closed to the public is also prohibited.
- Tampering with fire and life-safety devices, such as emergency exits, fire extinguishers, or alarm pull stations, is prohibited.
- The following items are not permitted on Museum property at any time:
 - Paints and aerosols
 - Indelible markers
 - Blowhorns/air horns
 - Signs and banners
 - Alcohol
 - Weapons of any type
 - Any item prohibited under the Criminal Code of Canada
 - Any item deemed by ROM Security to be inappropriate or a potential risk to people and/or property



Visitor Behaviour:

- All visitors are required to wear proper clothes while on ROM property. Shirts and shoes must always be worn.
- Visitors are to refrain from shouting, running, and other disruptive behaviour, including injurious, profane, obscene, or other language deemed inappropriate to ROM values.
- An adult must accompany children 14 or younger.
- Members/Visitors suspected of being intoxicated or under the influence of drugs will be asked to leave ROM.
- Pets are not permitted in the Museum. Service animals, such as seeing-eye dogs, are exempt.
- The Museum is a smoke-free property. Smoking, vaping, and the use of cannabis are not permitted on ROM property, both inside and out.
- The use of smoke-related products, including e-cigarettes, cigars, vaporizers, tobacco and its derivatives and cannabis and its derivatives are prohibited.
- Backpack-style child carriers, wagons, or other pull vehicles are prohibited in the Museum.
- Large backpacks must be carried at your side to avoid putting museum objects at risk.
- Full-size umbrellas are not permitted in the Museum. Collapsible umbrellas are permitted, provided they can be carried in a pocket or small bag.
- Musical instruments may not enter galleries and must be checked at the entrance. Visitors are encouraged to leave musical instruments at home.
- Baby bags for baby needs are allowed but are subject to inspection.
- Strollers are allowed everywhere in the Museum. On very busy days, oversized strollers may not be allowed.
- Be aware of low ceilings throughout ROM; please do not carry children on your shoulders.
- ROM does not allow items that promote, support, or glorify hatred towards people based upon race, ethnicity, national origin, religion, gender, gender identity, disability, or sexual orientation (collectively considered “protected groups”), nor does it permit items or content that promote organizations or people with such views. Items or displays that contain racial slurs or derogatory language about protected groups are strictly prohibited.
- Obstructing the use of public areas such as entrances, emergency exits, foyers, lobbies, corridors, concourses, offices, elevators, stairways, or walkways is not permitted.

ROM reserves the right to amend the above Code of Conduct without notice.