



HOUSING AND ANCILLARY SERVICES SUSTAINABILITY FRAMEWORK

August 2023



Queen's
UNIVERSITY

Key Milestones

2022

- Endaayaan – Tkanónsote opens as first campus residence building targeting Leadership in Energy and Environmental Design or LEED® Gold Certification.
- Housing and Ancillary launch I-EDIAA Plan and department Values.
- GOOD TO GO Reusable Container Initiative replaces the ECO Container program.
- A \$0.75 single use container fee was implemented on select takeout food containers.
- PEACH (Providing Equal Access, Changing Hunger) Market opens operating under a pay-what-you-can model.
- The West campus apiary produces 480 pounds of honey.
- Creation of a compulsory pre-arrival module for residence students around behaviour and community expectations.
- Hospitality Services hires four student Sustainability Ambassadors.
- 1465 students complete the Residence Satisfaction Survey.
- Donald Gordon Hotel and Conference Centre, Queens Event Services and Hospitality Services all receive Rainbow Registered Accreditation.
- Off Campus Living Advisor runs the Sustainable Drop & Swap Event during Move-Out week.
- Leonard Dining Hall creates a fully accessible entry point.
- An Clachan buildings opens new Community Room and installs accessibility ramps.

2021

- Donald Gordon Hotel & Conference Centre earns Travel Proud | Transforming LGBTQ+ Travel designation.
- Queen's University becomes the 41st Fair Trade Campus in Canada.
- Safe tap water campaign launches in residence.
- Hospitality Services purchases 100% Sustainable Seafood.
- Mandatory I-EDIAA training for managers and professional development goal setting.
- Mindful Move-In and Mindful Move-Out webpages launch.
- Incoming first-year students auto-enroll in the ECO Container program.

2020-2018

- Donald Gordon Hotel and Conference Centre becomes a certified Fair-Trade Workplace.
- ECO Container Program expands to six locations.
- Hospitality Services wins City of Kingston's Organizational Sustainability Champion Award from Sustainable Kingston.
- Energy lighting retrofits begin.
- Secure bike compound added to Jean Royce Hall.
- Hospitality Services transitions from plastic to paper straws and to-go paper bags.
- Swipe It Forward launches helping students experiencing food insecurity.
- ECO-Beverage Card launches to incentivize the use of reusable mugs.



University Context

Housing and Ancillary Services (H&A) is a department in Student Affairs. H&A cultivates a broad spectrum of responsible and innovative services, including on-and-off-campus housing, foodservices and more, to engage the Queen's community while supporting the university's strategic goals.

Revenue generated through H&A services supports student life programs to foster a living-learning environment that is nurturing, engaging, diverse and inclusive. Proud to support the university's sustainability goals, H&A has made significant strides in different areas across the portfolio. Inspired by the United Nations' Sustainable Development Goal 17 to "strengthen the means of implementation and revitalize the global partnership for sustainable development," representatives across H&A and the campus community collaborate to provide strategic direction and recommendations for evaluating, planning, developing, communicating, and implementing sustainable initiatives at Queen's.

Housing and Ancillary Services' work is supported by the department's Sustainability Working Group, a sub-group of Queen's Sustainability Working Group and Sustainable Queen's. This group meets monthly to bring together individuals across H&A with access to campus and community partners to share resources, discuss collaborative projects, gain insight on new initiatives, explore available research, and update progress on current goals. Members include Hospitality Services, Residence Life, Facilities and Residence Facilities, Community Housing, Off-Campus Living Advisor, Residence Society and the Alma Mater Society, Society of Graduate & Professional Students, and other supporting partners or contracted providers, as well as an open invitation to students at large.

We invite Queen's community members to join the H&A Sustainability Working Group and become part of the conversation. The following university planning documents guide and frame our priorities:

- **Queen's Climate Action Plan**
- **Queen's Strategic Framework**
- **United Nations Sustainable Development Goals**
- **Queen's Campus Wellbeing Framework**

**All 17 SDG's referenced in this report are derived from the United Nations (2021). Times Higher Education Impact Rankings Methodology, Sustainable Development Goals. <https://sdgs.un.org/goals>

Land Acknowledgement

Housing and Ancillary Services acknowledge that Queen's is situated on traditional Anishinaabe and Haudenosaunee territory. We are grateful to live, learn, and play on these lands.

To acknowledge this traditional territory is to recognize its longer history, one predating the establishment of the earliest European colonies. It is also to acknowledge this territory's significance for the Indigenous Peoples who lived, and continue to live, upon it and whose practices and spiritualities were tied to the land and continue to develop in relationship to the territory and other inhabitants today.

We understand that this territory is included in the Dish With One Spoon Wampum Belt Covenant, an agreement between the Iroquois Confederacy and Confederacy of the Ojibwe and Allied Nations to peaceably share and care for the resources around the Great Lakes. The Kingston Indigenous community continues to reflect the area's Anishinaabe and Haudenosaunee roots. There is also a significant Métis community as well as First Peoples from other Nations across Turtle Island present here today.

Fast Facts



4,803

students call 18 residences their home away from home, including 195 student and professional live-in staff



70%

of residence students recommend living in residence to new students



2.5M

meals were prepared for students and community members in dining halls and campus retail food locations



2000+

students supported by the Off-Campus Living Advisor



1279

students and their families live in 493 off-campus Community Housing units



210,452

GOOD TO GO reusable container swaps during 22/23 academic year or eight times the amount of waste diversion from previous period



603

students living in LLC's and Preferred Communities



40,000+

rooms were prepared for guests in Queen's summer accommodation season

Upcoming Projects

- Renovations to modernize 90 John Deutsch University Centre residence beds continue to enhance accessibility and increase the number of study and gathering spaces. Reopening 2024.
- Phase two of Leonard Dining Hall began May 2023 to improve accessibility, increase diversity of menu offerings, and create interactive food stations.
- An Clachan to open two fully accessible units (a one-bedroom and a two-bedroom unit).



Executive Summary

Aligning with the Queen's Strategy, Housing and Ancillary Services (H&A) commits to advancing the United Nations' Sustainable Development Goals (SDGs) across the department. We call upon our leadership teams, staff, and community members to engage, invest, and commit to progressive, sustainable goals that will significantly mobilize efforts towards these objectives.

The Sustainability Framework is a living document that records important drivers of progress in all 17 SDG areas through collaboration with stakeholders across the portfolio and Queen's campus partners.

To date, H&A's achievements are most evident in the following SDGs:

SDG 1: No Poverty

SDG 2: Zero Hunger

SDG 3: Good Health and Wellbeing

SDG 4: Quality Education

SDG 10: Reducing Inequalities

SDG 12: Responsible Consumption and Production

Sustainable development is a collective responsibility. Housing and Ancillary Services strives to build innovatively and positively contribute to goals in all 17 SDG areas. H&A welcomes opportunities to expand partnerships with campus and community groups with a shared vision to make a more sustainable and prosperous future for all.

Housing and Ancillary Services

With over 1.2 million square feet of student living on and off campus, and dining space, a year-round hotel and meeting centre, H&A consists of specialized teams across the following areas:

Residence Life and Services (RLS) supports the transition and well-being of first-year students living in a mix of co-ed and single-gender spaces in single, double, triple, and quad rooms in 18 unique residence building communities across campus. Residence living increases opportunities to make friends with diverse backgrounds, experiences, and perspectives, while offering students a supportive environment to develop academic success, critical thinking, accountability, and personal growth.

Hospitality Services (HS) believes that healthy and sustainable food operations that provide delicious, high-quality meals to students, staff, and faculty is an essential ingredient in the University experience. With a diverse range of retail campus food locations, three all-you-care-to-eat dining halls and a campus catering service, Hospitality Services has commitments to sustainability practice at all service levels.

Community Housing (CH) manages student rental properties owned by Queen's in the University District and manages an accommodations Listing Service where local community landlords post listings for student rental units off-campus at comparable market prices.

The Off-Campus Living Advisor (OCLA) collaborates with campus and community partners to support undergraduate, graduate, domestic, and international students living off-campus navigating the Kingston rental market, tenant and landlord rights, housing fraud and assistance within the student community.

Queen's Event Services (QES) offers a full spectrum of on-campus professional event management and catering services, as well as offering student residence buildings as a summer hotel accommodation for internal and external

guests to campus or the Kingston community. Special events include homecoming, orientation activities, weddings, and national and international conferences.

The Donald Gordon Hotel and Conference Centre (DGHCC) combines the amenities of a full-service conference and event centre with the elegance and charm of Kingston's historic limestone architecture. As an IACC-certified venue, the DGHCC operates year-round with exceptional service standards to deliver remarkable, and memorable guest experiences.

IT Services provides community members, staff, and students with expertise and strategy for implementing individualized technology solutions that support business operations and development opportunities across all H&A units.

Facilities are a vital part of the residence front line team, providing 24/7 support to students living on campus, ensuring their homes are clean and safe while living in residence. The facility's team takes a direct role in supporting the summer accommodations business, while also providing stewardship in making annual capital investments, modernizing sustainable building infrastructure, and responsibly providing students with the most effective learning environment.

Administration Services the Finance, Human Resources and Administrative teams provide excellent customer service, and offer centralized support and guidance to all units of H&A, ensuring that policies and procedures are consistently communicated and followed across the portfolio.



1 NO POVERTY



SDG 1: No Poverty

Over 10% of the world's population live in extreme poverty, unable to fulfill the most basic needs – food, health, education, access to clean water and sanitation. By giving people from poor backgrounds quality education, they help to remove intergenerational poverty.

2 ZERO HUNGER



SDG 2: Zero Hunger

The ability to feed the world is a key element of sustainable development. If done right, agriculture, forestry and fisheries can provide nutritious food for all. At the same time, it can ensure rural development with people at the centre of the process, supporting the incomes of those who rely on agriculture.

SDG 1: No Poverty & SDG 2: Zero Hunger

Swipe It Forward Queen's

A peer-to-peer program run by Hospitality Services within Student Affairs, provides short-term, urgent support to help address food insecurity on campus. When referred by campus partners, students in need can anonymously receive free meals donated by student peers with unused meals from their mandatory meal plans.

PEACH Market

The PEACH (Providing Equal Access, Changing Hunger) Market opened September 2022, as a shared initiative between Student Affairs and the Alma Mater Society (AMS). PEACH complements other campus food access programs by providing nutritious food rescued from Hospitality Services' food operations to those facing food insecurity.



Healthy and Affordable Food Choices

The Whole Bowl program is a reduced-cost option for students and staff on campus to receive a healthy warm meal, made fresh daily.

Food Donations

Through partnerships with Queen's Soul Food, and Lionhearts, a non-profit community organization, untouched leftover food from food service operations across campus is donated nightly to the local community, including Kingston Youth Shelter, In from the Cold, Lily's place, Martha's Table and more, in addition to regular donations to the AMS Food Bank on campus.

Local Sourcing

Responsible purchasing practices help offset emissions and better sustain local economies. Meal delivery, catering, and Event Services across campus commit to sourcing foods located or produced 100-500km from campus and within Canada. Local supply chain partners include Burnbrae Farm free-run eggs, Deodato and Sons produce, Creel and Gambrel meats, Wilton cheese, Pasta Tavola, Prince Edward County's Sandbanks wines, MacKinnon Brothers beer, and dairy from Ottawa and pork from Ontario and Quebec.

Plant Forward Offerings

To support a rise in vegetarian and vegan lifestyle choices, Hospitality Services provide a variety of plant-based and plant-forward menu offerings in all campus dining halls, retail food locations, and through QES and the DGHCC special event menus. The flip!t retail location helps promote a flexitarian lifestyle on campus.

Community Donations

Canadian Diabetes drop boxes in Residences are available throughout the year to collect student donations for charity. At the end of the academic term, move-out generates significant waste from students transitioning from residence and Community Housing each year. Through a partnership with Habitat for Humanity's ReStore, students can donate unwanted mini fridges.

Events on a Budget

QES and the DGHCC understand that community members have different budget requirements when planning events. Professional planners support and accommodate all budgets, with affordable catering options, additional resources for guests with allergy and dietary needs, and accessibility considerations.

4707

*Meals utilized through
Swipe It Forward*

27,351

*Pounds of food donated
to local food banks and
community shelters*

68.6

*% of food purchased
within Canada*



3 GOOD HEALTH AND WELL-BEING



SDG 3: Good Health and Wellbeing

Ensuring healthy lives and promoting well-being at all ages is essential to sustainable development. There is an urgent need to fully eradicate a wide range of diseases and address many different persistent and emerging health issues.

SDG 3: Good Health and Wellbeing

Community Housing Social Connectedness:

Through the Community Coordinator and collaboration with the Queen's University International Centre, students living in An Clachan benefit from cross-cultural exchange and learning opportunities. Diverse programs, resources, and social gatherings in the newly expanded community room, help tenants and their families to build a strong sense of community together through educational initiatives, English conversation groups, kid's time, book club, craft sessions, workshops, women's night, cultural celebrations, and an ENewsletter.



Safe and Engaged Community:

RLS believes in providing an environment where students feel a sense of belonging, have diverse opportunities to build resiliency, and have access to ongoing support toward achieving their academic success. All students living in residence complete a pre-arrival module outlining expectations for behaviour and education around university policies, including harassment and discrimination, and provides information about contributing positively to their residence community. Each student reviews and signs the Residence Contract to help them transition to university, think critically about their responsibility, and understand behavioural expectations to help create a positive and welcoming environment for all students.

Support in Residence:

Residence Life Coordinators and Dons, upper-year students are trained in peer counselling, conflict mediation, community development, and leadership, helping students navigate opportunities to be involved in residence and the larger campus community.

Embedded Counsellors:

Residence Counsellors offer support in confidential spaces to residence students experiencing feelings of stress, anxiety, low mood, and depression, potentially impacting day-to-day activities and basic decision making. Students can book same-day appointments with mental health professionals online through Student Wellness Services.



Living Learning and Unique Communities:

First-year students can apply for one of eight Living Learning (LLC) or one of four Unique Communities through the residence application process. LLCs are unique faculty or interest-based floors or clusters of rooms where students with similar values live

603

Students living in Living Learning Communities and Preferred Communities

181

Community events held at An Clachan

850

Residence Don-led programs annually

SDG 3: Good Health and Wellbeing

together and engage in creative, social, and educational programming related to the topic of their specific community. Students benefit from peer and professionally led events created with students' interests and development in mind. Each LLC has four core experiences: learning lunches, bi-weekly community meetings, leadership skill-building workshops, and legacy projects. Four Unique Communities offer like-minded students the option to apply to a study floor, female identified, alcohol & cannabis not preferred and pet friendly floor.

Events in Residence:

Residence, student staff, and campus partners such as Queen's student associations, Hospitality Services, Office of Indigenous Initiatives, Health Promotion Office, Queen's University International Centre, and Student Experience Office collaborate to offer a diverse range of events and educational initiatives to help get students involved. Events focus on; Consent Week, HOCO 101, Pride Month, National Indigenous History Month, Wellness Week, and Black History Month.

Residence Engagement:

For students moving into residence or looking to connect with the rest of the incoming class, the Raft social media app is a way to stay connected to the Residence community events, resources, and other university news and communications.

Health and Wellness Outreach:

The Registered Dietitian for HS offers confidential appointments for students with food allergies and dietary needs to guide making safe, nutritious, and informed meal choices. The "Eat Well™" icons and dietary identifiers help students quickly identify menu items that meet specific nutrition criteria and dietary needs. Trained chefs are available on-site to address immediate questions, and patrons dining at any Hospitality food location are encouraged to 'Ask Before You Eat'.





4 QUALITY EDUCATION



SDG 4: Quality Education

A high-quality education should be an area where universities excel. Education is a key gateway out of inequalities, especially multi-generational ones. In addition to improving quality of life, access to inclusive education can help equip locals with the tools required to develop innovative solutions to the world's greatest problems.

5 GENDER EQUALITY



SDG 5: Gender Equality

Women and girls continue to suffer discrimination and violence in every part of the world. Gender equality is a fundamental human right, and a foundation for a peaceful, prosperous and sustainable world. Providing women and girls with equal access to education is a key part of delivering gender equality, but universities also have a wider role to drive forward gender equality in their communities.

SDG 4: Quality Education & SDG 5: Gender Equality

Outreach:

The Registered Dietitian engages the campus community by providing education related to nutrition, wellness, and sustainability through collaboration with campus partners such as the Department of Kinesiology and Health Studies, Athletics & Recreation, Sustainable Queen's and Residence Dons. "The Scoop" blog, presentations, events, and interactive activities in residence dining halls help empower students.

Student Sustainability Ambassadors:

Four student positions with HS provide peer-to-peer engagement surrounding sustainability initiatives on campus and provide education on trayless dining, use of the GOOD TO GO Reusable Container Initiative, Fair Trade, and more.

Menstrual product dispensers:

In partnership with the Residence Society, Facilities installed seven dispensers in five residence buildings to provide free menstrual products in female-identified and single-use washrooms. This initiative reduces the financial barriers that only women experience to accessing menstrual products.

All-female Identified Residences:

Adelaide Hall and Ban Righ Hall residences operate as all-female identified community buildings with 178 beds between the two buildings.





6 CLEAN WATER AND SANITATION



SDG 6: Clean Water and Sanitation

Without water we can't live. Water supports our agriculture and aquaculture. Clean water is vital. However, due to bad economics or poor infrastructure, millions of people including children die every year from diseases associated with inadequate water supply, sanitation and hygiene.

7 AFFORDABLE AND CLEAN ENERGY



SDG 7: Affordable and Clean Energy

After water and food, energy is one of the key enablers of human life. Energy is central to nearly every major challenge and opportunity the world faces today and access to energy for all is essential. But energy needs to be available and affordable to all to allow future development, and it needs to be clean in order to ensure that the development can be sustainable.

SDG 6: Clean Water and Sanitation & SDG 7: Affordable and Clean Energy

Free Drinking Water:

Sustainable Queen's installed 190 drinking fountains and 75 bottle filling stations across campus, eliminating bottled water sales. HS installed Q Water stations in all dining halls and two retail locations to provide free filtered and sparkling water. All residence buildings have signage to promote the safety of tap water and encourage students to use lounge and bathroom sinks to fill reusable bottles.

Infrastructure Upgrades:

Gordon Brockington House and Leonard Washrooms Retrofit Feasibility Studies and the Waldron Tower Room Revitalization Project guide long-term sustainable infrastructure planning. Regular inspection and maintenance of all H&A units and building facilities ensure safe and efficient operations. Upgrades to H&A buildings include:

- Natural gas generator integration into Waldron Tower residences eliminates fossil fuels.

- Installation of on-demand hot water tanks replace old tanks.
- Low-flow showerheads and toilets in An Clachan & John Orr Tower.
- Gas furnaces replaced oil furnaces.
- Sewage and replacement pump upgrades.
- Air-cooled fridges replaced some water-cooled fridges in dining halls.
- Energy efficient HVAC models and window replacements.
- Energy star-rated appliances, light fixtures, and LED lightbulbs get replaced when possible.

Sustainable Development:

Sustainable goals influence all new building construction and redevelopment projects. Considerations to overall energy consumption, LED lighting, the installation of an exhaust air recovery system, a natural gas generator, and high-efficiency water heaters and boilers help overall building efficiency in the new Endaayaan - Tkanónsote residence.





8 DECENT WORK AND ECONOMIC GROWTH



SDG 8: Decent Work and Economic Growth

Decent work in safe and stable conditions is a vital component of helping people out of poverty, with the related aspects of reducing hunger and increasing health. The rise of precarious employment, modern slavery, and uneven growth has created threats to a sustainable future. Universities as employers can lead the way, as teachers can educate for the future, and as innovators can develop new and fairer ways of working.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



SDG 9: Industry, Innovation and Infrastructure

Investments in infrastructure – transport, irrigation, energy and information and communication technology – are crucial to achieving sustainable development and empowering communities in many countries.

SDG 9: Industry, Innovation and Infrastructure

Heritage Preservation:

Community Housing has 19 designated heritage properties under the Ontario Heritage Act. The City of Kingston recognizes them to promote good stewardship of the district's cultural heritage value. These properties require special considerations and approvals from the city to uphold their preservation and conservation.

During the construction of Endaayaan - Tkanónsote residence, two of the five existing buildings and the existing boulevard trees that previously occupied the building site were preserved to incorporate their original look and feel into the streetscape and provide unique student amenities.

Innovative Design:

Endaayaan - Tkanónsote opened as the first residence targeting Leadership in Energy and Environmental Design or LEED® Gold Certification, verifying the building project was designed, built, and operates to achieve high performance in six areas: Location & Transportation, Sustainable Site Development, Water Savings, Energy Efficiency, Materials Selection, and Indoor Environmental Quality. Features include:

- Commissioning agents engaged during various construction phases guaranteed building systems were installed, set up, tested, and operate under LEED certification requirements.

- An Erosion and Sediment Control Plan diverted 87% of construction waste from landfills.
- A white roof and reduced paving areas help lower urban air temperature.
- Many building products provided transparency around environmental impacts and material ingredients. 40 building products have Environmental Product Declarations on environmental impacts associated with all product life cycle stages.
- Reduced operational GHG emissions by an estimated 47% from the LEED baseline.
- Indoor plumbing fixtures and laundry facilities have low flow rates.
- A water meter measures the total potable water use for the building and grounds.
- Purchased carbon offsets for 100% of the annual energy use for five years post-construction.
- 42% of the total site area is open, with plenty of vegetation.
- Landscaping does not require permanent irrigation; plant species selected are native and drought tolerant.
- 79% of the regularly occupied building areas have an outdoor view.
- The exterior lighting design complies with the uplight, glare and trespass requirements to reduce light pollution to occupants and surrounding buildings.



**10** REDUCED
INEQUALITIES

SDG 10: Reduced Inequalities

Equity needs to underpin every aspect of sustainability if the objectives of the SDGs are to be met. Disadvantaged groups are both more likely to be unable to take advantage of progress and suffer from the effects of climate change.

SDG 10: Reduced Inequalities

H&A Leadership Commitment:

We strive to bring an I-EDIAA perspective to our daily work across our operations. The Housing and Ancillary I-EDIAA Plan framed across four dimensions: People, Spaces, Services & Programs, Principles & Values, outlines core initiatives and the next steps toward supporting inclusivity in our workplace.

The leadership team participates in regular discussions and ongoing training offered in partnership with the Human Rights and Equity Offices and Human Resources, including:

- All staff complete the course 'Working Together: Building an Inclusive Queen's Community' and are encouraged to support ongoing professional development through Understanding Racism, I-EDIAA Call it Out, and other training courses.
- All staff commit to goal setting around I-EDIAA during professional development planning.
- Training managers and some staff have completed: Mental Health First Aid, Kairos Blanket, Workplace Mental Health Leadership Certificate Program, Diversity and Inclusion Staff Team Learning Program, and Positive Spaces Training.
- All senior leaders complete the 'Showing Up for Anti-racism and Inclusion' course.
- All staff on the hiring committees complete the Staff Equity Representatives training on equitable hiring processes utilizing the Queen's Equity Appointment Process (QEAP).
- An 'Accommodation in the Workplace Policy' supports individuals with accommodation and disability requirements.
- Remote work arrangements supported.

Accommodations:

Housing and Ancillary Services commits to fostering an inclusive community with accessible goods, services, and facilities that respect the dignity and

independence of persons with specific requirements, supporting those who live, work, and eat together by providing the necessary accommodations.

- IT Services design employees' workspaces with accessible technology solutions to meet individual needs through hardware and software solutions, ergonomic keyboards, standing desks, visual readers, hearing supports etc.
- QES professionals help organizers meet attendees' accommodation requirements, dietary needs in menu planning, gender-neutral and accessible washrooms, breastfeeding space, prayer rooms, adjustable workstations, hearing assistant devices, etc.
- Residence Admissions teams arrange one-on-one support for students requiring living accommodations and collaborate with HS and the Registered Dietitian to guide students with food allergies, dietary needs, or cultural dining support on the mandatory Residence Meal Plan.

Inclusive Campus Community:

H&A acknowledges identity is multi-dimensional and recognizes privilege as dynamic and situated. The team actively works to eliminate discrimination, injustice, and violence; and engage communities in dialogue and action. Students, staff and faculty have the right to live peacefully and thrive in residence and around campus regardless of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, and mental or physical disability.



866

Residence students with allergy and dietary needs supported

784

Residence student accommodation requests

45

Accessible rooms in Endaayaan – Tkanónsote residence

SDG 10: Reduced Inequalities

Cultural Spaces:

Endaayaan – Tkanónsote residence pronounced: (End-ah-yawn– t-gaw-noon-so-day) Indigenous words for home, reflects the building's purpose in both the Anishinaabemowin (Ojibway) and Kanyen'kéha (Mohawk) languages. It acknowledges the traditional territory lands, history, and significance for the Indigenous peoples who lived, and continue to live, upon it. The outdoor courtyard designed by a Mohawk artist shares teaching elements of Indigenous culture about the Two Row Wampum Belt and Turtle Shell. Additionally, a prayer room with two ablution stations and a yoga and meditation room enhance inclusive spaces for students to feel at home.



Religious/Cultural Observances:

Events and Programming through HS and RLS consult student groups on campus representing diverse cultural backgrounds to provide cultural food supports and celebrations around significant periods, such as Lunar New Year, Passover, Diwali, and more.



Accessible Spaces:

H&A understands the importance of having accessible and sustainable spaces on campus to meet the diverse needs of students, staff, faculty, and the community while living, working, and attending events on campus. All staff, faculty, and students employed with the university must complete the following AODA courses:

- Access Forward
- Accessible Customer Service
- Human Rights 101
- Accessible Instruction for Educators (for those in educator roles)

In collaboration with the Centre for Teaching and Learning Working Group, a QES team member advocates for up-to-date support in campus building technology, infrastructure upgrades, climate control, etc., ensuring guest comfort at all events.

Facility and IT Service teams enhance accessible standards and compliance throughout all academic and campus buildings by making retrofits to older buildings, improving door operations and wheelchair access points, and through enhanced audio and visual supports in office and meeting spaces, and ensuring all websites are AODA compliant. All new buildings are designed to meet accessibility requirements established by the Accessibility for Ontarians with Disabilities Act.

Barrier Free Living:

Endaayaan – Tkanónsote is also the most accessible residence building on campus featuring barrier-free rooms, OBC-accessible rooms, accessible entrances with elevators, accessible washers & dryers on each floor and a service Animal washing station. Leonard Dining Hall recently added a fully accessible new entry point, and An Clachan received new accessibility ramps in all community buildings.



11 SUSTAINABLE CITIES AND COMMUNITIES



SDG 11: Sustainable Cities and Communities

Cities and communities must themselves be sustainable. More and more of the world's population lives in urban centres, and this is often the home of universities. Cities can be great places of innovation and opportunity, but they can also be home to intense poverty and inequality. Housing and Ancillary Services make Kingston and Queen's Community inclusive, safe, resilient, and sustainable.

SDG 11: Sustainable Cities and Communities

Affordable Housing:

Community Housing (CH) manages two apartment complexes on the west campus – An Clachan and John Orr Tower – and many market comparable accommodations within walking distance of the university district. CH coordinates an Accommodations Listing Service for local landlords to publish available student rental properties.

Sustainable Transportation:

Many student residences and housing accommodations on and off-campus provide convenient access to public transportation and are within walking and cycling proximity to campus. An Clachan and Jean Royce Hall have secured exterior bike compounds to promote active transportation. Endaayaan – Tkanónsote has secure interior bike storage for up to 120 bikes and 16 external bike racks, with a walk score of 72.



Off-Campus Living Advisor:

The OCLA supports students in evaluating off-campus housing, tenant rights and responsibilities, and moving resources. Confidential one-on-one and group appointments provide students guidance when considering off-campus living arrangements. Scheduled housing talks and socials, digital off-campus housing presentations, and monthly newsletters covering budgeting, lease agreements, searching for a house, safety at home, housemate conflict resolution, etc., assist students during transition.

Housing Support:

H&A provide accommodation support to our community during times of need, including:

- Affordable nightly summer accommodations options.
- Reduced summer accommodation rates for families supporting patients in Kingston hospitals.
- Emergency spaces for students in crisis and individuals where natural disasters have impacted living environments.

Gathering Space:

Students in residence have green spaces to create community and encourage social interaction around campus, including Leonard and Tindall Fields, Jean Royce, Leggett and Endaayaan – Tkanónsote Courtyards, and nearby parks. An Clachan features a new expanded community room, an outdoor play area, including a basketball net, and seating areas for events that unite students and families. Jean Royce students on the west campus access an adjoining gymnasium for social activities.



West Campus Community Garden:

In collaboration with Facilities, west campus community housing dedicates green space to 21 outdoor garden boxes. Members can 'grow' their gardening skills, connect with like-minded people and support sustainable living practices. Two plots are planted with wildflowers to support the neighbouring apiary.

1400

Students the Off-Campus Living Advisor directly supported

1279

Students and families living in 486 university owned off-campus housing

1350

Students attending off-campus housing webinars



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



SDG 12: Responsible Consumption and Production

Much of the world's economy is based around producing things for consumption. This drives the engine of industry. If we want the world to develop sustainably, we need to understand how to be more responsible at both ends of this cycle.

13 CLIMATE ACTION



SDG 13: Climate Action

Climate change is a crisis that will affect every part of society, and every country. Universities need to be at the forefront of action to reduce the impact of climate change, especially amongst the poorest who will be the most affected.

SDG 12: Responsible Consumption and Production & SDG:13 Climate Action

Technology:

Residence IT Services has a crucial role in responsible consumption and production practices across the H&A portfolio, including:

- A virtual server hub provides on-demand power to the network, reducing power consumption, cooling, and physical space in the data centre.
- Power over Ethernet switching consolidates power distribution reducing overall requirements.
- Centralized administration of printing devices helps control power consumption, settings, paper, ink, and toner consumables.
- Digitizing paper-based processes reduces waste by tracking parcels, managing room keys, move-in and move-out processing, and mobile ordering etc.
- Working with manufacturing suppliers committed to sustainable energy practices and purchasing Tier 1 technology products with energy star rating help reduce energy consumption by features such as screen savers, sleep mode, auto shut off etc.
- Equipment lifecycle management eliminates over-purchasing.
- Cloud storage and virtual software reduce the consumption of material products.
- Best practices are shared within H&A to maintain the technology and extend product longevity.

Green Cleaning:

The Cleaning Industry Management Standard-Green Building (CIMS-GB) policy provides key points toward Leadership in Energy and Environmental Design (LEED) accreditation and best in class principles for managing a customer-centric cleaning organization. Residence Facilities is registered with the ISSA (International Sanitary Supply Association) and working towards becoming CIMS-GB certified.

WandaNEXT innovative technology enhances cleaning protocols using real-time data to target immediate needs and proactively refills dispensing units to improve hygiene and reduce waste. needs and proactively refills dispensing units to improve hygiene and reduce waste.

Sustainable Guest Services:

QES and the DGHCC reduce environmental impacts by:

- Encouraging guests to leave towels for replacement on the floor and hang towels intended for reuse to save water and detergent consumption.
- Reducing in-room cleaning services for guests staying multiple nights.
- Pre-set room temperatures reduce energy requirements.
- Televisions and lights are powered off until needed.
- Digital guest materials replaced paper copies.
- Clean the World Foundation receives donated unused toiletries after guests stay.



Waste Diversion and Reduction:

Each unit of H&A contributes to waste diversion and reduction:

- Compostable packaging is used in food operations when possible.
- All food locations have multi-sort recycling and organics bins with signage to assist guests with optimal recycling processes.
- Dining halls assess the feasibility of going trayless to reduce food waste
- Food scraps are collected and donated to a local pig farm.
- Tenant education on organics collection bins, grease collection containers, and recycling programs at An Clachan and John Orr Tower.
- Queen's Event Services encourages all organizers

SDG 12: Responsible Consumption and Production & SDG:13 Climate Action

to "Green Your Event."

- Organizers electing to upgrade to China service reduce the use of 100% biodegradable, compostable and other single-use packaging.
- Organizers arranging Off-Campus Food Service provisions must consult with Facilities on food packaging and optimize waste diversion and collection per campus guidelines.
- A tiered program manages technology life cycles by transitioning products to secondary functions before donation to Queen's Sustainability for E-Waste repurposing.
- Participation in the Furnished Unit Program lengthens product life cycles by reuse.
- Each department recycles used printer toner cartridges.
- Old appliances from Residence and CH are recycled when possible.
- Recycling programs ensure proper disposal of batteries, ink cartridges, and face masks.

Reusable Programs:

HS commits to reducing single-use packaging on campus through the GOOD TO GO Reusable Container Initiative. Customers receive meals in sanitized reusable food containers following a swap, eat, exchange process at participating retail food locations. Bring Your Own Cup (BYOC), provides patrons a discount on coffee, tea, and fountain freestyle beverages throughout the year by bringing a reusable cup. Twice a year, Bottomless Beverages allows customers to BYOC for unlimited free beverages for a flat fee of \$25 during April and December.

Fairtrade:

Queen's University is Canada's 41st Fairtrade Campus ensuring ingredients get produced by small-scale farm organizations or plantations that

meet social, economic, and environmental standards and provide opportunities to maintain market relationships and the livelihood of farmers. Fairtrade coffee, tea and a chocolate bar option are standard practices in all dining halls, retail locations, and offerings provided by HS, DGHCC, and QES.

Wasteless Move In / Move Out:

Members of the H&A Sustainability Working Group supported the development of Mindful Move-In and Mindful Move-Out webpages in collaboration with Sustainable Queen's to help students make more environmentally conscious moving choices. Students can access online tips on sustainable items to bring to campus, how to avoid packaging waste, and reuse furniture locations within Kingston, etc.

The OCLA runs a Drop & Swap event during move-out week where students donate gently used furniture, electronics, household items, clothing etc., and take needed items for FREE to promote environmental responsibility, waste reduction, and community giving. The remaining items are donated to not-for-profit partner organizations or responsibly disposed of in appropriate waste streams. Non-perishable food items donated from residence buildings and the Drop & Swap event go to the AMS Food Bank.



46.62

*Tons of CO2 emissions
averted by Drop &
Swap Event*

210,452

*GOOD TO GO
reusable container
swaps*



14 LIFE BELOW WATER



SDG 14: Life Below Water

The oceans, and the rivers and watersheds that link to them, are the largest part of our ecosystem. 40% of the world's population lives within 100km of the coast, and we all rely – directly or indirectly – on the sea.

15 LIFE ON LAND



SDG 15: Life On Land

Life on land is a precious resource – we need to ensure that it is passed on to future generations, at a time when loss of biodiversity is an increasing concern.

SDG 14: Life Below Water & SDG 15: Life On Land

Sustainable Food Purchases:

As a university providing a wide range of food services in dining halls, retail locations, and through events and catering, practicing sustainable sourcing can have a significant impact. H&A purchases 100% sustainable seafood to help protect the world's oceans and preserve underwater ecosystems.

Nature and Wildlife Preservation:

Environmental considerations when building the Endayaan – Tkanónsote residence included tree preservation, planting butternut trees in the arboretum by Summerhill, and adding bird strike window coverings to help reduce bird mortality.

West Campus Apiary Pilot Project:

An apiary was installed at the west campus in the Spring of 2022 through a partnership between HS and a Registered Commercial Beekeeper. This living lab supports experiential learning and local food production while improving the campus ecosystem and increasing awareness of environmental sustainability within the community. Honey produced is then used in campus food service operations and sold in select retail locations.





16 PEACE, JUSTICE AND STRONG INSTITUTIONS



SDG 16: Peace, Justice and Strong Institutions

Peace and Justice go hand in hand – and indeed are vital for equity between people and countries. This can range from individual justice – eradicating modern slavery and people trafficking – to ensuring that our countries have the evidence base needed to react appropriately to crises.

17 PARTNERSHIPS FOR THE GOALS



SDG 17: Partnerships for the Goals

Sustainable development is the responsibility of every part of society, across the world. It cannot be achieved without linkages, across the goals, but also between institutions, governments, companies, NGOs, and people.

SDG 17: Partnerships for the Goals

Sustainability Working Group:

Led by H&A, the Sustainability Working Group supports a unified commitment to sustainability and fiscal accountability in all policies, procedures, and practices, including those discussed through this framework. This diverse group meets monthly with the following goals & opportunities:

- Define shared practices, communication strategies and educational opportunities.
- Identify barriers, reporting and measurement strategies.
- Promotion of existing sustainability practices.
- Organizing outreach and awareness activities to enhance general sustainability initiatives.



Statistics

May 2022-April 2023

SDG 1: No Poverty & SDG 2: Zero Hunger

# of meals utilized through Swipe It Forward by students experiencing food insecurity	4707
# of students experiencing food insecurity that accessed Swipe It Forward support (average 14 meals per student)	254
# of plant forward burgers served across campus	10,911
% food purchased within 500km	45
% of food purchased within Canada	69
# of pounds of food donated to local food banks and community shelters	27,759
# of rescued meals served at the PEACH Market	5735

SDG 3: Good Health and Wellbeing

# of wellness and nutrition blogs views from our Registered Dietitian	2118
Average # of accounts reached for Wellness Wednesday	1874
# of student appointments with Registered Dietitian	188
# of students with food allergies or special dietary needs supported in residence	866
# of religious/cultural observances recognized in residence dining halls	10
# of students in Living Learning Communities and Unique Communities	603
# of annual residence programs	850
# of residence student accommodation requests	784
# of community events held at An Clachan	181

SDG 11: Sustainable Cities and Communities

# of students employed by Housing and Ancillary Services	388
# of unique student inquiries and appointments supported by the OCLA	1400
# of students attending off-campus housing webinars	1350

SDG 12: Responsible Consumption and Production

# of single-use containers diverted from waste through GOOD TO GO Initiative	210,452
# Lbs. of donated items to Canadian Diabetes Association from residences (Jan – Dec 31, 2022)	1201
# Lbs. of donated items to Canadian Diabetes Association	2954
# pounds of used toiletries donated to Clean the World Foundation	230
# Free run eggs served across campus locations	540,843

Statistics

SDG 16 – Peace, Justice, and Strong Institutions

# of students who completed residence pre-arrival module (99.5% completion)	4454
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SDG 5 – Gender Equality

# of students who have completed It Takes All of Us (98% completion rate including Don's and ResSoc)	4619
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# of free menstrual product dispensers and collection bins installed	7
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SDG 15 (Life on Land) or SDG 13 (Climate Action)

# Lbs. of honey harvested in September 2022 from west campus apiary	480
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% of honey used on campus in food production	51
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% of honey sold in retail food location	42
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% of honey used for promotional events	7
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Housing and Ancillary Services' Sustainability Goals

2021/2022 Goals

Each year Housing and Ancillary Services review current sustainability initiatives and measure progress. Below you will find the results of goals set during the 2021/2022 academic year, and where applicable, new targets for the upcoming year.

Goal: Track and increase the number of beverages in reusable mugs in proprietary retail food locations (franchises excluded).

Result: 4646

New Target: 5000

Goal: 100% of all proprietary locations will participate in a reusable container swap program.

Result: 90%

New Target: Expand use of containers to Khao Pho Now and promote use at PEACH Market.

Goal: Conduct feasibility of adding a single-use fee on disposable food containers.

Result: A \$0.75 single-use container fee was implemented Fall 2023, and 110,588 fees were collected. 210,452 reusable container swaps.

New Target: Increase number of container swaps and reduce the number of single-use container fees by 25%. Goal for swaps = 263,065 (based on 25% increase in # TAMS).

Goal: Install and maintain a four-hive apiary using honey harvest in food service operation and to sell on campus.

Result: The apiary installed and maintained by the Registered Commercial Beekeeper yielding 480 lbs. of honey. Distribution: 51% of harvest used in food production, 42% retail sales, and 7% promotional use.

New Target: Expand apiary to 10 hives estimating a yield of 1200 lbs. Distribution: 50% of harvest used in food production, 40% retail sales, and 10% promotional use. Work with stakeholders to create and distribute digital educational materials and facilitate workshops in partnership with trained Beekeepers.

2021/2022 Goals Continued

Goal: Donate 300 weekly pounds of food scraps to a local pig farmer from Ban Righ Hall.

Result: Total donations = 23,316 lbs (777 lbs/week - based on 30 weeks). Expanded to include donations from Leonard Dining Hall in Jan 2023.

New Target: Donations through expanding collection from Jean Royce Hall to offset reduced volumes from Leonard dining hall during renovations impacting operations.

Goal: 15-35% of reduction (from prior year results) in pre- and post-consumer food waste with LeanPath in Leonard and Ban Righ dining halls.

Result: Due to equipment failure, LeanPath data for this year was insufficient for reporting. A pilot to go trayless in dining halls revealed a potential 25% reduction in food waste.

New Target: Donations through expanding collection from Jean Royce Hall to offset reduced volumes from Leonard dining hall during renovations impacting operations.

Goal: Complete two lighting upgrade projects in residence

Result: Completed at Waldron, HRN & DGHCC. Anticipated extended lifespan by 12.5 years.

New Target: Continue lighting upgrades at Adelaide, Ban Righ & Morris.

Goal: All kitchen equipment with energy star ratings will be purchased when replacement is needed.

Result: Yes - Manufacturer specifications validated at time of replacement.

New Target: Ongoing commitment to goal.

Goal: Increased collaboration and support to maximize sustainable Move-In and Move-Out results for residence and off-campus student housing.

Result: Residence:

Created of a Sustainability Subcommittee to the Move-Out Committee. 30 mini fridges donated to Habitat for Humanity ReStore, and est. 85 lbs food donated to AMS Food Bank. OCLA led a three day Drop & Swap event collaborating with campus partners and community stakeholders. 4818 items were donated/saved from landfill, weighing 19,600 kg., with an estimated aversion of 46.62 tons of CO2 emissions.

New Target: *Residence:* Continuation of Sustainability Subcommittee and determine new metrics to help determine impact of initiatives. *Off-campus:* Make Drop & Swap an annual event diverting University District household goods, clothing, non-perishable food, and furniture from landfills. Increase community giving.

Goal: Undertake assessment to increased number of quality affordable CH rental units within An Clachan.

Result: Ongoing.

New Target: Complete assessment.

Goal: Open Endaayaan – Tkanónsote as first LEED Gold Certified residence building.

Result: Pending educational credit.

New Target: Achieve official LEED Gold Certification.

Goal: Explore collaboration opportunity for a Pay What You Can (PWYC) Café with Alma Mater Society.

Result: PEACH(Providing Equal Access, Changing Hunger) Market opened Sept 2023.

5735 untouched meals were rescued from food service operations. PEACH patrons purchased 4378 of those meals and 408 were donated to the AMS Food Bank.

New Target: AMS partnership extended for additional two-year term. Ongoing commitment to support food insecure individuals on campus through food rescue at PEACH Market.

2021/2022 Goals Continued

Goal: H&A to increase capacity to track and report meaningful measurement of operational practices aligned to SDG goals.

Result: Complete.

New Target: Ongoing commitment to prioritize sustainable operational practices and report annually in the Sustainability Framework.

Goal: All HS managers to complete Mental Health First Aid training.

Result: 58 managers/supervisors completed this training August 2022.

New Target: Commitment to ensure all managers/supervisors have completed this training and mandate as a requirement for all new hires.

Goal: All H&A staff professional development planning will include a sustainability goal for Managers and encouraged for others where appropriate.

Result: 100% of managers completed this goal (excluding new hires).

New Target: H&A is committed to ongoing inclusion of a sustainability goal as part of annual PDP planning and will encourage their staff to engage in the same.

Goal: Residence Facilities and the DGHCC to become Cleaning Industry Management Standard - Green Building certified.

Result: In progress.

Goal: QES & DGHCC to receive Rainbow Registered Accreditation.

Result: QES, DGHCC, and Hospitality Services each received Rainbow Registered Accreditation.

Goal: Explore implementation of electrical vehicle charging station at DGHCC.

Result: Analysis complete. Application for federal funding in progress.

Goal: Complete four retrofit feasibility studies.

Result: Studies completed for energy and operational efficiencies around water usage, lighting power, building envelope and others.

2023/2024 Sustainability goals

- 10% reduction in printing volumes. Continue ongoing assessment of year over year printing volumes/targets and right-sizing for printer fleet.
- Transition to cashless operations across all Hospitality Services food locations. This is expected to reduce greenhouse gas emissions associated with transportation.
- Creation of a waste review working group with Facilities partners to develop a better understanding of waste collection streams, and hauling systems to verify optimal waste diversion practices are in place.
- Transition all cutlery from plastic to compostable birch cutlery by Fall 2023.
- Track all I-EDIAA events and engagements across HS.
- Determine # of Cool Food recipes on 5-week menu cycle. This information will be used to set a goal of % recipes that are Cool Food recipes.
- Implement a trayless dining model on main campus in Fall 2023. Expected 25% minimum food waste reduction with additional water and energy conservation benefits.
- Hospitality Services, Queen's Event Services, and Donald Gordon Hotel and Conference Centre commit to renewing Rainbow Registered Accreditation every three years.

Resources

Resource Links

The following university planning documents guide and frame our priorities:

- *Queen's Climate Action Plan*
- *Queen's University's Official Strategy*
- <https://www.queensu.ca/principal/strategy> *United Nations Sustainable Development Goals*
- *Queen's Campus Wellbeing Framework*

SDG 1: No Poverty & SDG 2: Zero Hunger

Swipe It Forward Queen's | *Dining and Hospitality (queensu.ca)*

PEACH Market | *Dining and Hospitality (queensu.ca)*

Food Security | *Queen's Food (queensu.ca)*

Sustainable Sourcing | *Queen's Food (queensu.ca)*

Waste Diversion | *Queen's Food (queensu.ca)*

Event Services | *Queen's University (queensu.ca)*

Drop or Swap Event 2023 | *Queen's University Gazette (queensu.ca)*

SDG 3: Good Health and Wellbeing

Community Housing Tenants | *Community Housing (queensu.ca)*

Policies | *Residence (queensu.ca)*

Support in Residence | *Residence (queensu.ca)*

Living Learning Communities | *Residence (queensu.ca)*

Allergy & Dietary Needs | *Queen's University (queensu.ca)*

SDG 4: Quality Education

Nutrition Blog | *Queen's Food (queensu.ca)*

Sustainability Ambassadors | *Dining and Hospitality (queensu.ca)*

SDG 5: Gender Equality-EDIAA & Sustainability | Residence (queensu.ca)

Adelaide Hall | *Residence (queensu.ca)*

Ban Righ Hall | *Residence (queensu.ca)*

SDG 6: Clean Water and Sanitation

Campus Map | *Queen's University (queensu.ca)*

SDG 7: Affordable and Clean Energy

Infrastructure Projects | *Housing & Ancillary Services (queensu.ca)*

Endaayaan – Tkanónsote Building Education | *Residence (queensu.ca)*

SDG 8: Decent Work and Economic Growth

N/A

SDG 9: Industry, Innovation and Infrastructure

N/A

Resources

SDG: 10 Reduced Inequalities

Supports and Services for Faculty and Staff with Disabilities | *Accessibility Hub (queensu.ca)*

<https://www.queensu.ca/housing-ancillary/responsibility/i-ediaa>

Residence Accommodations | *Residence (queensu.ca)*

Allergy & Dietary Needs | *Queen's University (queensu.ca)*

Food and Beverage | *Queen's Event Services (queensu.ca)*

I-EDIAA & Sustainability | *Residence (queensu.ca)*

Cultural and religious supports in dining halls | *Queen's University Gazette (queensu.ca)*

<https://www.queensu.ca/ctl/>

SDG 11: Sustainable Cities and Communities

<https://www.queensu.ca/ocla/off-campus-housing>

Buildings | *Residence (queensu.ca)*

Endaayaan – Tkanónsote Building Education | *Residence (queensu.ca)*

SDG 12: Responsible Consumption and Production

Cleaning Protocols | *Residence (queensu.ca)*

Waste Diversion | *Queen's Food (queensu.ca)*

Fairtrade Campus | *Dining and Hospitality (queensu.ca)*

www.queensu.ca/sustainable/engage/students/mindful-move

<https://www.queensu.ca/sustainable/engage/students/mindful-move-out>

SDG 13: Climate Action

N/A

SDG 14: Life Below Water & SDG 15: Life On Land

Sustainable Sourcing | *Queen's Food (queensu.ca)*

New campus bee farm provides honey and supports the environment | *Queen's Gazette* | *Queen's University (queensu.ca)*

SDG 16: Peace, Justice and Strong Institutions

N/A

SDG 17: Partnerships for the Goals

Housing and Ancillary Sustainability Working Group | *Housing & Ancillary Services (queensu.ca)*

*If you wish to learn more or get involved with the H&A Sustainability Working Group contact our Wellness and Sustainability Manager for Housing and Ancillary Services Theresa.couto@queensu.ca.

Think green before you print a copy of this digital document!