Off-Campus Student Living Guide
2020/2021
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Principal and Vice-Chancellor, Queen’s University  
On behalf of Queen’s University, welcome back! Whether you are joining us for in-person classes or for remote learning, we are happy to embrace you in our community. Our institution has been forced to adapt and deliver our programming a bit differently this year but our commitment to you as students and to providing you with an incomparable educational experience is unwavering. Queen’s remains a remarkable institution, situated in one of the most beautiful cities in the world to call home. In these challenging times, we must all work together to keep our home safe. Stay well.

Brian Paterson  
Mayor, City of Kingston  
On behalf of the City of Kingston, welcome back! As you get settled in, I hope you take time to reacquaint yourself with your neighbours, the city and our community. Kingston is an incredible place to live and our hope is that you immerse yourself in all that the city has to offer and really make Kingston your new home.

Student Leadership  
Sam Hiemstra, Rector | Justine Aman, SGPS  
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Welcome Students! Even though this year is going to look a little different, we are excited to welcome you back to Queen’s. The Queen’s and Kingston community is one to be enjoyed and cherished. The community has a lot to offer and we are here to support you and help you navigate your time living off campus so you can make the most of your university experience here in Kingston.  

Be sure to check us out:  
queensu.ca/rector, myams.org, sgps.ca
As Queen’s students you are part of the broader Kingston community.

This Guide is intended to support you as you navigate neighbourhood relations, city regulations, living with housemates, and public health guidelines.

We are here to help as you connect, learn, and grow with the community.
Contact supportservices@queensu.ca for questions about this guide.

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Your housemates may be old friends or new friends. Here are some activities to help you get to know your housemates:

› Get to Know your Housemates Game
Pair up and test your knowledge of your housemates. Find instructions at queensu.ca/studentcommunityrelations

› Housemate Potluck
Invite everyone to make their favorite dish from home and eat together.

Tips for getting to know your housemates

Clean your home before you move in.
Arrange with your housemates to move in one at a time.
Ask your landlord if you need a move in time or if you need to book an elevator in advance.

Limit the number of people present during your move.
Follow physical distancing and mask-wearing guidance.

Find out more information on KFL&A Public Heath’s COVID-19 FAQ Page.
Interacting with your Housemates

Now that you have moved into your place, it is time to foster a living environment that is inclusive and enjoyable.

Conversation Guide

It is important to discuss house norms and expectations with your housemates regardless if they are new housemates or old friends. Here are some conversation starters:

Cleaning
What does your cleaning schedule look like? Who will do what tasks? (e.g., bathrooms, floors, garbage)

Guests
When are guests allowed in the house? Who is in your social circle? How will you keep track of who visits?

Bills
How will you organize and split bills? Will you split on groceries or buy separately?

COVID-19
What will you do if you or one of your housemates has to isolate? Review our COVID-19 Prevention Checklist for Students and complete our Know Your Student Household COVID-19 Plan worksheet.
Providing an open and welcoming space in your house for all to enjoy requires respectful communication from all housemates.

**Here are some ideas to keep communication flowing in your house:**

- **Whiteboard**
- **Group Chat**
- **Chore Chart**
- **House Meetings**
- **House Agreement**
Meeting Your Neighbours

Living off-campus provides you an opportunity to belong to the broader Kingston community. Your neighbours will have varied backgrounds and cultures and include professional people, families with children, senior citizens, and other students.

Introduce yourself to your neighbours:

- Share contact information in case of an emergency.
- Greet your neighbours.
- Offer to help rake leaves or shovel snow.
- Know your neighbours. It will widen your support network if your house is required to isolate.
- Talk to your neighbours if there is conflict. Issues can usually be resolved through a friendly conversation.
- Queen’s offers conflict resolution support through SupportServices@queensu.ca.

Visit the queensu.ca/studentcommunityrelations page for helpful tips and resources
Staying Healthy and Safe in the Community with COVID-19

To stay up-to-date on the current situation, visit the KFL&A Public Health COVID-19 Website. You can find answers to questions around cleaning practices, social gathering, and what to do if you get sick.

To view Queen’s University’s Return to Campus plan and updates on academics and operations, visit the Queen’s COVID-19 Information Website.

Queen’s Campaign COVID-19 SAFETY PROTOCOL

- Practice physical distancing and avoid close contact.
- Perform frequent hand hygiene. Avoid touching face, eyes, nose and mouth.
- Disinfect high-touch surfaces after use, at least twice daily.
- Ensure immunizations including influenza are up-to-date.
- Self-monitor for COVID-19 symptoms and follow advice on building entrance sign.

To ensure that you receive the most up-to-date and relevant information from Queen’s, update your current address and cellphone number in SOLUS. Don’t forget to update your emergency contact information at the same time!
It’s Your Community

Take Care of It

Outdoor Maintenance and Garbage Collection

A clean neighbourhood instills a sense of pride for you and other residents in the area. It also prevents pests and tickets from the City. Check your lease or talk with your landlord about who is responsible for garbage and yard upkeep (e.g., mowing, snow removal).

Garbage Collection Tips

- Only put your garbage out on collection days.
- Bag tags can be purchased at the Pharmacy in the Queen’s Centre.
- Keep your garbage and recycling bins tidy.
- Pick up any garbage that blows away.
- Consider donating furniture and large items, which won’t be picked up curbside by the City.

Winter Maintenance Tips

- Clear stairs and sidewalks of any snow and ice.
- Keep de-icing salt on hand.

Parking

Look for posted signs and follow any regulated zones and times. Do not park on your front lawn.

Check the overnight street parking rules for your neighbourhood. Remember that street parking rules change in the winter.

Be respectful of your neighbour’s driveway and do not park on their property.

Download the Kingston Waste App for the waste collection calendar and reminders.
It’s Your Community

Keep It Safe

**Safety is everyone’s responsibility.** Download the Queen’s SeQure App and review these tips to ensure you, your housemates, and neighbours live in a community that values safety.

### Theft Prevention

- Always lock your windows and doors when leaving.
- Ensure your vehicle is locked day and night.
- Consider registering your bike with the Kingston Police.
- Keep track of your valuables and secure them.
- Be alert to suspicious behaviour and look out for your neighbours.

If the house will be vacant for an extended period (e.g. winter break, reading week), contact your landlord and have someone check on the house periodically. [AMS Holiday House check Program](#) is available to monitor your house over the winter break.

### Fire Safety

- Know where your smoke and carbon monoxide detectors are on each floor and test them regularly.
- Consider purchasing a fire extinguisher or know where they are located.
- Practice safe cooking techniques.
- Know how to safely evacuate and where to go for help.

### Walking Home

- When possible, walk home with a friend when leaving campus or downtown.
- Be aware of your surroundings when walking at night or in isolated areas that you are unfamiliar with.
- [AMS Walkhome](#) provides a safe walk home to students both on Queen’s Campus and within the community.
- Show respect for private property by using public sidewalks when travelling to and from places.
- Be alert when walking (don’t be looking at your phone), be mindful of vehicles and try to cross streets at marked intersections.
It’s Your Community

Engage with It

Volunteer Opportunities
Volunteering provides an opportunity to connect with your neighbours and builds a cohesive community. Queen’s Career Services and the AMS offer resources to help you get started on your volunteer journey.

AMS Clubs
The club’s community is an integral part of the Queen’s experience. No matter what you are passionate about, there is something for everyone to get involved in on campus and in the community. Find out more about AMS Clubs.

Athletics & Recreation
Queen’s Athletics & Recreation offers opportunities for physical activity and health and wellness. With a wide variety of programming, you can find your favorite way to stay active or try something new.
Responsible Hosting

Getting together with friends is a great part of university life. When you host, it is essential to remember that you have a responsibility to guests, neighbours, and the community. Here are a few things you can do to host respectfully and safely:

- Follow KFL&A Public Heath guidelines on Social Gatherings.
- Inform your neighbours and invite them to come to you with any concerns.
- Keep guests off your neighbour’s property and clean up immediately afterwards.
- Know the regulations set out in the University District Safety Initiative and Nuisance Party Bylaw.
- Call 911 if the party gets out of control or if someone gets injured.

Virtual Hosting Ideas

With limits on social gatherings, here are some great ideas to socialize with your friends from a distance:

- **Netflix Watch Party:**
  Grab some popcorn and put on a virtual movie night.

- **Jackbox Party:**
  Grab your smartphone and choose from a variety of party games.

- **Online Escape Rooms:**
  Work with your friends to solve unique puzzles to try and escape an online room.

Alcohol

Hosts may be liable for the actions of their guests during and after a party even when guests bring their own drinks. You need to know that:

- Selling alcohol requires a special license, including cups at a keg party.

It’s against the law to:

- Have open alcohol in public (including sidewalks and roads).
- Serve alcohol to an intoxicated person or someone under 19.
- Be publicly intoxicated.

Learn more about your hosting responsibilities from Queen’s Legal Aid.
It’s Your Community

Explore It

Get to know what the Kingston community has to offer.

Kingston Transit

Kingston is very walkable and has a good transit system to get you around. Visit Kingston Transit for rates and pass options.

When using public transit, keep these Rider Etiquette Tips.

Local Attractions and Businesses

Kingston is a beautiful city with lots of activities for you to enjoy. Check out these resources for more information on local attractions and business.

- Visit Kingston Website
- Love Kingston
- 2020 Kingston Visitor Guide
Important Contacts

Campus Community Contacts

Student Wellness Services
Information about remote services, appointments, in-person services, and self-help resources.
queensu.ca/studentwellness
613-533-2506

For general health inquiries:
health.services@queensu.ca

For counselling inquiries:
counselling.services@queensu.ca

For accessibility inquiries:
accessibility.services@queensu.ca

Student Community Relations
Information on supports for community-related matters.
queensu.ca/studentcommunityrelations

Student Affairs
Support Services Operations
Up-to-date Information about student affair services.
queensu.ca/studentaffairs/services-info-during-covid-19/fallwinter-2020-2021/student-support-services

For general support, questions, or help figuring out where to go, email:
SupportServices@queensu.ca
Community Services

City of Kingston
Recreation, events, and parking.
613-546-0000
cityofkingston.ca

Waste Management
Collection schedules and waste sorting lookup.
cityofkingston.ca/resident/garbage-recycling

Kingston Utilities
Electricity, water, and natural gas accounts.
utilitieskingston.com

Emergency Utility Service
Report a power outage or basement flooding.
613-546-1181

Ontario Energy Board
Programs to help lower income customers.
1-877-632-2727
oeb.ca

Kingston Transit
Trip planning, maps, and rates.
cityofkingston.ca/residents/transit

2-1-1
Connects you to community information.
2-1-1
211ontario.ca

KFL&A Public Health
COVID-19 guidelines, flu clinics, and healthy living resources.
613-549-1232
kflaph.ca

Emergency Services

For Emergencies, Call 911

› Kingston Police Services
Non-emergency reporting and background checks.
613-549-4660
kingstonpolice.ca

› Kingston Fire Services
Building codes and fire prevention.
613-548-4001
cityofkingston.ca/residents/emergency-services/kingston-fire-rescue

Tenant Services

Landlord and Tenant Board
Rights and responsibilities of landlords and tenants.
1-888-332-3234
sjto.gov.on.ca/ltb

Ontario Human Rights Commission
Resources on Ontario's Human Rights Code.
416-326-9511
ohrc.on.ca

Ontario Ministry of Municipal Affairs and Housing
Rent-increase guidelines and other rental resources.
416-585-7041
ontario.ca/page/ministry-municipal-affairs-housing