



# Severe Allergy Review Committee Report

May 2016

## Executive Summary

The Severe Allergy Review Committee was convened in Fall 2015 to engage in a comprehensive review of university policies and practices related to students with severe allergies to ensure continuous improvement to services for these students.

The review focused on three areas:

- Communication, education, awareness programming, health management and outreach;
- Residence and campus-wide food service policies and practices; and
- Training and emergency response.

Extensive consultations with a broad range of stakeholders including students, parents, medical experts, food service providers, Food Allergy Canada, and other interested parties informed the work of the committee.

The committee has determined that existing policies and practices at Queen's are appropriate and in keeping with those in place at other Canadian universities. While no significant gaps or concerns were identified, it was recognized that more could be done to streamline current processes and services to make them more transparent and easier to navigate for students and families. The importance of increasing awareness of this issue across the broader campus community was also identified as a priority.

The committee has made initial recommendations in the three areas of focus that are designed to mitigate the identified issues and address priorities. A table of the recommendations that provides the status of progress made to date, next steps and timelines is provided at the end of the report.

While many recommendations focus on undergraduate first-year students, the committee recognizes that changes are needed to enhance services and communications about severe allergies on campus to all students, as well as faculty and staff – those who have severe allergies, and those who don't, so that they are appropriately informed about the issue and what to do to support their peers and colleagues with allergies, as needed.

Feedback on this report is welcome and can be sent to the committee at [vpdean.sa@queensu.ca](mailto:vpdean.sa@queensu.ca). This feedback will inform next steps and the university's continued efforts in this important health and safety issue.

## **Mandate**

At the request of Principal Daniel Woolf, the Severe Allergy Review Committee was convened in Fall 2015 to engage in a comprehensive review of university policies and practices related to students with severe allergies to ensure continuous improvement to services for these students.

The review focused on three areas:

- Communication, education, awareness programming, health management and outreach;
- Residence and campus-wide food service policies and practices; and
- Training and emergency response.

Extensive consultations with a broad range of stakeholders including students, parents, medical experts, food service providers, Food Allergy Canada, and other interested parties informed the work of the committee.

## **Membership**

- Ann Tierney, Student Affairs (Chair)
- Kyle Beaudry, AMS
- Dr. Carolyn Borins, Student Health Services
- Chris Cochrane, SGPS
- Yvonne Cooper/Jasmine Toor, University Communications
- Roxy Denniston-Stewart, Student Affairs
- Bruce Griffiths, Housing and Ancillary Services
- Dan Langham, Environmental Health and Safety
- Kim Murphy, Risk Management
- David Patterson, Campus Security and Emergency Services

## Overview

Student health and wellness is of primary concern to the university. Currently, an estimated 7.5 per cent of the Canadian population has a food allergy<sup>1</sup>.

Anaphylaxis is the most serious type of allergic reaction that can be potentially life threatening. The most common causes of allergic reactions are food, insect stings and medication. Food is the most common cause of anaphylaxis in children, while teenagers and young adults are considered the highest risk group for experiencing an anaphylactic reaction. There is no cure for a food allergy. In the event of a reaction, immediately administering epinephrine and seeking medical attention is the established protocol.

For the purposes of this report, the term severe allergies will be used and cover allergies to food, insect stings and medication.

Over the 2015-16 academic year, the committee met six times alone, held two open meetings and held additional meetings with students, parents, physicians and experts.

The committee reviewed existing policies, procedures and services related to supporting and responding to students with severe allergies that are in place at Queen's and at other Canadian universities. The committee has determined that existing policies and practices are appropriate and in keeping with those in place at other Canadian universities. While no significant gaps or concerns were identified, it was recognized that more could be done to streamline current processes and services to make them more transparent, and easier to navigate for students and families. The importance of increasing awareness of this issue across the broader campus community was also identified as a priority.

This report summarizes the information provided to the committee on ways to improve information, service and supports to students before and during their time at Queen's. It includes initial recommendations in the three review areas that are designed to mitigate the identified issues and address priorities, and a table reflecting the status of each recommendation, next steps and timelines for short-term implementation.

While many recommendations focus on undergraduate first-year students, the committee recognizes that changes are needed to enhance services and communications about severe allergies on campus to all students, as well as faculty and staff – those who have severe allergies, and those who don't, so that they are appropriately informed about the issue and what to do to support their peers and colleagues with allergies, as needed.

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<sup>1</sup> "Surveying prevalence of food allergy in all Canadian environments." A Soller, A Clarke et al; JACI in Practice, Mar-Apr 2015.

The ability to manage through strict avoidance is key to preventing an allergic reaction. To help minimize the chances of a reaction, it is essential that students be provided with the information and services necessary to support their management of this life-threatening condition.

Feedback on this report is welcome and can be sent to the committee at [vpdean.sa@queensu.ca](mailto:vpdean.sa@queensu.ca). This feedback will inform next steps and the university's continued efforts in this important health and safety issue.

### **Area of Focus: Communication, Education, Awareness Programming, Health Management and Outreach**

Physicians and other allergy experts told the committee that students with severe allergies need to practice ongoing and constant vigilance to manage their allergy. They advised that before coming to university, students with severe allergies should be taking responsibility for managing their allergy and would ideally know and do the following:

- Understand what they are allergic to;
- Identify themselves as someone with a severe allergy when registering for residence/meal plan;
- Wear medical identification (e.g. MedicAlert) in case of an emergency;
- Recognize the need to read labels carefully;
- Ask questions about ingredients and the potential of cross-contamination;
- Tell food service providers about their specific allergy; and
- Carry an epinephrine auto-injector at all times.

Experts also advised that students with severe allergies need to understand the importance of educating others with whom they are in regular contact (e.g. dons, roommates, floormates, friends, teammates etc.) about:

- Their allergy;
- How to recognize the symptoms of a reaction; and
- How to respond should a reaction occur.

The transition to university is the first time that many students will be responsible for managing their own health. Many first-year students may not have a clear understanding of the university environment, and how it differs from the secondary school environment. Students with severe allergies may need to determine how to manage their allergy in a less controlled environment than the one they may be used to. Given this, the committee was advised that it is essential that students be supported during this transition process and throughout their time at university, by having access to clear, concise and centralized communications and information on allergy-related policies, procedures and protocols.

Key information and messages on the importance of self-identification and how to manage an allergy in the campus environment need to be directed to students and families before they arrive on campus.

The committee was told that providing students with information that demonstrates that they are not alone in dealing with an allergy, and that many other students share this concern, may help reduce the stigma associated with self-identification and ongoing management of a severe allergy. Assisting students in connecting with an educated peer support network may also help alleviate any concerns such as eating out and finding roommates willing to maintain an allergy-aware living environment.

Students and families stressed the importance of receiving appropriate pre-arrival communication with detailed information about the resources, processes and expectations that students with severe allergies need to be aware of and understand about the campus environment.

They noted the importance of:

- Explaining why disclosing an allergy is important;
- Noting how the information disclosed will be used and shared;
- Stressing the importance of not ignoring or minimizing the possibility of having a potentially life-threatening reaction;
- Normalizing the disclosure of an allergy by using phrases such as “many Queen’s students have allergies and...” to help students feel as though they will not stand out and build their confidence that Queen’s can help them successfully manage their allergy; and
- Familiarizing all students with campus resources and how to respond in an emergency.

Students and their families noted it was as important that they know what the university can not do, as much as what it can and does do, to help them plan appropriately.

It was suggested that a policy statement that outlines the university’s position on supporting students with severe allergies would provide the basis for the development of appropriate response strategies.

Centralizing all allergy-related information in one area on a university website would be very helpful. Providing important information such as identifying the first or main point of contact for students with severe allergies would help reduce any lack of clarity or anxiety about knowing who to contact or where to get current, accurate information.

To help reduce stigma and encourage safe, appropriate and inclusive practices in student settings, such as club functions or in residence common rooms, it was suggested that it is important to increase awareness about allergic reactions and their causes among all students.

Recruitment and admission events and processes, and large-scale activities such as orientation offer additional opportunities to educate students about severe allergies and appropriate anaphylaxis prevention and response.

**Recommendations:**

1. Develop a university-wide policy on supporting and responding to severe allergies.
2. Consolidate all allergy related information in one area/website for ease of access and designate a contact person/unit.

Develop key messages and identify multiple opportunities to communicate with students about the importance of self-identification, self-management and available campus resources before students arrive at Queen's (e.g. on websites and in admissions materials and events) and as they transition from first to second year. Ensure messaging is accessible, detailed and sympathetic to establish trust and encourage disclosure.

3. Facilitate opportunities for students with severe allergies to connect with other students managing the same or similar concerns to build a network and support their navigation of the campus and broader community.
4. Raise campus awareness of severe allergies through the provision of information, education and awareness of the role students, staff and faculty can play in prevention, response and stigma reduction.
5. Review all Orientation Week and other large-scale student events to ensure events are inclusive for students with severe allergies and that proper processes and response protocols are in place in the event of a reaction.
6. Use the Summer Orientation (SOAR) program as an opportunity for incoming students coming to Queen's with food allergies to meet with dining hall representatives to review all dining options on campus and receive advice and guidance with respect to their particular allergy.

## **Area of Focus: Residence and Campus-wide Food Service Policies and Practices**

As a residential campus with over 90 per cent of the incoming students living in residence and enrolled in a meal plan, Queen's Housing and Ancillary Services plays a central role in providing information, direction and service to first-year students with severe allergies.

If an incoming student requires a residence-based accommodation because of a food allergy (or because of other circumstances), they must complete the "Special Consideration" form as part of their residence application. The information that is provided, supported by appropriate documentation, is then used to assign students to appropriate residence rooms and offer appropriate supports and accommodations. Specifically, students disclosing severe food allergies through the residence application process are asked to meet one-on-one with a Food Services staff member to review their condition and needs. Pursuant to the meeting, appropriate support, resources, coaching and special diets, as required, are arranged.

Food Services has found that an in-person meeting to review individual dietary requirements and concerns is the most effective way for the university to understand a student's specific issues or concerns. Students and parents suggested to the committee that it would be helpful to have this meeting before the start of the year.

Support for students with allergies can range from providing information about how to read ingredient cards to - for students with severe allergies that may place them at a high risk for eating in dining halls - meals that are specially prepared in accordance with the student's specific needs. To provide ongoing support to students with severe allergies, sous chefs are stationed in each dining hall during each food period to respond to students' questions and concerns.

Students living off-campus and who purchase a campus meal plan are also able to access food service supports. Students who eat at campus retail outlets told the committee that they tend to rely on signage and speaking with staff at the specific outlet(s) for information and advice. Food Services advised the committee that they would meet with any student at any time if they had questions or concerns.

Food Allergy Canada informed the committee that there is currently no specific standard for food allergy signs which can be used to develop effective messaging in retail and cafeteria-style food outlets. Food Allergy Canada suggested that appropriate signage can be an effective way to inform students about the presence of the most common allergens, prompt students with food allergies to ask questions, and provide contact information. In addition to signage, it was suggested that ingredient lists in the university dining halls may help students navigate severe allergies and other dietary restrictions, although it was noted that ingredient lists do not address the potential for cross contamination, and should not be seen as a substitute for individualized support.

Other issues identified to the committee, and possible mitigation strategies that were suggested, include:

- A general lack of awareness about how food services are managed and provided on campus: Not all the food providers on campus are overseen by the same department (i.e. there are privately-operated food trucks, and student-managed outlets.) Providing information on how campus operations are structured and any overarching policies and procedures pertaining to third party venues may assist students in making informed decisions regarding where and what to eat.
- Not all incoming students with severe allergies will self-identify or request residence or dining accommodations related to allergies. Many disclose after the start of the academic year or following an incident. This reduces the ability of the university to assist in helping students prevent a reaction. Revisiting the Residence “Special Consideration” form to include a specific question on severe allergies may be one way to encourage more students to self-report in advance. Continuing to provide periodic reminders throughout the first term and encouraging those who have not disclosed to do so, is recommended.
- How young adults handle their allergy and disclose its severity varies dramatically: Some students are overly cautious, some take ownership, and some are less vigilant. It was suggested that the university work with the students to ensure a shared understanding of the student’s condition and needs.
- It can be very hard for some students to disclose: Some students have difficulty building trust with someone who is helping them with their severe allergy, such as a chef or residence staff member. As a consequence, they may choose not to disclose. Providing a variety of ways to disclose and using messaging that builds trust is important.
- It can be misleading for students to group severe allergies with special diet information, messaging and communications: Food allergies should be distinguished.
- Food service training needs to be consistent: Developing best practices, focusing on ensuring all staff know where to access information, rather than expecting in-depth knowledge among front-line workers, was recommended to the committee. Providing all staff with a basic understanding of food allergies should be included in annual staff training, as well as the protocol for referring students with questions to designated dining hall contacts (e.g. on-duty chef).
- Students in residence are encouraged to disclose a severe food allergy as part of the residence application for the purpose of room assignment and this triggers follow up by Food Services about dining on campus.

However, residence dons are not currently told about any medical condition on their floor, including severe allergies, to protect student privacy. Student reaction to this fact was mixed: Some students advocated that allergy-related information provided on the residence application form should be disclosed to all appropriate residence staff to support safety, while other argued that it should continue to only be disclosed by the student. Consequently, the need to educate students about the role of the don and other residence staff and ensure these staff members are provided with as much training as possible on severe allergies and anaphylaxis, signs and symptoms of a reaction, appropriate responses and how to maintain a safe environment, is seen as essential. In addition, given the likelihood that on any residence floor there could be several students with severe allergies, guidelines and expectations for the use of shared spaces, such as residence common rooms and kitchens, were seen as possible ways to help prevent incidents and educate students on this issue.

Throughout the consultations, the committee heard that students with severe allergies need to be provided with “reasonable” accommodations. Those speaking with the committee and submitting comments expressed the understanding that some expectations from students and/or parents (e.g. having nut-free residences) may be beyond what is reasonably possible for Queen’s to provide.

### **Recommendations:**

8. Revise the Residence Special Consideration form that is part of the application to make severe allergies distinct from other disclosures. Ask students specifically if they have severe allergy (e.g. to food, insect sting, medication, other) that needs to be accommodated. Ensure the form is accompanied by messaging that encourage students to self-disclose in advance so that outreach and accommodation can happen before they arrive on campus.
9. Develop appropriate policies and procedures for all centrally-managed campus food outlets and encourage on-campus third-party food service providers to adopt a consistent approach and create awareness of practices that support the health and wellness of students with food allergies.
10. Formalize the ongoing communication strategy to students with severe allergies; encourage students who have not self-identified to come forward, disseminate information on special events or activities designed to support and connect students with residence and campus resources.
11. Provide information to parents through pre-arrival events and materials, such as the [queensu.ca/parents](http://queensu.ca/parents) webpage and monthly residence newsletter so that they are aware of available options and the limitations of the campus environment.

12. In recognition of the role that dons play in supporting students with severe allergies, ensure they are receiving appropriate training in prevention, education, and emergency response.

13. Task Hospitality Services with reviewing and making recommendations about consistent and appropriate food allergy signage for campus food services venues, including those managed by student groups and third-party vendors.

14. Continue to update and enhance staff training with respect to allergies, in accordance with practices from Sodexo's National Wellness Division.

### **Area of Focus: Training and Emergency Response**

Medical experts advise that rapid access to epinephrine, the first-line of treatment for individuals experiencing a potentially life-threatening allergic reaction, is critical. While fatalities are rare, an allergic reaction is a medical emergency that requires immediate response and treatment.

Paramedics attend on campus within minutes of a 911 call, and in the meantime, an epinephrine autoinjector could be used. Current campus practices are as follows:

- Campus Security and Emergency Response (CSES) provides 24/7 response to all campus emergencies. Anyone can report an emergency to CSES through the University's dedicated Emergency Report Centre by phone (613 533 6111) or by activating a direct audio connection through an indoor and outdoor network of yellow intercom boxes, with a big red button; outdoors, these are affixed to "[Blue Lights](#)" - poles with a blue light - that are located across campus along frequently travelled routes.

All CSES response staff have the St John's Ambulance First Aid Level C Certification. This certification includes a review of first aid for an allergic reaction, and responders are trained on injection techniques. Currently staff do not carry epinephrine, although they can assist an individual to use their autoinjector.

- Current First Aid Regulations (O.Reg. 1101) governing first aid kits in workplaces indicate that medications should not be contained in first aid kits.
- Queen's First Aid (QFA) is an on-campus student organization that provides 24/7 emergency response during academic terms. All members have the St John's Ambulance Advanced Medical Responder certification. QFA works in collaboration with CSES staff and adheres to campus protocols. St John's Ambulance does not currently allow QFA to carry "stock epinephrine" autoinjectors that are not prescribed to an individual. St John's Ambulance is reviewing its policy on campus responders and their use of autoinjectors.

- The majority of campus first responders on Canadian campuses are certified through Red Cross and are authorized to carry and administer epinephrine.

Physicians and other medical experts advised the committee that:

- There are no contraindications to using epinephrine during a suspected allergic reaction. If someone is unconscious, a first-responder should look for a Medic Alert identification (e.g. bracelet or necklace) to determine if the patient has any allergies and if an autoinjector should be used;
- A risk to an untrained person administering an autoinjector is that they will accidentally stab themselves. In this case, nothing serious would happen to the person; Their heart rate would increase and they would recover in approximately 30 minutes; however they must still go to hospital, as anyone receiving epinephrine should be transported to a hospital immediately;
- Having Campus Security personnel carrying epinephrine is a very low risk way to providing access to epinephrine; and
- Bystanders will often not recognize the symptoms associated with an allergic reaction, or the person affected may downplay the severity of the symptoms, as reactions can be unpredictable and the degree of severity for each incident may vary. Many young adults in particular, may be embarrassed about having an allergic reaction and may be reluctant to initiate getting help and/or calling 911.

To mitigate this, it is important to educate bystanders to recognize the common symptoms of an allergic reaction and initiate the use of an autoinjector. Symptoms include itchy skin, itchy/watery eyes, shortness of breath, upper airway difficulties (coughing, etc.), low blood pressure, loss of consciousness, cardiac arrest, flushing skin, rash, nausea, vomiting, abdominal pain, and angioedema (swelling beneath the skin). It is also important to educate bystanders about what to do if they suspect someone is experiencing an allergic reaction.

Access to publically available autoinjectors is not common, however there has been a growing interest recently with companies/organizations that have initiated a program to carry stock epinephrine. These include Jackson Square in Hamilton, Ontario, and the Bell Centre, the La Ronde Amusement Park, and St. Hubert Restaurants in Quebec. To date there are no published studies to assess the effectiveness of doing this, however there is currently a study underway in Hamilton, led by researchers at McMaster University.

While access to autoinjectors is important, having them available is not enough. A comprehensive awareness and response program would be required that includes information about what they are and what they do, raising awareness about their availability and location(s), and most importantly, how and when to use them.

### **Recommendations**

15. Examine the feasibility making stock epinephrine available on campus to enhance response to individuals experiencing an allergic reaction.
16. Develop awareness and education campaigns to reduce stigma for individuals experiencing an allergic reaction and to encourage them to seek help as needed.
17. Increase knowledge of bystanders on how to respond to an allergic reaction, including recognizing the symptoms, using an autoinjector, and the various ways of calling for professional help (911, Campus Security, Blue Lights/emergency phone network).

### **Next Steps**

Feedback on this report and recommendations is most welcome and can be sent to the committee at [vpdean.sa@queensu.ca](mailto:vpdean.sa@queensu.ca) This feedback will inform next steps and the university's continued efforts in this important health and safety issue.

The committee wishes to thank everyone to who provided input during this consultative process.

## Severe Allergy Review Report

May 2016

### Recommendations, status and timelines for next steps

Recommendation	Status
<b>Communication, Education, Awareness Programming, Health Management and Outreach</b>	
1. Develop a university-wide policy on supporting and responding to severe allergies.	In progress. Policy approval targeted for Fall 2016
2. Consolidate all allergy related information in one area/website for ease of access and designate a contact person/unit.	In progress. Completion date targeted for Summer 2016.
3. Develop key messages and identify multiple opportunities to communicate with students about the importance of self-identification, self-management and available campus resources before students arrive at Queen's and as they transition from first to second year. Ensure messaging is accessible, detailed and sympathetic to establish trust and encourage disclosure.	<ul style="list-style-type: none"> <li>• Student communications plan in development. SOAR (day-long July orientation program), Residence student email, recruitment activities and publications, Residence webpage, Health Promotion outreach, and undergraduate student emails have been identified as key communication vehicles.</li> <li>• Food Services staff, and in particular chefs, will have a strong presence at SOAR. Chefs also attended March Break Open House.</li> </ul>
4. Facilitate opportunities for students with severe allergies to connect with other students managing the same or similar concerns to support their navigation of the campus and broader community.	<ul style="list-style-type: none"> <li>• Health Promotion has connected with a student group whose members have identified as having allergies. Further discussions on how to connect additional students with severe allergies to this group and other resources are in progress.</li> </ul>
5. Raise campus awareness of severe allergies through the provision of information, education and awareness of the role students, staff and faculty can play in prevention, response and stigma reduction.	<ul style="list-style-type: none"> <li>• Communication plan in development.</li> <li>• The Severe Allergy Review Report will be widely disseminated.</li> <li>• Articles in the print and on-line versions of the Gazette will focus on how students, staff and faculty can help reduce stigma reduction, and promote prevention and response.</li> </ul>
6. Review all Orientation Week and other large-scale student events to ensure events are inclusive for	<ul style="list-style-type: none"> <li>• Review targeted for Fall 2016.</li> </ul>

<p>students with severe allergies and that proper processes and response protocols are in place in the event of a reaction.</p>	
<p>7. Use the Summer Orientation (SOAR) program as an opportunity for incoming students coming to Queen’s with food allergies to meet with dining hall representatives to review all dining options on campus and receive advice and guidance with respect to their particular allergy.</p>	<p>SOAR will provide an in-person opportunity for any student coming to Queen’s with food allergies to meet with dining hall representatives to review all dining options on campus and receive advice and guidance with respect to their particular allergy. This opportunity is being promoted as part of SOAR promotion and outreach.</p>
<p><b>Residence and Campus-wide Food Service Policies and Practices</b></p>	
<p>8. Revise the Residence Special Consideration form that is part of the application to make severe allergies distinct from other food-related disclosures. Ask students specifically if they have an anaphylactic allergy that needs to be accommodated and ask them to disclose the associated functional limitations. Ensure the form is accompanied by messaging that encourage students to self-disclose in advance so that outreach and accommodation can happen before they arrive on campus.</p>	<ul style="list-style-type: none"> <li>• The Special Consideration form has been revised for the 2016-17 application cycle to ask students specifically if they have an anaphylactic allergy so that outreach and follow up can happen early.</li> <li>• Information for students with severe allergies has been separated from information about alternate diets on the Special Consideration Form and on the Food Services webpage.</li> <li>• Outreach to students who have identified as having an allergy, to encourage them to contact Food Services if they have any questions or concerns, has been initiated on a per-term basis.</li> <li>• Additional information about services to students with food allergies has been added to the Food Services website. More enhancements are in progress for September 2016.</li> </ul>
<p>9. Develop appropriate policies and procedures for all centrally-managed campus food outlets and encourage third-party food service providers to adopt a consistent approach and create awareness of</p>	<ul style="list-style-type: none"> <li>• Discussions continue between Queen’s Food Services and the AMS and EngSoc about the student-managed food services on campus regarding practices and signage.</li> <li>• An “Ask Us Before You Eat” sign campaign is in place in dining halls and in campus</li> </ul>

<p>practices that support the health and wellness of students with severe allergies, that includes staff training.</p>	<p>retail locations to encourage students with allergies to ask questions freely.</p> <ul style="list-style-type: none"> <li>• Additional processes have been implemented at food retail outlets.</li> </ul>
<p>10. Formalize the ongoing communication strategy to students with severe allergies; encourage students who have not self-identified to come forward, disseminate information on special events or activities designed to support and connect students with residence and campus resources.</p>	<ul style="list-style-type: none"> <li>• Student communications plan in development.</li> <li>• All students who identified as having severe allergies in 2015-16 and who were on a specific meal regime with one our chefs were contacted to ensure they were managing well with the specific meal plan in place for them.</li> <li>• A special message was incorporated into the Residences weekly student email to encourage any students with an allergy to meet with dining hall representatives for assistance and guidance on choosing meals and eating on campus;</li> <li>• Residence floor meetings and awareness activities run by Residence Dons throughout the fall and again in the early new year included a “Did You Know...”-themed campaign around allergy awareness and support on campus to encourage students to come forward so we could assist;</li> <li>• A video providing students, parents, faculty and staff with information about campus services for students with food allergies and other dietary restrictions has been developed and posted to the Food Services website. Video has been successfully used in the past for explaining meal plans, etc.</li> <li>• Webinars for incoming students include basic information about Food Services and provide opportunities for students to ask questions. The sessions are archived online to help maximize access to this opportunity.</li> </ul>
<p>11. Provide information to parents though vehicles such as the parent page and residence newsletter so</p>	<ul style="list-style-type: none"> <li>• A specific reference about allergy management was incorporated in the monthly parent e-newsletter from</li> </ul>

that they are aware of available options and the limitations of the campus environment.	Residences. Information about the management of severe allergies will be included regularly. <ul style="list-style-type: none"> <li>The queensu.ca/parents webpage has been updated to include allergy-specific information.</li> </ul>
12. In recognition of the role that dons play in supporting students with severe allergies, ensure they are receiving appropriate training in prevention, education, and emergency response.	<ul style="list-style-type: none"> <li>For Fall 2016, Dons will be provided with enhanced education and training related to supporting and responding to students with severe allergies;</li> <li>Consideration will be given to options for informing dons about the presence of severe allergies on their floor.</li> </ul>
13. Task Hospitality Services with reviewing and making recommendations about appropriate food allergy signage for campus food services venues, including those managed by student groups and third-party vendors.	<ul style="list-style-type: none"> <li>Food Services has connected with the food services venues managed by student groups to discuss practices and signage.</li> <li>An “Ask Us Before You Eat” sign campaign is in place in dining halls and in campus retail locations to encourage students with allergies to ask questions freely.</li> <li>Additional processes have been implemented at food retail outlets with respect to non-dairy drinks.</li> </ul>
14. Continue to update and enhance staff training with respect to allergies, in accordance with practices from Sodexo’s National Wellness Division.	<ul style="list-style-type: none"> <li>Queen’s food service staff received dedicated allergy training in winter 2016 and will continue to receive training in this area in accordance with practices from Sodexo’s National Wellness Division.</li> </ul>
<b><u>Training and Emergency Response</u></b>	
15. Examine the feasibility making stock epinephrine available on campus to enhance response to individuals experiencing an anaphylactic reaction.	<ul style="list-style-type: none"> <li>Queen’s has submitted a request to St John’s Ambulance that Queen’s First Aid be permitted to carry and administer stock epinephrine. SJA is reviewing the request and a decision is expected in Summer 2016.</li> <li>The university is planning to equip Campus Security personnel with stock epinephrine starting in Fall 2016.</li> </ul>
16. Develop awareness and education campaigns to reduce stigma for individuals experiencing an allergic reaction to encourage them to seek help as needed.	Under discussion.
17. Increase knowledge of bystanders	Under discussion.

on how to respond to an allergic reaction.	
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