

Sustainable Development  
Report 2023 - 2024

McGill University  
Health Centre



# Sustainable Development Report

2023-2024

McGill University Health Centre

Bonne Compagnie is a social economy company that specializes in graphic design, branding, motion design, video production and more. The cooperative focuses its activities exclusively on positive impact clients. The team works on mandates from a wide variety of clients, including non-profit organizations as well as cultural and public institutions.

The image on the first page, a beautiful moss, is meant to highlight biodiversity because human health is intricately linked to the environment.

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# 1. A Word from the President and Executive Director of the MUHC

This first external Sustainable Development Report, which covers the period from April 1<sup>st</sup>, 2023 to March 31<sup>st</sup>, 2024, is an important milestone in the process undertaken by the MUHC to make its care, services and activities more sustainable.

Sustainable development is an organizational priority at the MUHC and we are committed to:

- o Contributing to the achievement of international sustainable development goals as defined by the UN; <sup>1</sup>
- o Including in its sustainable development approach, the expectations of the Quebec Ministry of Health and Social Services; <sup>2</sup>
- o Continuously improving its sustainable development approach based on the criteria and recommendations of Accreditation Canada. <sup>3</sup>

I am very proud of two new commitments made by the MUHC during the 2023-2024 period:

- o Commitment to purchases from social economy businesses, signed in October 2023; an initiative coordinated by the Social Economy Council of the Island of Montreal (CÉSIM);
- o Commitment to biodiversity and the Government of Quebec's Nature 2030 Plan, signed in February 2024; an initiative coordinated by the Montreal Regional Environmental Council.

Several sustainable development projects and initiatives were undertaken during the period covered in this report. Here is an overview:

- o Launch of the MUHC's first carbon study in September 2023;
- o Four hundred (400) trees were planted at the Glen site in September 2023;
- o A pilot project for the recovery of anesthetic gas began in October 2023;
- o A study of the vulnerability of our buildings to climate change began in November 2023.

I would like to thank everyone involved in the production of this report as well as everyone who is actively promoting sustainable development practices in our organization.



Lucie Opatry, MD, M.Sc., MHCM, FRCPC  
President and Executive Director of the MUHC

1. UN Sustainable Development Goals and associated sections of this report are presented in the Annexe section  
2. Sustainable development expectations of the MSSS and associated sections of this report are presented in the Annexe section  
3. Accreditation Canada Sustainable Development Criteria and associated sections of this report are presented in the Annexe section

## 2. Engagement

### Major actions taken before 2023-2024

- o A sustainable development policy has been in place since 2022;
- o The Sustainable Development Committee has met quarterly since 2019;
- o Sustainable development is a strategic priority of the MUHC and is integrated into the vision statement:

*“Make a local to global impact by mobilizing together on sustainable, innovative practices, research and teaching that deliver compassionate world-class complex care to people of all ages and promote a healthier planet.”*

### Sustainable development highlights 2023-2024

- o The MUHC sustainable development policy has been in place since 2022 and was approved by the Board of Directors in 2024;
- o The MUHC’s 2024-2026 Sustainable Development Action Plan was presented to the Management Committee for the 2024-2025 budget;
- o In 2023, the MUHC joined the Montreal Table on Environmental Health and Sustainable Development, which brings together health and social services establishments throughout the island of Montreal.

### Sustainable development priorities 2024-2025

- o Have the new Sustainable Development Action Plan approved by the Management Committee;
- o Increase the budget dedicated to sustainable development at the MUHC.

### An accomplishment to highlight from 2023-2024

- o New members joined the Sustainable Development Committee, including a representative from the Optilab and Perioperative and Imaging Directorates, as well as a representative from the Montreal Neurological Hospital and Institute. The committee now boasts over 15 active members including a representative from AtkinsRéalis, a key partner of the MUHC at the Glen site.



Some of the members of the MUHC Sustainable Development Committee during a training workshop led by the Sustainable Development Office of McGill University on February 28, 2024

# 3. Accountability and Reporting

## Major actions taken before 2023-2024

- o The MUHC is accountable to the Ministry of Health and Social Services on sustainable development; its last report was submitted in March of 2024;
- o The MUHC publicizes its commitments and initiatives on sustainable development on its website and on social media.

## Sustainable development highlights for 2023-2024

- o Production and distribution of the MUHC's first external Sustainable Development Report approved by the Management Committee;
- o The 2022-2023 annual Sustainable Development Report was submitted to the subcommittee of the Board of Directors' "Audit Committee – Audit, Finance and Real Estate";
- o The 2023-2024 annual management report includes a section on performance and sustainability.

## Sustainable development priorities for 2024-2025

- o Present sustainable development achievements and priorities to the MUHC Board of Directors (and plan to do so each year);
- o Ensure that the new Accreditation Canada criteria relating to the advancement of the organization's sustainable development approach are taken into account;

Include a section dedicated to sustainable development in the annual management report (and plan to do so each year).

## An accomplishment to highlight from 2023-2024

The current report is based on three reference frameworks:

- o The 17 Sustainable Development Goals (SDGs) of the United Nations (UN);<sup>1</sup>
- o The 16 Sustainable Development expectations used by the Ministry of Health and Social Services in March 2024 to assess the progress of sustainable development approaches in health establishments;<sup>2</sup>
- o New criteria from Accreditation Canada which relate to the advancement of the organization's sustainable development approach.<sup>3</sup>

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## 4. Awareness

### Major actions taken before 2023-2024

- o The MUHC has a section dedicated to sustainable development on the Intranet, accessible to employees. It contains, among other things, the sustainable development policy, the mandate of the sustainable development committee and the main commitments of the MUHC regarding sustainable development;
- o The MUHC regularly shares sustainable development information with its employees.

### Sustainable development highlights for 2023-2024

- o Press releases were made during the year to raise employee awareness on various topics relating to sustainable development, including: Earth Day, tree planting, recycling in the operating room, recovery of anesthetic gases and purchases from social economy businesses;
- o Training workshops were organized to develop knowledge on certain aspects of sustainable development, including: impacts of climate change on buildings and on health, basic notions of sustainable development and social economy;
- o Activities organized to raise awareness among employees during Earth Day.

### Sustainable development priorities for 2024-2025

- o Hold information sessions on sustainable development to raise awareness among employees ;
- o Update and improve the document used when welcoming new employees to include more information on sustainable development (e.g. present the Sustainable development policy, the mandate of the Sustainable Development Committee);
- o Make basic training on sustainable development available to employees and managers.

### An accomplishment to highlight from 2023-2024

- o As part of a major project aimed at assessing the vulnerability of buildings to climate change, a training workshop took place in March 2024 to raise employee awareness on the subject.



Camille Proulx and Zineb Alaoui Mdaghri from Stantec giving a workshop on assessing the risks posed by climate change on the built environment on March 18, 2024

## 5. Quality of Life at Work

### Major actions taken before 2023-2024

- o An integrated management policy for prevention, presence and quality of life at work has been in place since 2018;
- o The MUHC offers several programs focused on well-being at work, including: employee assistance program (EAP), peer support program, Recharge relaxation cabins, an intranet page dedicated to well-being explains all the existing programs;
- o An employee recognition program was put in place.

### Sustainable development highlights for 2023-2024

- o Improvement in the management and prevention of disabilities through the implementation of software (Sigma-RH);
- o Improvement in the access to and efficiency of HR customer service intended for employees by implementing C2 Atom software;
- o Adoption of the 2023-2024 action plan for people with disabilities in October 2023.

### Sustainable development priorities for 2024-2025

- o Implementation of the new employee assistance program;
- o Pilot project in three departments aimed at improving performance in health and safety at work by following specific indicators;
- o Ensure the implementation of all the measures provided for in the Act to modernize the occupational health and safety regime (LMRSST).

### An accomplishment to highlight from 2023-2024

- o National Mental Health Week activities in May 2023 included many activities such as webinars, board games and dancing.



Professional dancer Sylvain Beaulac leads staff at Lachine Hospital in a line dance

Conferences	Participants (including online views)
Michel Mpambara : Testimony	37
Our social relationships following the pandemic	17
MUHC Peer support	28
Suicide Prevention	19
Feel good: The best stress management strategies	35

Webinars with respected experts and stories from people living with mental health issue



## 6. Cultural Safety

### Major actions taken before 2023-2024

- o Our northern working partners hired Cree and Inuit interpreters who support patients through difficult times and help them navigate the healthcare system; they also work with staff to help them better communicate with their patients.

### Sustainable development highlights for 2023-2024

- o Integration of two liaison officers as members of the indigenous health team within the Partnerships Office of the Directorate of Professional Services who have the mandate to support clinical teams who request it, as well as to offer their support for cultural safety initiatives or projects;
- o On June 21st, 2023, International Indigenous Peoples' Day, events were organized including a conference and the screening of a documentary by Katshi'tsakwas Ellen Gabriel: *le'nikonrashátste — Strong spirits: Surviving Canada's Indian residential school system*;
- o To mark the National Day for Truth and Reconciliation, September 30th, 2023, several activities were organized, including presentations by Anne Panasuk (anthropologist, journalist, and author of *Auassat: In Search of Missing Children*) and Françoise Ruperthouse (Anishnabe from Pikogan, Director of the Awacak Association).

### An accomplishment to highlight from 2023-2024

- o From April 24 to 28, 2023, Indigenous midwives provided training to obstetrics staff.



Topics covered during the training included the history of Inuit midwifery in Nunavik, traditional Inuit cultural practices of childbirth, and how to support childbirth the Inuit way

# 7. Sustainable Mobility & Electrification of Transport

## Major actions taken before 2023-2024

- o MUHC employees who purchase certain public transportation vouchers benefit from a discount as part of the Opus + Enterprise Program;
- o Several initiatives have been put in place for cyclists: bicycle parking, showers and lockers, bike paths connected to the City of Montreal network;
- o Charging stations and parking spaces are available for electric vehicles (30 for employees and 49 for visitors);
- o Transport by taxi is facilitated via the Netlift platform;
- o Teleworking is available for many employees, thus reducing pollution and other environmental impacts of vehicular transport.

## Sustainable development highlights for 2023-2024

- o A first Sustainable Mobility action plan was developed;
- o The “DUO” parking permit was created to optimize the use of parking spaces by giving two employees the opportunity to share the same permit;
- o Funding obtained to purchase and install new terminals for electric vehicles: \$20k was confirmed available for the Montreal General Hospital through the Conservation and Functionality Funding (PCFI) for 2024- 2025.

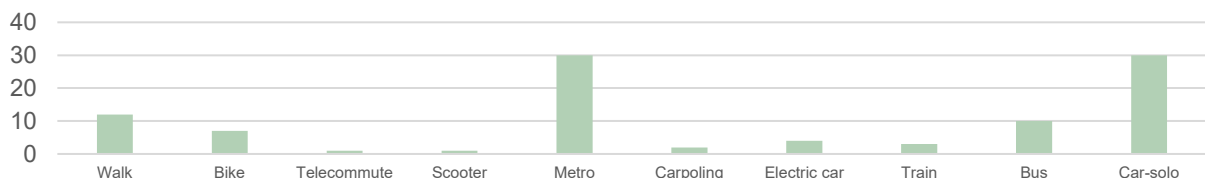
## Sustainable development priorities for 2024-2025

- o Implement incentives to encourage bicycle travel by staff;
- o Enhance the discount program for public transit subscriptions;
- o Implement incentives to encourage the abandonment of parking permits;
- o Update and have the sustainable mobility action plan approved by the management committee;
- o Continue efforts to increase the number of charging stations for electric vehicles on our sites;
- o Launch a call for tenders for the acquisition and installation of charging stations for electric ambulances at the Glen site;
- o Modify the call for tenders for the next Security services contract to encourage surveillance carried out by patrol officers in electric vehicles.

## An accomplishment to highlight from 2023-2024

- o A survey on transportation habits completed by employees and visitors of the Glen site.
- o The use of solo driving for the Glen site represents approximately 27% of responses. The most used mode of transport according to respondents is the metro (30%); the Glen site being well served in this regard, with the Vendôme metro station directly connected to the site.

Popularity of transport modes



## 8. Responsible Procurement

### Major actions taken before 2023-2024

- o A responsible purchasing policy has been in place since 2016;
- o Sustainable development criteria have been integrated into the calls for tender of certain categories of goods and services (e.g. LED lighting, cleaning products with eco-responsible certification, low-flow faucets).

### Sustainable development highlights for 2023-2024

- o Sustainable development criteria have been integrated into the calls for tender of certain categories of goods and services (e.g. landscaping made from native plants, reusable compression leggings made from recycled materials);
- o Use of ConsignO, a web platform that allows electronic signatures in order to make signatures digital, thus avoiding printing.

### Sustainable development priorities for 2024-2025

- o Ensure that 100% of employees in the procurement department have completed training on responsible procurement (modules 1 to 5 available on the Provincial Digital Learning Environment, ENA);
- o Encourage all MUHC employees and managers who purchase goods and services to follow the training available on responsible procurement;
- o Develop a system for monitoring the number of purchases that include at least one sustainable development component in an effort to achieve the Ministry of Health and Social Services objectives (20% in 2024-2025 and 35% in 2025-2026);
- o Increase the proportion of purchases made through social economy companies.

### An accomplishment to highlight from 2023-2024

- o On October 26th, 2023, Dr. Lucie Opatrny, CEO of the MUHC, signed a declaration of commitment with the “Conseil d'économie sociale de Montréal” (CESIM). The MUHC is committed, in compliance with laws and rules regarding the awarding of contracts, to sourcing more goods and services from the social economy.



Pierre-Marc Legris, Director of Technical Services and responsible for sustainable development, represented the MUHC at a conference organized by the “Conseil d'économie sociale de Montréal” (CESIM) on February 2nd, 2024.

## 9. Residual Waste Management

### Major actions taken before 2023-2024

- o A construction, renovation and demolition waste management policy was created in 2016 and a waste management policy has been in place since 2017;
- o The quantity of residual materials generated is monitored annually for main sites; an annual report is provided to the Ministry of Health and Social Services;
- o On most sites, several residual materials are collected for recycling (paper, cardboard, masks, metals, etc.); collection of organic waste is in place at the Glen site.

### Sustainable development highlights for 2023-2024

- o The collection of cans and bottles began at the Glen site following the enactment of new regulations concerning returnable containers in November 2023;

- o Implementation of the collection of organic materials at the Lachine Hospital;
- o Implementation of random collection of recyclable materials at the Gillman Pavilion.

### Sustainable development priorities for 2024-2025

- o Develop a residual materials management plan;
- o Update the construction, renovation and demolition waste management policy;
- o Complete renovations of the residual materials management center at the Montreal General Hospital.

### An accomplishment to highlight from 2023-2024

- o Among the residual materials collected, 600,000 masks (corresponding to 2.7 metric tons) were recycled.

Residual Waste - 2022-2023	Total Weight (metric ton)
<b>Recuperated residual waste</b>	
Paper, cardboard, plastic, glass and metal (PCPVM)	5,08
Cardboard	467,03
Confidential papers	622,09
Other materials (masks, etc)	155,19
<b>Recycled residual materials</b>	
Organic matter	2,45
Food surplus (donations to La Tablee des chefs)	0,78
<b>Residual materials eliminated</b>	
Non-anatomic biomedical waste (BMW)	514,80
Other matter	3481,64
<b>Total residual materials generated</b>	5249,06
<i>Diversion rate from the disposal of residual materials (%)</i>	24%

Extracted from December 2023 MSSS audit report

# 10. Food Services

## Major actions taken before 2023-2024

- o A healthy food and beverage policy has been in effect at the MUHC since 2017;
- o A sustainable development committee for food services has been in place since 2023; the committee's priority is the management of residual materials from the kitchen and cafeteria at the Glen site;
- o Food services contribute to the annual reporting on residual materials management to the Ministry of Health and Social Services.

## Sustainable development highlights for 2023-2024

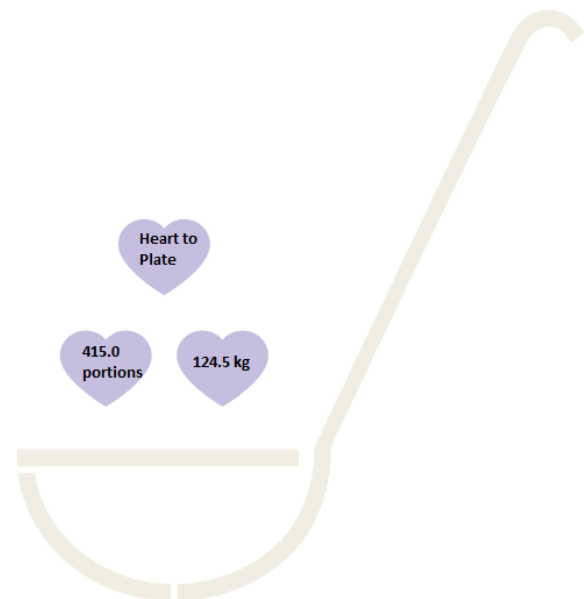
- o A new menu of which almost half of the dishes are vegetarian has been in place since September 2023;
- o Following the enactment of new regulations from the City of Montreal in March 2023, single-use plastic items, such as non-recyclable food containers, glasses, straws and sticks, have been replaced by products less harmful to the environment;
- o In order to improve the management of residual materials at the Glen site cafeteria, food services sort trays left by customers and thus optimize the composting of food scraps and recycling of packing.

## Sustainable development priorities for 2024-2025

- o Update the policy on healthy food and drinks, among other things, according to new Ministry of Health and Social Services guidelines;
- o Have set targets for Quebec-based purchases ;
- o Carry out actions aimed at reducing food waste.

## An accomplishment to highlight from 2023-2024

- o Lachine Hospital participates in the food recovery program "la Tablee des Chefs" which allows for the donation of unused food to non-profit organizations that take charge of collecting donations and distributing them to people in situations of food insecurity.



In just 3 months in 2023, the MUHC donated 415 portions which is equivalent to 124.5 kg of food

# 11. Eco-responsible Events

## Major actions taken before 2023-2024

- o The MUHC does not yet have an eco-responsible procedure for events; in the meantime, initiatives are taken to reduce the negative environmental impacts of events when they are organized.

## Sustainable development highlights for 2023-2024

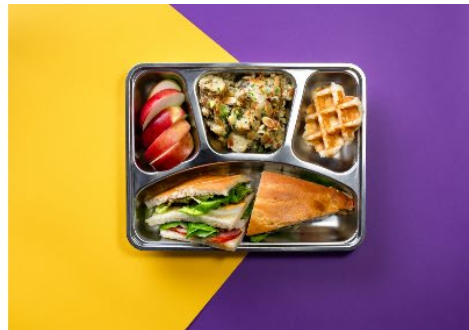
- o Organization of events focusing on sustainable development, including Earth Day highlighting activities on the various MUHC sites in April 2023. In May 2023, a tree planting with employees and volunteers took place to celebrate the 25th anniversary of the MUHC;
- o Organization of eco-responsible training: in February 2024, members of the sustainable development committee participated in training given by the Sustainable Development Office of McGill University. Among the topics covered, the implementation of the eco-responsible events certification program at McGill University.

## Sustainable development priorities for 2024-2025

- o Begin developing a procedure for eco-responsible events;
- o Start organizing eco-responsible events.

## An accomplishment to highlight from 2023-2024

- o On December 15th 2023, employees of the Technical Services Department and members of the Sustainable Development Committee attended a webinar organized by the Social Economy Council of the Island of Montreal (CÉSIM) and the Returnzy cooperative. Among the topics discussed was the organization of eco-responsible events.



The Returnzy Cooperative offers a rental, delivery, collection, washing and sanitizing service for reusable items in the Montreal area.

# 12. Energy Management and GHG Calculation

## Major actions taken before 2023-2024

- o The MUHC has had an Energy Management Policy in place since 2022;
- o Energy consumption (electricity and other sources) is monitored monthly for main sites; an annual report is provided to the Ministry of Health and Social Services on this energy consumption;
- o Monitoring of greenhouse gas (GHG) emissions.

## Sustainable development highlights for 2023-2024

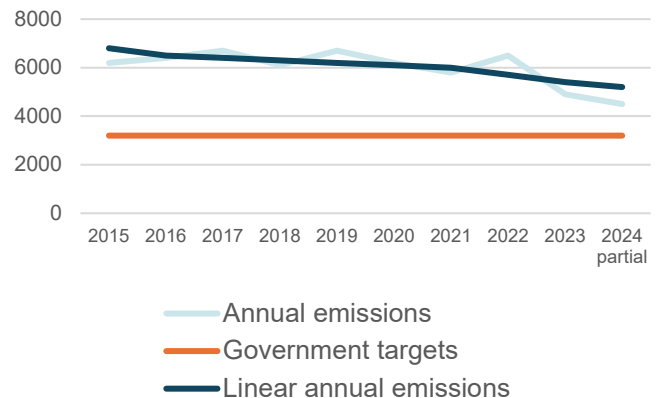
- o A project by the planning and project management team replaced approximately 2,600 neon lights with LED fixtures at three sites, contributing to our energy efficiency efforts;
- o The launch of a first carbon footprint assessment for the MUHC began in September 2023;
- o Preparation of the LEED (Leadership in Energy and Environmental Design) recertification file for the Glen site, expected in summer 2024.

## Sustainable development priorities for 2024-2025

- o Installation of an electric boiler at the Montreal General Hospital is planned for the fall of 2024;
- o Assist the Société québécoise des infrastructures (SQI) in their efforts to obtain LEED certification for the Lachine Hospital modernization project;
- o Continue the follow-ups required for the LEED recertification planned for summer 2024 and begin the follow-ups for the LEED 2027 recertification of the Glen site;
- o Develop an energy consumption and conservation plan.

## An accomplishment to highlight from 2023-2024

- o Reduction of greenhouse gases (GHG) since 2022 for the Montreal General Hospital.



Energy Consumption Data 2022-2023 (measured in GJ)	
<b>Electricity</b>	<b>405 738</b>
<b>Natural Gas</b>	<b>257 000</b>
<b>Fuel 2 or light oils</b>	<b>1706</b>
<b>Generator diesel</b>	<b>3751</b>
<b>Proportion of energy consumed from renewable sources (%)</b>	<b>61 %</b>

Above:  
GHG reduction at the Montreal General Hospital since 2022.  
Data for the Montreal General Hospital only

Below:  
Taken from the January 2024 annual report provided to the MSSS excluding data from the old RVH

# 13. Indoor Air Quality

## Major actions taken before 2023-2024

- o Construction, Renovation, Maintenance and Upgrade Activities Policy (to prevent nosocomial infections during indoor construction or renovation projects) has been in place since 2015;
- o Construction and renovation project required to include the installation of “steam to steam” heat exchangers rather than “direct steam” injections into the air, as this reduces the risk of contamination.

## Sustainable development highlights for 2023-2024

- o Installed air purifiers in approximately a dozen rooms at the Lachine Hospital to improve air quality for patients;
- o Replacement of two ventilation units in the operating rooms of the Montreal General Hospital;
- o Drafting of a new temperature management procedure and a new procedure for carrying out annual audits of heating, ventilation and air conditioning systems.

## Sustainable development priorities for 2024-2025

- o Monitoring ventilation parameters (air exchange rates, pressure, particles), and performing periodic manual verifications of ventilation parameters in critical areas;
- o Standardization project at the Montreal General Hospital: project includes replacing ventilation systems to better ventilate patient rooms and comply with current standards and best practices;
- o In collaboration with Infection Prevention and Control, continue the project to install air purifiers in patient rooms at the Lachine Hospital.

## An accomplishment to highlight from 2023-2024

- o Air quality tests were carried out and volatile organic compound (VOC) measurements documented by AtkinsRéalis, our private partner at the Glen site, as part of the LEED (Leadership in Energy and Environmental Design) recertification process for the Glen Site.

Glen Site – Indoor Air Quality	
CO <sub>2</sub> (ppm)	401 to 645
Room temperature (°C)	21-26
Relative Humidity (%)	30-60
Particles PM 0.5 (ft <sup>3</sup> )	174

Study carried out on May 14 and 15<sup>th</sup>, 2024. Not represented in the table, but important to note that CO, NO and NO<sub>2</sub> are not continuously monitored in the majority of spaces. The only continued detection is carried out in the parking lots in order to force air evacuation if ever CO, NO and NO<sub>2</sub> are detected.



# 14. Housekeeping

## Major actions taken before 2023-2024

- o An environmental cleaning policy has been in place since 2018;
- o The waste management center at the Lachine Hospital was renovated in 2022, which has allowed for increased recycling capacities.

## Sustainable development highlights for 2023-2024

- o Housekeeping acquired an automatic scrubber that filters and reuses water, thus reducing water consumption.

## Sustainable development priorities for 2024-2025

- o Update the MUHC's Green Cleaning Policy;
- o Training 100% of housekeeping managers in Sustainable development and encourage them to follow the responsible purchasing training.

## An accomplishment to highlight from 2023-2024

- o In partnership with the Research Institute of the MUHC, a disinfection pilot project using a UV robot was launched which has had an impact on the reduction in time between patient turnover in rooms, as well as reduction in cases of nosocomial infection.



Ultraviolet (UV) disinfection machine

# 15. Water Management

## Major actions taken before 2023-2024

- o A water management program has been in effect for the Glen site since 2020;
- o Faucet equipment and devices are installed to reduce water consumption (toilets, urinals, showers and sinks);
- o Devices installed on taps reduce the dispersion of microbes into the air from water (faucets with laminar flow).

## Sustainable development highlights for 2023-2024

- o Seven contactless faucets installed in the Imaging department of the Lachine Hospital, thus conserving water;
- o MUHC started working on the recertification process for LEED (Leadership in Energy and Environmental Design) at the Glen site, which includes conducting water consumption audits, in collaboration with AtkinsRéalis, our private partner at the Glen site.

## Sustainable development priorities for 2024-2025

- o Continue monitoring water consumption at the Glen site; begin monitoring water meter readings on two other sites and provide annual reporting to the Ministry of Health and Social Services on drinking water savings;
- o Installation of a water meter at the Montreal General Hospital;
- o Development of a drinking water management policy and a drinking water saving plan for all MUHC sites.

## An accomplishment to highlight from 2023-2024

- o In collaboration with the “Centre des technologies de l'eau” (CTE), the Lachine Hospital followed some recommendations to reduce water and between 2011 and 2023, showed an overall reduction of 6.4%. Improvements still need to be made.

Annual consumption of drinking water per site in 2023 (m <sup>3</sup> )	
Glen Site	351 744
Lachine Hospital	173 988
5100 de Maisonneuve	11 363
5252 de Maisonneuve	2 256

# 16. Environmental Site Assessments

## Major actions taken before 2023-2024

- o The MUHC reports annually to the Ministry of Health and Social Services on soil contamination assessments of its sites;
- o Environmental site assessments (ESAs) were undertaken for several MUHC sites, including a geotechnical study with preliminary characterization of soils and groundwater carried out for the Lachine hospital modernization project; phase I and II ESAs were also carried out for the Gilman and 5252 de Maisonneuve W.;
- o Consultants hired to carry out work on our sites are required to allow for Environmental Site Assessments in their proposals.

## Sustainable development highlights for 2023-2024

- o Environmental site assessments (ESAs) carried out on numerous MUHC sites, including a comprehensive Phase I ESA at the Montreal General Hospital.

## Sustainable development priorities for 2024-2025

- o Provide the annual report to the Ministry of Health and Social Services on the soil contamination of its sites;
- o Identify relevant training on Environmental site assessments and ensure that it is available to all teams concerned.

## An accomplishment to highlight from 2023-2024

- o Geotechnical investigations with preliminary soil characterizations carried out at the Montreal General Hospital as part of the basin retention project.



Lachine Hospital site



Soil sampling at 5252 de Maisonneuve W

# 17. Sustainable Development in Patient Care

## Major actions taken before 2023-2024

- o A therapeutic garden in place for several years at the Neuro welcomes patients, staff, students and visitors seeking peace and quiet;
- o Several art therapy activities are organized on the sites;
- o The Montreal Children's Hospital has had a pet therapy program since 2005 and this in collaboration with Zoothérapie Québec, a social economy enterprise.

## Sustainable development highlights for 2023-2024

- o Removal of desflurane, an anesthetic gas that generates a large volume of greenhouse gases (GHG) from operating rooms. A pilot project for the recovery of other anesthetic gases began in October 2023 at the Montreal General Hospital and will continue in 2024 at the Glen site;
- o Art therapy activities, such as the one organized by Les Impatients, that celebrated works of art created by outpatients from mental health units.

## Sustainable development priorities for 2024-2025

- o Consider the feasibility of creating an eco-CPDP (Council of Physicians, Dentists and Pharmacists) at the MUHC;
- o Start projects aimed at further integrating sustainable development into patient care.

## An accomplishment to highlight from 2023-2024

- o As part of the music therapy program of the department of psychiatry, a Christmas concert took place at the Allan Memorial Institute.



Music therapist Dany Bouchard at a Christmas concert at the Allan Memorial Institute.

# 18. Adaptation to Climate Change and Protection of Biodiversity

## Major actions taken before 2023-2024

- o The MUHC's Glen site has LEED certification which requires that the site have tree species native to Quebec and Canada;
- o The MUHC is partners with Les Amis de la Montagne, whose mission is to protect and enhance Mount Royal;
- o The MUHC is a member of the Table de concertation du Mont-Royal which aims to protect the development of the Mont-Royal.

## Sustainable development highlights for 2023-2024

- o A study of the vulnerability of our buildings to climate change began in 2023, and training was also provided to employees during the course of the project;
- o In 2023, 400 trees were planted at the Glen site and a diagnosis of the greening potential of all MUHC sites was done in collaboration with Soverdi;
- o In February 2024, the MUHC signed a commitment in favor of biodiversity and the Government of Quebec's Nature 2030 Plan; an initiative coordinated by the Montreal Regional Environmental Council.

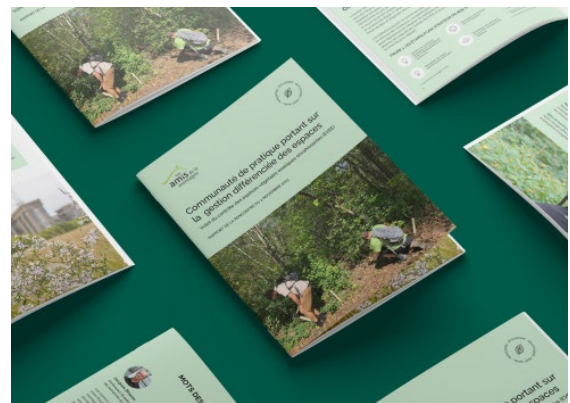
## Sustainable development priorities for 2024-2025

- o Continue the project to assess the vulnerability of buildings to climate change;
- o Green the sites further by planting more trees and flowers;
- o Review certain procurement documents to include requirements regarding the protection of biodiversity, for example, cleaning products and landscaping maintenance services;

- o Make training available to all employees regarding climate change and raise awareness regarding the importance of protecting biodiversity.

## An accomplishment to highlight from 2023-2024

- o Technical service managers participated in a community of practice coordinated by Les Amis de la montagne in November 2023 to learn more about invasive plants species and their control on Mount Royal.



Les Amis de la montagne has prepared a report including several resources on invasive plants species; the report is available on the website [www.lemontroyal.qc.ca](http://www.lemontroyal.qc.ca)



# 19. MUHC Directorates' Priorities

1. Procurement and Logistics Directorate
2. Communications Directorate
3. Education and Simulation Directorate
4. Innovation, Performance and Quality Directorate
5. OPTILAB - MUHC Cluster
6. Perioperative Services and Imagery Directorate
7. Financial Resources Directorate
8. Human Resources Directorate
9. Information Resources and Digital Transformation Directorate
10. Multidisciplinary Services Directorate
11. Professional Services Directorate
12. Technical Services Directorate
13. Nursing Directorate
14. Montreal Neurological Institute-Hospital
15. Research Institute of the MUHC
16. AtkinsRéalis – MUHC's Private Partner at the Glen Site

# 1. Procurement and Logistics Directorate

## Major actions taken before 2023-2024

- A responsible purchasing policy has been in place since 2016;
- A policy on managing the risks of corruption and collusion in contractual management has been in place since 2021;
- Many major actions carried out, including a project to improve inventory management, which resulted in the reduction of losses linked to expired products.

## Sustainable development highlights for 2023-2024

- The Procurement and Logistics Directorate is involved in several major organizational sustainable development projects, including the design of the MUHC's first carbon footprint and the project aimed at encouraging purchases from social economy businesses.

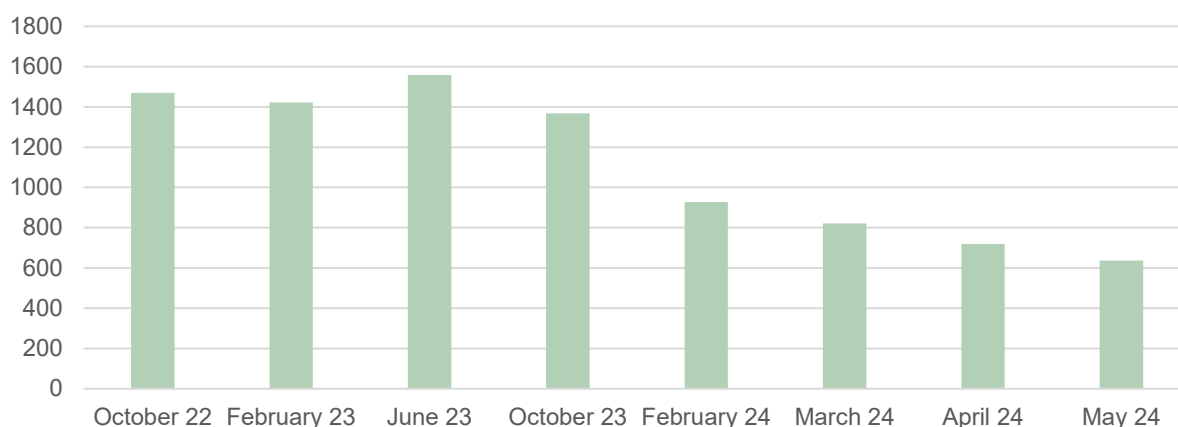
## Sustainable development priorities for 2024-2025

- Ensure the MUHC's membership to ECPAR (responsible purchasing practices community);
- Meet the Ministry of Health and Social Service's sustainable development objectives expectations for the establishments' procurement and logistics teams (e.g.: mandatory training in responsible procurement, integration of sustainable development criteria in procurement processes);
- Optimize distribution center deliveries to reduce the number of trucks (the target being to use a single truck instead of two).

## An accomplishment to highlight from 2023-2024

- The inventory management improvement project resulted in the reduction of 648 pallets between October 2023 and April 2024 from 1,368 pallets to 720, which helped reduce waste of expired products and free up space that may be used for other purposes.

Number of pallets - Glen site





## 2. Communications Directorate

### Major actions taken before 2023-2024

- The Communications Directorate disseminates key achievements in sustainable development, both within (Intranet, posters, etc) and outside the MUHC (website, social media, etc.);
- The MUHC Communications team has been an active member of the Sustainable Development Committee since its inception.

### Sustainable development highlights for 2023-2024

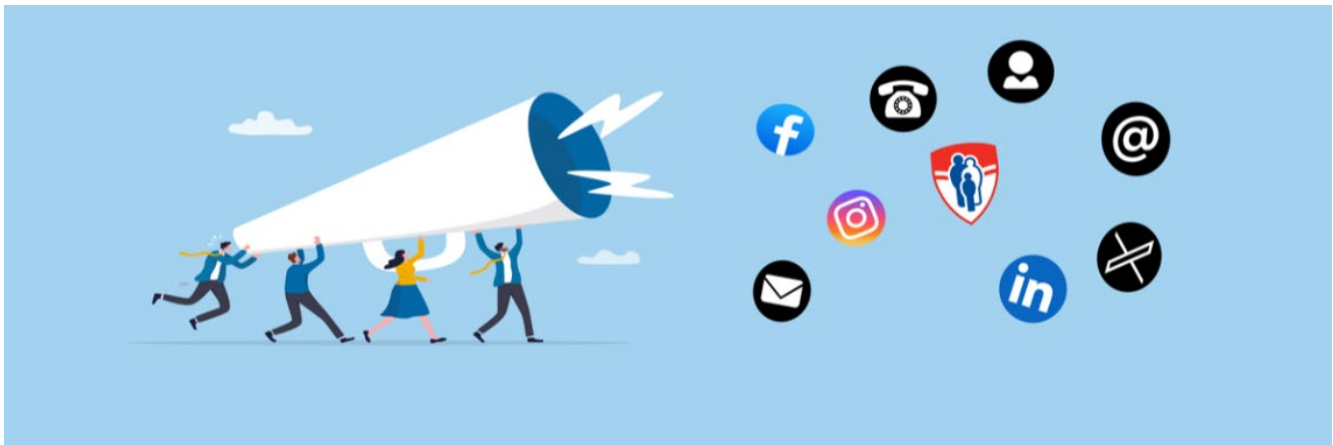
- The Communications Directorate initiated a partnership with Soverdi to commemorate the 25th anniversary of the MUHC with a tree planting;
- Published numerous articles on a variety of subjects, including: eco-responsible changes in the MUHC cafeterias, activities organized to mark Earth Day, tree plantings, initiatives to reduce the environmental impacts of operating rooms, recovery of anesthetic gases, MUHC commitment to social economy enterprises, etc.

### Sustainable development priorities for 2024-2025

- Continue to disseminate sustainable development achievements inside and outside the organization by placing emphasis on major organizational projects such as the residual materials management plan and the carbon footprint assessment;
- Continue to get involved in various sustainable development projects, including the creation of the procedure for eco-responsible events and the sustainable development ambassador program.

### An accomplishment to highlight from 2023-2024

- Consultations with employees and visitors on aspects of sustainable development, including a survey carried out among employees and visitors as part of the LEED recertification of the Glen Site that made it possible to better understand transportation habits.



### 3. Education and Simulation Directorate

#### Major actions taken before 2023-2024

- The MUHC has taken part in Textbooks for Change, a program that gives a second life to books, since 2022. Donation boxes are available to all staff and visitors: collected textbooks are sent to libraries across East Africa, others are sold at reduced prices to students on local campuses, while out-of-date or damaged textbooks are recycled.

#### Sustainable development highlights for 2023-2024

- Outdated or obsolete materials and equipment, unsuitable for patients care, may still be functional in a teaching environment. In 2023-2024, the simulation center recovered materials and equipment worth more than \$370K, later used in simulations.

#### Sustainable development priorities for 2024-2025

- Continue to invest in online and digital resources, expanding user access to a wide range of articles and manuals. This change reduces reliance on paper resources and reduces the carbon footprint by reducing the need for customers to travel to a physical space to access information.

#### An accomplishment to highlight from 2023-2024

- In connection with the Pride celebrations in August in the Montreal region, the MUHC libraries promoted the collection of e-books and audio books on 2SLGBTQIA+ people and their health care; 2SLGBTQIA+ is an acronym that stands for two-spirit, lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, and additional sexual orientations and gender identities.



## 4. Innovation, Performance and Quality Directorate

### Major actions taken before 2023-2024

- In 2019, the MUHC adopted an ethics framework, which defines the MUHC's vision in matters of ethics as well as its approach, its structural framework and its method of ethical analysis;
- A policy relating to the destruction of confidential information has been in effect since 2011; all documents that are placed in locked gray bins on MUHC sites are shredded and recycled;
- The department is responsible for projects that contribute to, amongst other things, reducing the negative environmental impacts of the MUHC. The archives optimization project underway since 2019 will notably reduce the need for storage and transport of documents.

### Sustainable development highlights for 2023-2024

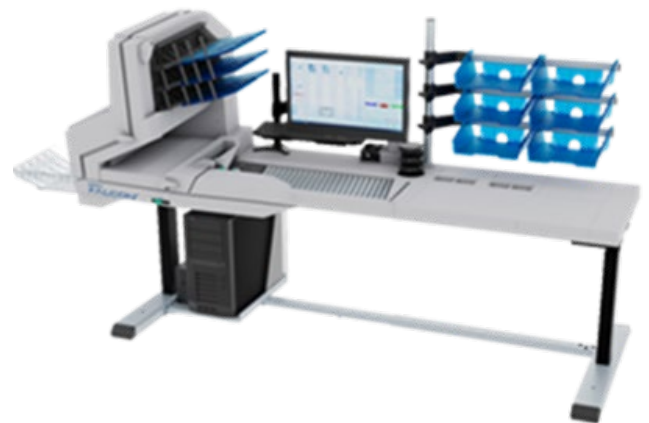
- In 2023, the printing service began the application process to obtain certification from the Forest Stewardship Council (FSC). Obtaining this certification would demonstrate, among other things, the MUHC's commitment to responsible forest management, the rights of indigenous populations and the social and economic well-being of workers.

### Sustainable development priorities for 2024-2025

- Continue the archive optimization project by commissioning new scanning stations to help reduce the quantity of paper in circulation;
- Contribute to the coordination of major organizational projects aimed at reducing the negative environmental impacts of the MUHC, including a project aimed at developing a residual materials management plan and the HOP Lachine project for which LEED certification is sought;
- Meet the expectations of the Ministry of Health and Social Services relating to sustainable development with regards to innovation, performance and quality teams of establishments (e.g.: innovation projects which include socio-cultural and environmental benefits).

### An accomplishment to highlight from 2023-2024

- Acquisition of scanning stations which will allow the dematerialization of patient files and administrative archives.



In April 2023, the MUHC received four scanning stations that are at the heart of the patient-file digitization project. It is thanks to this new technology that the project is possible

## 5. OPTILAB - MUHC Cluster

### Major actions taken before 2023-2024

- The laboratories are ISO 15189 certified; several criteria of this standard promote the reduction of the negative impacts that laboratories can have on the environment, for example, reducing the need to repeat tests, minimizing medical waste and conserving resources.

### Sustainable development highlights for 2023-2024

- Nomination of a representative from the Optilab Directorate to the Sustainable development Committee of the MUHC;
- Initiative to eliminate the printing of results reports (Glen site); at the start of the 2023-2024 period around 10,000 reports per month are sent externally by post; the aim is to reduce this number by 50%.

### Sustainable development priorities for 2024-2025

- Digital pathology project aimed at reducing the transport of samples between Val d'Or and one of the sites in Montreal;
- Continue the reduction of paper reports started at the Glen site on the other sites;
- Pilot project for the recovery and reuse of plastic waste generated by laboratory activities at a Montreal site.

### An accomplishment to highlight from 2023-2024

- OPTILAB-MUHC Laboratory opens at Jewish General Hospital in 2023.



The inauguration of the OPTILAB - MUHC laboratories at the Jewish General Hospital in 2023; this is an important achievement at the social level as it contributes to improving the quality of services and reduces the waiting time for test results

## 6. Perioperative Services and Imagery Directorate

### Major actions taken before 2023-2024

- Perioperative departments have optimized the contents of their instrument kits and organized the recovery and reuse of previously discarded instruments;
- The radiology team launched a sustainable development project focused on recycling and reducing the risks of contamination and exposure to toxic waste.

### Sustainable development highlights for 2023-2024

- The operating rooms of the Montreal General Hospital (MGH) have implemented the recycling of residual materials (boxes and batteries);
- Bins have been installed for biomedical waste and sharp objects in the radiology department;
- Appointment of a representative of the Perioperative Services and Imagery Directorate to the MUHC sustainable development committee.

### Sustainable development priorities for 2024-2025

- In collaboration with other MUHC services and external partners, implement new initiatives for the reuse and recycling of residual materials;
- Characterize residual materials for magnetic resonance imaging (MRI), computed tomography (CT) scan and interventional radiology services.

### An accomplishment to highlight from 2023-2024

- Students from the clinical innovation platform (CLIP) carried out a project aimed at reducing the humidity level in the perioperative area (excluding operating rooms) in order to reduce greenhouse gases (GHG). By gradually reducing humidity levels, the students saved seven-megawatt hours over three days, which is equivalent to the electricity consumption of 75 homes in a year.



Students Devangi Patel, Aksa Anwar and Urshila Naithani from the Clinical Innovation Program (CLIP).

## 7. Financial Resources Directorate

### Major actions taken before 2023-2024

- Development, maintenance and monitoring of a tool accessible to all managers in order to keep track of printing in their department;
- Review of internal processes to minimize the need for paper;
- Reduction of spaces used with the telework and workspace sharing.

### Sustainable development highlights for 2023-2024

- Support to the Technical Services team in defining and securing a budget for sustainable development and for sustainable mobility initiatives;
- Work to facilitate the consolidation of teams on fewer sites in order to reduce the environmental footprint and reduce travel.

### Sustainable development priorities for 2024-2025

- Follow the sustainable development budget and utilization, and facilitate the creation of new, dedicated positions;
- Support initiatives and work related to sustainable development.

### An accomplishment to highlight from 2023-2024

- The Financial Resources Directorate has been an active member of the Sustainable Development committee since its inception.



Participation of two representatives from the Financial Resources Directorate during the tree planting at the Glen site to mark the 25th anniversary of the MUHC in May 2023.

## 8. Human Resources Directorate

### Major actions taken before 2023-2024

- Several online training courses related to sustainable development are available to all employees (e.g.: indigenous realities, responsible procurement, best practices in managing presence at work).

### Sustainable development highlights for 2023-2024

- The Commission on Human Rights and Youth Rights (CDPDJ) confirmed the compliance of phase 2 of the Equal Access to Employment Program (PAÉE) covering the years 2019-2023. In addition, the plan for phase 3 of the PAÉE covering the years 2023-2026 was approved by the steering committee and the CDPDJ;
- Changed the profile requirements for management staff to include the practice of proximity management (a participatory management style that encourages the involvement of each employee in the decisions that concern them);
- Improved the management of performance evaluations and probation periods through the use of a Power BI report specific to them.

### Sustainable development priorities for 2024-2025

- Increase the representation of people with disabilities at the MUHC;
- Continue to encourage the development of professional skills of employees and managers with an emphasis on proximity management practice;
- Deploy a new Power BI report to allow managers to have easy access to the information necessary to manage human resources more effectively.

### An accomplishment to highlight from 2023-2024

- The MUHC is proud to be able to count on a dynamic community rich in diversity. The table below provides information on some of the types of diversity within our community of employees and managers.

#### MUHC Employees as of March 31st, 2024

##### Self-identification

	Total staff & managers	Nursing & cardiorespiratory	Paratechs, auxiliary & trades	Administrative and office technicians and professionals	Technicians & health and social services professionals	Staff not covered by the Law concerning activities in the social affairs sector	Management Staff	Staff hired in 2023-2024
Cultural Diversity (indigenous, visible or ethnique minorities)	37.8%	37.6%	41.3%	36.3%	36.3%	29.9%	36.6%	39.1%
Handicapped	1.1%	0.6%	1.9%	1.5%	0.8%	0.7%	0.5%	0.6%
Women	74.8%	86.4%	54.4%	75.9%	78.9%	69.5%	67.4%	75.8%

# 9. Information Resources and Digital Transformation Directorate

## Major actions taken before 2023-2024

- Conducted a comprehensive review of equipment optimization practices, including printers and phones, which helped streamline equipment use, reduce costs, and lay the foundation for future initiatives.

## Sustainable development highlights for 2023-2024

- Modernization of infrastructure at the MUHC in preparation for digital transformation and the shift to cloud computing;
- Identification of training courses that will move the Directorate towards better procurement practices in terms of sustainable development.

## Sustainable development priorities for 2024-2025

- Continue to optimize equipment fleets (printers and telephones);
- Ensure that employees and managers involved in the preparation of contracts have received training in responsible procurement.

## An accomplishment to highlight from 2023-2024

- Sustainable development is a subject discussed during management meetings.



Sixteen managers gathered in person to discuss the future of our Directorate. One of the topics addressed was sustainable development



# 10. Multidisciplinary Services Directorate

## Major actions taken before 2023-2024

- A healthy food and beverage policy has been in effect at the MUHC since 2017;
- An orientation program for new employees is in place and it will be updated to include the new expectations of the Ministry of Health and Social Services and the priorities of the MUHC in terms of sustainable development.

## Sustainable development highlights for 2023-2024

- Art therapy workshops organized for cancer patients and others. Participants explore and connect their experiences related to their journey with cancer through various approaches (drawing, painting, sculpture, collage);
- As part of the DuoEmploi event organized by the Government of Quebec, a disabled person had the opportunity to do a one-day exploratory internship in food services in June 2023.

## Sustainable development priorities for 2024-2025

- Meet the expectations in terms of sustainable development that the Ministry of Health and Social Services has with regard to the multidisciplinary services of establishments, among others: having a target for purchasing Quebec foods and updating the policy on healthy food and drinks in function of the new reference framework and have the policy approved by the Management Committee.

## An accomplishment to highlight from 2023-2024

- Removal of desflurane, an anesthetic gas that generates significant greenhouse gases (GHG) from the operating room. A pilot project for the recovery of other anesthetic gases began in October 2023 at the Montreal General Hospital and will continue in 2024 at the Glen site.



The Montreal General Hospital's anesthesia team participated in a pilot project regarding the recuperation of anesthetic gases (autumn 2023).

# 11. Professional Services Directorate

## Major actions taken before 2023-2024

- A member of the Professional Services team of the Montreal Children's Hospital has been an active member of the MUHC Sustainable Development Committee since its creation;
- Several actions undertaken by the Partnerships Office, which participates and collaborates with indigenous organizations (see the "Cultural security" section of this report).

## Sustainable development highlights for 2023-2024

- Desflurane, an anesthetic gas that generates many greenhouse gases (GHG), is no longer used in the operating room. A pilot project for the recovery of other anesthetic gases began in October 2023 at the Montreal General Hospital and will continue in 2024 at the Glen site.

## Sustainable development priorities for 2024-2025

- Continue participation in the pilot project for the recovery of anesthetic gases;
- Consider the feasibility of creating an eco-CMDP (Council of Physicians, Dentists and Pharmacists) at the MUHC.

## An accomplishment to highlight from 2023-2024

- The MUHC proudly supported the 2023 Marathon de Montréal.



The MUHC proudly supported the courageous participants of the 2023 Marathon Beneva de Montréal with their time and medical expertise (and medical equipment) making up most of the personnel in the marathon medical clinic near the finish line at the Olympic Stadium.

# 12. Technical Services Directorate

## Major actions taken before 2023-2024

- The Directorate has coordinated the MUHC sustainable development committee since 2019;
- The Directorate is responsible for several policies related to sustainable development: MUHC sustainable development policy, ecological cleaning policy, construction, renovation and demolition waste management policy, etc;
- The Directorate is responsible for several reports to the Ministry of Health and Social Services: reports on the progress of the MUHC's sustainable development approach, reports on residual materials, reports on energy consumption, etc.

## Sustainable development highlights for 2023-2024

- Commitment to purchases from social economy enterprises, signed in October 2023; an initiative coordinated by the Social Economy Council of the Island of Montreal (CÉSIM);
- Commitment in favor of biodiversity and the Government of Quebec's Nature 2030 Plan, signed in February 2024; an initiative coordinated by the Montreal Regional Environmental Council;
- A project replaced approximately 2,600 neon lights with LED fixtures at three sites, contributing to our energy efficiency efforts.

## Sustainable development priorities for 2024-2025

- Deploy technical services teams' strategic plans that include actions aimed at integrating sustainable development;
- Continue the MUHC's sustainable development approach, among other things, by ensuring that each department takes charge of the expectations of the Ministry of Health and Social Services that are under their responsibility.

## An accomplishment to highlight from 2023-2024

- Initiatives aimed at reusing products that are still useful or extending their lifespan have been put in place, among other things, when replacing hospital beds which had reached the end of their lifespan.



Hospital beds that can no longer be used for patients are recovered by the MUHC Interprofessional Simulation Centre.

# 13. Nursing Directorate

## Sustainable development Highlights for 2023-2024

- The Nursing Directorate has established a Sustainable development Committee, including a representative from each mission, a mandate and meeting schedule.

## Sustainable development priorities for 2024-2025

- Development of a training plan for the Nursing sustainable development committee members;
- Submit articles to be published in the DSI journal related to sustainable development, including the impact of climate change on health, actions taken by the teams under the DSI, etc.;
- The Nursing Directorate will plan discussions with the Education and Simulation Directorate to develop a partnership with them for the donation of expired medical supplies.

## An accomplishment to highlight from 2023-2024

- As part of a competition organized by the Comité de la relève infirmière (C.R.I.), the sustainable development initiatives of the cardiac surgery unit of D07 at the Glen site were recognized.



The cardiac surgery unit of D07 at the Glen site won the 1st Earth Month competition organized by the Comité de la relève infirmière (C.R.I.). The unit has implemented initiatives to promote sustainable development: composting of coffee capsules, use of reusable bottles for hydration, sharing of books (take a book - leave a book), recycling of medicine vial caps for artistic projects, etc

# 14. Montreal Neurological Institute-Hospital

## Major actions taken before 2023-2024

- An equity, diversity and inclusion committee is in place;
- The therapeutic garden in the north wing pavilion at the Neuro welcomes patients, staff members, students and visitors seeking peace and quiet;
- Digital display screens are located in public areas; the display composed of text, images (which are often animated) and video helps to facilitate communication with patients and employees.

## Sustainable development highlights for 2023-2024

- In order to improve the management of residual materials, recycling stations have been installed; recycling of cans, bottles and other materials is thus facilitated;
- Games sessions are organized at workplaces during meal breaks; staff can therefore take their minds off things by participating in Trivia quizzes or board games;
- Appointment of a Neuro representative to the MUHC sustainable development committee.

## Sustainable development priorities for 2024-2025

- Continue initiatives aimed at improving the management of residual materials, among other things, see what can be done for the recycling of packaging for medical supplies from the operating room and radiology;
- Undertake actions to reduce paper consumption and reduce the need for fax machines.

## An accomplishment to highlight from 2023-2024

- Patient Resource Centers have created a collection of digital books. Patients have shown a lot of interest because they have easier access to reliable books and they do not have to return books in person. The Neuro provided 33 books, including a collection on Indigenous health.



The Neuro Patient Resource Center team, Sabrina Burr and Madison Lemke promote the latest additions to the digital book collection and the print book collection.

# 15. Research Institute of the MUHC

## Major actions taken before 2023-2024

- The Research Institute participated in the annual Freezer Challenge to save energy by implementing sustainable management practices for fridges and freezers, aiming to conserve energy, space, and money;
- The Research Institute has a sustainable development committee;
- The Research Institute has been a member of the MUHC sustainable development committee since 2021.

## Sustainable development highlights for 2023-2024

- The sample processing laboratory of the Center for Innovative Medicine (CIM) ranked first among all the McGill University community laboratories that participated in the Freezer Challenge;
- Implemented action to improve the management of residual materials, including extending the lifespan of lab coats and recycling research equipment.

## Sustainable development priorities for 2024-2025

- Develop a guide that promotes sustainable development practices in the MUHC-RIs laboratories ;
- Further our initiatives that improve the management of residual materials, including a project to recycle waste not generated from healthcare activities (e.g. laboratory plastic, nitrite gloves and glass).

## An accomplishment to highlight from 2023-2024

- Several awareness sessions on residual materials management were organized.



# 16. AtkinsRéalis – MUHC’S Private Partner at the Glen Site

## Major actions taken before 2023-2024

- In collaboration with the MUHC teams, AtkinsRéalis participated in the process to obtain recognized certifications in the eco-responsible building sector: LEED Canada Gold certification for new constructions in 2016; LEED Canada Gold for existing buildings in 2019;
- A member of AtkinsRéalis has been an active member of the MUHC sustainable development committee since 2021.

## Sustainable development highlights 2023-2024

- Preparation of the LEED recertification file for the Glen site which is planned for summer 2024;
- In collaboration with our partners at the MUHC, developed a project that aims to reduce humidity levels in certain areas of the hospital in order to reduce our greenhouse gases.

## Sustainable development priorities for 2024-2025

- Continue greening initiatives to plant additional trees on the Glen site;
- Participate in a project to improve the exterior space of the Glen site;
- Continue all follow-ups required for LEED 2024 certification.

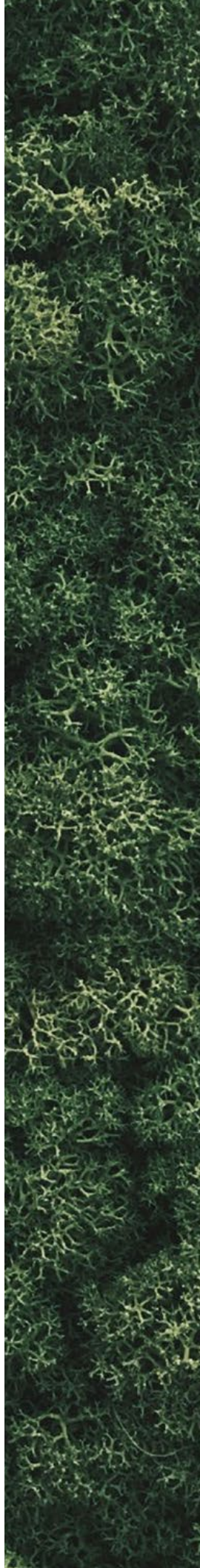
## An accomplishment to highlight from 2023-2024

- In September 2023, the planting of 400 trees began at the Glen site. Grants from the City of Montreal, Environment and Natural Resources Canada, Soverdi and AtkinsRéalis helped finance the \$87,500 project, which includes maintenance for the next two years. The greening potential of all MUHC sites was also assessed.



400 trees planted at the Glen Site in September 2023 in collaboration with Soverdi.

# Annexes





# 1. UN Sustainable Development Goals and Associated Sections of this Report



- Quality of Life at Work



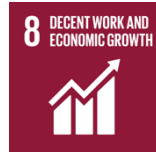
- Energy Management and GHG Calculation
- Sustainable Mobility & Electrification of Transport



- Residual Waste Management
- Adaptation to Climate Change and Protection of Biodiversity



- Food Services



- Quality of Life at Work



- Water Management
- Food Services
- Housekeeping



- Sustainable Mobility & Electrification of Transport



- Energy Management and GHG Calculation



- Sustainable Development in Patient Care
- Adaptation to Climate Change and Protection of Biodiversity



- Awareness



- Quality of Life at Work
- Cultural Safety



- Responsible Procurement



- Quality of Life at Work



- Sustainable Mobility & Electrification of Transport



- Engagement, Accountability and Reporting



- Water Management



- Responsible Procurement
- Residual Waste Management
- Eco-responsible Events

For more information:

<https://www.un.org/sustainabledevelopment/>

## 2. Sustainable Development Expectations of the MSSS and Associated Sections of this Report

Engagement	○ Engagement	Water Management	○ Water Management
Accountability and Reporting	○ Accountability and Reporting	Food Services	○ Food Services
Awareness	○ Awareness	Indoor Air Quality	○ Indoor Air Quality
Quality of Life at Work	○ Quality of Life at Work ○ Cultural Safety	Eco-responsible events	○ Eco-responsible Events
Sustainable Mobility	○ Sustainable Mobility & Electrification of Transport	SD in Patient Care	○ Sustainable Development in Patient Care
Sustainable Procurement	○ Responsible Procurement	Fight Against Heat Islands and Adaptation to Climate Change	○ Adaptation to Climate Change and Protection of Biodiversity
Energy Management and GHG Calculation	○ Energy Management and GHG Calculation	Housekeeping	○ Housekeeping
Residual Material Management	○ Residual Waste Management	Electrification of transport	○ Sustainable Mobility & Electrification of Transport

For more information on MSSS expectations, see the Sustainable Development Action Plan 2023-2028 (pages 31 to 35)

<https://publications.msss.gouv.qc.ca/msss/document-003695/>

### 3. Accreditation Canada Sustainable Development Criteria and Associated Sections of this Report

<p>Respect for the principles of sustainable development when implementing services in response to the needs of the population</p>	<ul style="list-style-type: none"> <li>○ Engagement</li> <li>○ Accountability and Reporting</li> <li>○ Quality of Life at Work</li> <li>○ Cultural Safety</li> <li>○ Energy Management and GHG calculation</li> <li>○ Residual Waste Management</li> </ul>
<p>Development, implementation and regular review of sustainable development policies and principles</p>	<ul style="list-style-type: none"> <li>○ Engagement</li> <li>○ Sustainable Mobility &amp; electrification of transport</li> <li>○ Residual Waste Management</li> <li>○ Water Management</li> <li>○ Housekeeping</li> </ul>
<p>Implementation of initiatives to support sustainable development</p>	<ul style="list-style-type: none"> <li>○ Food Services</li> <li>○ Indoor Air Quality</li> <li>○ Sustainable development in patient care</li> <li>○ Sustainable mobility &amp; electrification of transport</li> </ul>
<p>Using management indicators to assess the effectiveness of sustainable development initiatives</p>	<ul style="list-style-type: none"> <li>○ Accountability and Reporting</li> <li>○ Energy Management and GHG Calculation</li> <li>○ Residual Waste Management</li> </ul>
<p>Consideration of the impacts of climate change on the establishment and on health and adaptation of the service offer</p>	<ul style="list-style-type: none"> <li>○ Adaptation to climate change and protection of biodiversity</li> </ul>
<p>Training offered to strengthen capacities for eco-responsible management, mitigation of the impacts of climate change and adaptation</p>	<ul style="list-style-type: none"> <li>○ Awareness</li> <li>○ Sustainable Procurement</li> <li>○ Eco-responsible events</li> <li>○ Housekeeping</li> </ul>

For more information on Accreditation Canada criteria:

<https://accreditation.ca/?acref=self>

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Health Centre

