



Student Handbook & Resource Guide

Northeastern University in Toronto

First Canadian Place
100 King Street West, Suite 4620
Toronto, ON M5X 1E2

375 Queen Street West
Toronto, ON M5V 2A5

northeastern.edu/toronto

Welcome to Northeastern University, Toronto Campus!



Stephanie Cochrane (she/her)
Director of Student Services
Northeastern University
Toronto Campus

As the Director of Student Services, I am thrilled to extend a warm welcome to you. This Student Handbook & Resource Guide is your comprehensive companion, designed to help you begin to navigate the multitude of resources and services available to you as a Northeastern student in Toronto.

Our vibrant campus and the dynamic city of Toronto offer a unique and enriching environment for your academic and professional journey. Your distinctive background, personal experiences, and academic pursuits are what make our community diverse and vibrant. We are genuinely excited to have you here and to see the contributions you will make to our NU Toronto Husky community.

Your primary goal is to excel in your studies and professional development, and our primary goal is to provide the support and environment you need to achieve that. Don't hesitate to reach out to your faculty, participate in campus events, engage in student life and leadership development opportunities, and, most importantly, seek our assistance whenever needed. We are here to support you every step of the way.

Student Services is dedicated to preparing you for success, both academically and as global citizens. Our mission is to empower all students, foster a sense of community, and promote well-being through inclusive experiential learning and programming. We encourage you to explore the various ways we enhance the student experience.

Enjoy this exciting time, and we look forward to seeing all that you will accomplish!

Land Acknowledgement

We acknowledge the land on which Northeastern University's Toronto campus operates. This is the ancestral and traditional territory of many Peoples, including the Wendat, the Anishinaabe, the Chippewa, the Seneca, and others whose names and narratives have been erased by time and colonization.

This beautiful land and its waters are still home to many diverse Peoples, including First Nations, Inuit, and Métis Peoples from across Turtle Island. We also acknowledge that Toronto is covered by Treaty 13, signed with the Mississaugas of the Credit.

We recognize the role of treaty-making in what is now Toronto and accept our collective responsibility for stewardship of the land on which we live and work. As educators, we commit to teaching the students who come through our doors the complex history of the Peoples who are rooted in and presently live on this land.

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Acknowledgement of Northeastern University's Student Handbook

The Code of Student Conduct applies both on and off campus, to all Northeastern University students, at all levels of study, in all colleges and programs locally or abroad, on-ground or online, as well as all student groups and organizations. The University establishes guidelines for the behaviours of its students to promote student conduct that does not adversely affect the educational mission of the University, members of the University community, its relationship with the surrounding community, sister institutions, or co-op partners.

Students are expected to display proper respect for the rights and privileges of other members of the University community and their guests. The atmosphere in classes, laboratories, online, and at university events must be free from undue disruption. Furthermore, students must follow the reasonable directions of university personnel. Students are expected to be honest and forthright in their course of dealings with the University. Falsification, distortion, or misrepresentation of information to the University or University officials could result in being charged with a violation of the Northeastern University Code of Student Conduct.

By accepting an access card to the Northeastern University in Toronto campus, you agree to abide by all policies outlined in the Northeastern Student Handbook, as well as the following:

- *Only authorized persons may be given access to keys/cards that permit entry to buildings and locked spaces on the University campus. All members of the University community are responsible for cards assigned to them.*
- *Lost or stolen cards must be reported immediately to a staff member. There is a \$25 replacement fee for both a Husky ID and Access Card.*
- *You may not share your access card or code with anyone, nor may you use the access card of another student.*
- *You may only enter the campus through the main doors.*
- *You will not permit other students to enter from any entrance other than those designated as a point of entry.*
- *You are responsible for the behaviour of your guest. All guests must be signed in at the front desk and receive a visitor badge. You are expected to escort your guest at all times.*
- *You must display your Husky ID card on your person at all times when on campus as confirmation of identification.*
- *You are responsible for the spaces you use and should return them to the state in which you found them. Use of Northeastern facilities should be related to the academic mission of the University.*

Northeastern University

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Toronto Campus

Location

The First Canadian Place campus is on the 46th and 52nd floors of First Canadian Place, at 100 King Street West. Guests are required to check in on the 46th floor, accessed by taking the elevator marked 44-56 in the main lobby. Students can proceed directly to the 46th or 52nd floor as appropriate. The Queen Street West campus is located at 375 Queen Street West.

Access by Public Transportation

The First Canadian Place campus is located between St. Andrew Station and King Station, both on the Yonge-University subway line. From either station, follow the underground PATH network to First Canadian Place. The Queen Street West campus is accessible via the 501B streetcar which travels along Queen St. between Spadina and Bay. Visit ttc.ca for a detailed subway map, and information about other TTC routes.

Where to Buy Tickets and Passes

We recommend that students obtain a PRESTO card. This is an electronic reloadable payment card that lets you pay your fare on the TTC, Go Transit, UP Express, and 8 other transit services in Ontario. Simply tap your card once upon boarding the train or bus. When getting your card, there will be a one-time \$6.00 fee. You can buy a PRESTO card at a fare vending machine, Shoppers Drug Mart locations, official Customer Service Outlets, or online at prestocard.ca. Never buy a card or try to load funds and passes through an unauthorized seller.



Presto on the TTC

Cash fare on the TTC is \$3.35. With a PRESTO card, the fare is \$3.30. Commuters get two hours travel in any direction on the TTC with each payment. When you start your trip and tap your PRESTO card, your fare will be deducted, and a two-hour transfer will automatically be applied to your card. Each time you hop on and off the system or switch directions, just tap your PRESTO card again.

Presto on the GO Transit

You can use your [PRESTO](#) card when taking a GO train, GO bus, or a combination of both for your trip. For more information or to calculate the fare of your trip, you may visit gotransit.com.

Access by Car

Below ground parking is available at First Canadian Place. Enter the parking facility on York Street, north of King, or on Adelaide Street, east of York.

Hours of Operation

Our regular hours of operation are Monday-Thursday 9AM-9PM and Friday-Sunday 9AM-5PM. Hours may be extended in the case of evening courses or special events. Staff and students are advised to always use the main campus doors. Any changes to hours of operation will be communicated via Student Services or Ops Team.

Other Important Policies



We are a smoke-free campus. According to the [Smoke-Free Ontario Act, 2017](#), you cannot smoke or vape in any enclosed workplace, any enclosed public space, any other places designated as smoke-free and vape-free, or any other prohibited place.

Smoking and/or vaping of any products, including cannabis, is prohibited at Northeastern University-Toronto.

Northeastern University does not allow pets on campus. Service Animals or other animals approved through the Disability Resource Center are permitted.



Colleges

The Toronto Campus offers programs from the following Northeastern colleges. Check out the links and contact details below for more information about your college.

College of Professional Studies – MS Project Management, MS Regulatory Affairs, MPS Analytics, MPS Informatics

- Website: cps.northeastern.edu
- Advising: cpstorontoadvising@northeastern.edu

College of Engineering – MS Information Systems (and Bridge), MS Cyber-Physical Systems

- Website: coe.northeastern.edu
- Advising: coe-toronto-gradadvising@northeastern.edu

College of Science – MS Biotechnology, MS Bioinformatics

- Website: cos.northeastern.edu
- Advising: cosgradstudents@northeastern.edu



Campus Resources

Facilities

The First Canadian Place campus features dedicated bookable study rooms, a number of spaces for individual or group work, classrooms on both the 46th and 52nd floors, an ideation space, and a canteen equipped with water fountain, fridge, and microwave. The Queen Street West campus features 4 classrooms, 4 bookable phone rooms, 2 bookable Collaboration rooms and 1 Wellness Room.

Student Support Services

The Student Services team is available to direct students to appropriate resources across the Northeastern Global University System, and to address any issues that arise with respect to Toronto student experience.

All students have access to academic advising. Advisors meet with students in one-to-one and group sessions and advise on topics like course selection, course registration, and other academic policies and processes. Students can find contact details and appointment schedules for advisors on the [Student Life website](#).

The Office of Global Services (international.northeastern.edu/ogs) is available to provide information and guidance to international students on all matters related to immigration status and studying in Canada. To reach out to OGS Canada with specific questions, please email OGSCanadaAdvising@northeastern.edu.

Wireless Internet

Secure NUwave wireless internet is available to all Northeastern students and faculty. Users can login using their Student Hub credentials. Guests at the Toronto campus have access to NUwave-Guest. Users, please note that this network does not offer data encryption. For questions related to wireless access email help@northeastern.edu. For more information, refer to the Information Technology Services (ITS) webpage at its.northeastern.edu.

Husky Cards

The Husky Card is your student ID. It is required in order to gain access to the campus. Students are required to visibly display their Husky Card in Northeastern lanyards on campus as valid ID at all times. Lanyards can be obtained at Orientation.



How to get a Husky Card:

Students are recommended to upload their own photo before the scheduled campus Orientation via the link on the Toronto Student Life site or Orientation Canvas module.

Husky Cards will be available for pick-up at the scheduled campus Orientation. You must present a photo ID (passport or driver's license) upon pick-up. For further information, please contact the Operations Team, at toronto_operations@northeastern.ca.

The first Husky Card is issued free of charge. Replacement cards are \$25.00 (USD).

Printing & Scanning

Printing is available on campus and requires a Husky Card for access. Students are annually provided a limited amount of free printing. The annual credit does not rollover from year to year.

Printing Costs

At the start of the academic year, students receive a \$120 printing credit on their Husky Cards.

Printer Type	Paper Size	Cost
Black and white	8.5x11	\$0.10
Colour	8.5x11	\$0.30

The cost of printing is automatically deducted from the student's printing credits.

Students can check their remaining print allowance by logging into The Student Hub.

For scanning needs, students can use the Konica Minolta on the 46th floor. For other printing needs, students can use the HP printers on both floors.

Should you require printing or scanning assistance while on campus, reach out to the Operations Team. For scanning needs, students can use the Konica Minolta on the 46th floor of the First Canadian Place campus space. For other printing needs, students can use the HP printers on both the 46th and 52nd floors.



Co-op & Career Services

The Career Development and Experiential Learning team is a resource for students seeking success in the Canadian job market. All students have access to Career Services and Co-op advisors who support students in their career development journey right from orientation through a variety of workshops, events, and 1:1 advising. Visit studentlifetoronto.sites.northeastern.edu/student-support-services to book an appointment with your advisor.

Career Development Events

Build your skillset and knowledge base by attending career development sessions. Learn how to search for jobs, ace an interview, and take part in networking events. Look out for event details on Viva Engage, the Student Newsletter, and in communications from the Careers team.

Co-op Preparation Courses

Each college at Northeastern offers courses to help you prepare for your co-op experience. These are a fantastic opportunity to learn about key components of networking, business professionalism, and effective communication. Talk to your advisor to find out how co-op preparation courses can give you a head start.



Campus Safety

First Canadian Place Campus Location

The designated Emergency Fire Wardens for the campus are the Operations team, they will facilitate evacuation procedures.

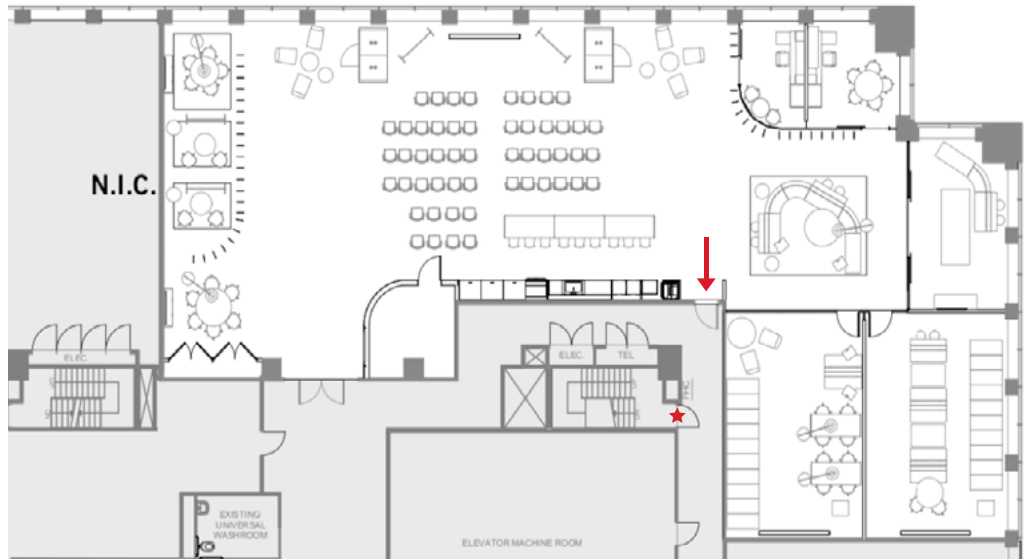
The closest access to the nearest fire exit for the 46th floor is the rear door. The star marks the EXIT stairwells.

On the 52nd floor exit through any of the campus doors. The EXIT stairwell is also marked with a star below.

The building has a two-staged alarm system, with two separate and distinct tones.

The Evacuation Tone is a continuous siren-like tone. The Alert Tone is an intermittent siren-like tone.

46th Floor



52nd Floor



★ Toronto
Campus fire
escape route



Upon Discovery of Fire or Smoke

1. Leave the affected area immediately.
2. Close all doors behind you.
3. Activate the Fire Alarm Pull Station.
4. Use the EXIT stairwell(s) and/or an exterior EXIT to evacuate the building.
5. Call the Fire Department at 911 (from a safe location, only when safe to do so).

DO NOT ATTEMPT TO USE THE ELEVATOR.

Upon Hearing the 2nd Stage (Evacuation) Alarm (fast pulsing, continuous signal)

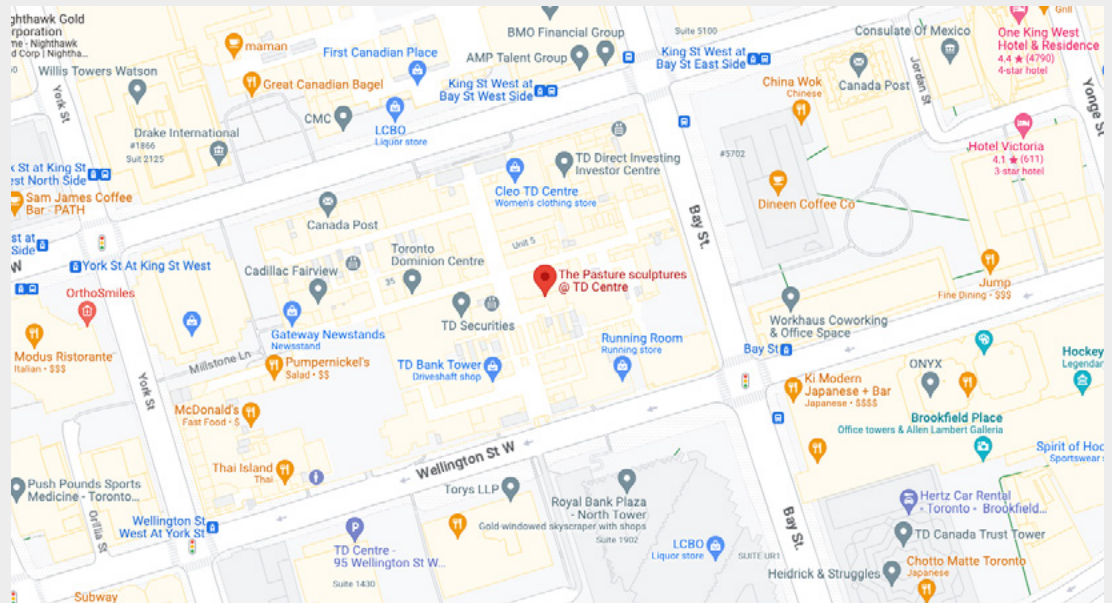
1. Leave the building via the nearest EXIT stairwell and/or exterior EXIT.
2. Close all doors behind you.
3. Remain calm and do not attempt to use the elevator.

DO NOT ATTEMPT TO USE THE ELEVATOR.

Upon Hearing the 1st Stage (Evacuation) Alarm (slow pulsing, intermittent signal)

1. Stand by and prepare to leave the building.
2. Listen for instructions over the paging system or from the Fire Department.
3. Remain calm.

Assembly point for staff and students will be Toronto Dominion Courtyard – Pastures Sculpture.





Medical Emergency

In the event of a medical emergency on campus, please follow these steps:

1. Call 911 and provide:

- a. Campus address (First Canadian Place, 100 King Street W. or 375 Queen Street West)*
- b. Floor number and any room details*
- c. Type of emergency (i.e. bleeding, shortness of breath, etc.)*
- d. Any information requested (do not hang up until directed to do so)*

2. Alert a staff member immediately who will call Building Security (416-862-6319)

Elevator Entrapment

If you are trapped in an elevator, please follow these guidelines:

- 1. Remain calm**
- 2. Press the call button labeled 'help' on the elevator's control panel**
- 3. Notify Building Personnel of your situation**
- 4. Do not try to free yourself or escape. Await instructions and assistance.**

Suspicious Object

If you notice an object that looks out of place or suspicious DO NOT TOUCH IT. Alert a member of staff who will contact building security.

Severe Weather

In the event of severe weather, students will be informed of any campus closures via email, and the NU Alert system.

Note: Please ensure your mobile phone and contact information is registered and updated with Northeastern University. Students can change or update their contact information by logging in to the Student Hub.



Important Phone Numbers

Emergency

Fire / Emergency	911
FCP Building Security	416-862-6319

Non-Emergency

Toronto Police Non-Emergency Inquiries	416-808-2222
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Health Services

Telehealth Ontario (24/7 Registered Nurse Advice)	866-797-0000
Connex Ontario 24/7 Mental Health Helpline	866-531-2600

Northeastern University

Toronto Campus	888-660-6938
Information Technology Services	888-710-6943
Snell Library	855-618-7512
NU Police Department (Non-Emergency)	617-373-2121
We Care Student Support Office	617-373-4384
Find@Northeastern (24/7 Mental Health Advice)	1-781-457-7777 (International) 1-855-229-8797 (Canada)



Mental Health

What is Mental Health?

It influences how we think and feel about ourselves and others and how we interpret events. It affects our capacity to learn, communicate, and form, sustain or end relationships, and it influences our ability to cope with change, transition, and life events.

What is a Mental Health Crisis?

A situation in which a person's thoughts, emotions, and behaviours can put them in jeopardy of harming themselves or others and/or put them at risk of being unable to care for themselves or access food, clothing, and shelter.

University Mental Health & Wellness Resources

Organization	Contact Information
Northeastern University Health & Counseling Services Find@Northeastern: 24/7 Mental Health Support Line	northeastern.edu/uhrs 1-781-457-7777 (Intl.) 855-229-8797 (Canada)
We Care Northeastern's Support Services Network – provides connections and resource referrals Hours: Mon-Fri 8:30am-5:00pm	northeastern.edu/wecare wecare@northeastern.edu 1-617-373-7591
Center for Spirituality, Dialogue & Service (CSDS) Connect with spiritual advisors and attend to your spiritual needs Hours: Mon-Fri 11:30-5:30pm	csds@northeastern.edu 1-617-373-2728

Toronto Community Mental Health Resources

Organization	Contact Information
988 (24/7 Canada Suicide Crisis Helpline)	Call or Text 9-8-8 988.ca
Canadian Mental Health Association (CMHA) Need Support? Call Distress Centres of Greater Toronto	Toronto Branch 416-789-7957 toronto.cmha.ca Resource Guide toronto.cmha.ca/mental-health-2/find-help/mental-health-resources-416-408-4357
The Centre for Addiction and Mental Health (CAMH)	Main 24/7 Switchboard 1-800-463-2338 camh.ca Community Resource Sheets camh.ca/en/health-info/guides-and-publications/community-resource-sheets
Crisis Text Line Free 24/7 texting support with a Crisis Counselor	U.S. and Canada Text HOME to 741741 crisistextline.org
Connex Ontario Free 24/7 phone, web chat, or email support and health services info	1-866-531-2600 connexontario.ca

Toronto Community Mental Health Resources (Continued)

Organization	Contact Information
211 Ontario Information and referrals for community, government, social, and health services, including mental health resources	Call 2-1-1 or 1-877-330-3213 211ontario.ca
Good 2 Talk Support for postsecondary students ages 17 to 25	1-866-925-5454 good2talk.ca
Hope for Wellness Help Line Immediate counselling and crisis intervention for Indigenous peoples across Canada	1-855-242-3310 hopeforwellness.ca
Naseeha Mental Health Islam-inspired helpline for people going through challenging times	1-866-627-3342 naseeha.org
Talk 4 Healing 24/7 support and resources for Indigenous women with services in 14 languages across Ontario	1-855-554-4325 (call or text) talk4healing.com
Trans Lifeline Hotline for direct peer support and referrals for trans people in crisis	1-877-565-8860 translifeline.org
The Trevor Project Free 24/7 crisis intervention and support hotline, online chat, and texting service for LGBTQ+ youth	1-866-488-7386 thetrevorproject.org

Visit the Toronto Student Life site Resources page for more resources:
studentlifetoronto.sites.northeastern.edu/resources/



Nearby Health and Medical Facilities

On the next page is a list of health and wellness, hospitals and local mental health service providers. A valid Ontario Health Card is required to get healthcare services.

Note: Students who have private health insurance are advised to contact their insurance provider to receive guidance on seeking medical care. (Toll-free numbers are generally available on the back of policy cards).

Students should carefully consult with their provider and read the policies.

In the event of any emergency, dial 911.

Walk-in Clinics

MCI The Doctor's Office

Concourse Level, First Canadian Place (100 King St. West) 416-867-1200

Integra Health Centre

13th Floor, The Exchange Tower (130 King St. West) 416-777-9355

PATH Level – West Wing, Commerce Court (199 Bay St.) 416-777-9333

Hospitals

St. Michael's

Main entrance, (36 Queen St E.) 416-360-4000

Mount Sinai

Main entrance, (600 University Ave.) 416-586-4800

Toronto General

Main entrance, (200 Elizabeth St.) 416-340-3131

Local Mental Health Service Providers

Mental Health & Justice Network Programs

North Toronto – COTA Health 416-785-9230

East Toronto – CMHA Toronto 416-458-9466

South Toronto – Sound Times Support Services 416-979-1700

West Toronto – Reconnect Mental Health Services 416-248-2050

City-Wide (ages 16 – 24) – CTYS New Outlook..... 416-924-2100

Fred Victor Centre..... 416-364-8228

Police Mobile Crisis Intervention Team..... 416-808-2222 or 911

Court and custody-based mental health services

College Park Court – Fred Victor..... 416-598-8103

East Toronto – Scarborough Court – CMHA 416-285-4177

North Toronto – North York Court – COTA Health 416-667-0933

South Toronto – Old City Hall Court – Fred Victor 416-364-8394

West Toronto – Finch Court – Etobicoke – CMHA 416-745-5775

Residential Services

The Access Point..... 1-888-640-1934

Safe Bed Registry (CMHA, COTA, Reconnect, Gerstein)..... 416-248-4174

Canadian Mental Health Association (CMHA) Ontario Division

Toronto Branch..... 416-789-7957



Fitness

See here for a list of options for gyms and fitness clubs in the Toronto area:

Goodlife Fitness

[Goodlifefitness.com](https://www.goodlifefitness.com)

Planet Fitness

[planetfitness.ca](https://www.planetfitness.ca)

Hone Fitness

[honefitness.com](https://www.honefitness.com)

LA Fitness

[Lafitness.com](https://www.lafitness.com)

YMCA

[ymcagta.org](https://www.ymcagta.org)

Fit4Less

[fit4less.ca](https://www.fit4less.ca)

Fit Factory

[fitfactoryfitness.com](https://www.fitfactoryfitness.com)

F45

[F45training.ca](https://www.f45training.ca)

Barry's Bootcamp

[Barrysbootcamp.com](https://www.barrysbootcamp.com)



Housing

There are a range of great neighbourhoods across the Greater Toronto Area for students to live. Each neighbourhood has advantages and challenges so make sure you research where would be best for you. For more information check out toronto.ca.

Looking for Housing

There are many online services that can connect renters with suitable accommodation. The Toronto Student Life website has a list of useful links to [resources](#). Join the “NU Toronto Housing Connect” community on [Viva Engage](#).

Avoiding Scams

It is important to be safe and cautious when looking for housing. Follow these basic guidelines to avoid scams:

- *Never make payments in the form of cash.*
- *Never give out financial or personal information.*
- *Never wire funds via Western Union or MoneyGram.*
- *Never rent a place you haven't viewed in advance.*
- *Only work with people and realtors you can meet in person and talk to on the phone.*
- *If it feels wrong – it probably is!*

Emergency Residential Services

The Access Point.....1-888-640-1934
Safe Bed Registry (CMHA, COTA, Reconnect, Gerstein).....416-248-4174



Northeastern University Resources

Library Services

Northeastern University Libraries (library.northeastern.edu) offers Toronto-based students access to the university's extensive online holdings. Students can also special-order articles through NExpress and Iliad. Journal articles are generally delivered electronically within a day or two of the requests. Subject librarians work with the online and global campus students to locate copies of books that are not offered online by Northeastern.

Online Assistance Reference Librarians and Library Subject Specialists (library.northeastern.edu/subject-librarians) are available to assist students regardless of location. Students can book consultations with specialists through the link above.

Have an urgent question?

- Chat with a librarian 24/7 on the Library website, library.northeastern.edu
- Call (617) 373-2356
- Text (617) 934-7876 for quick questions

The Library's Toronto Global Campus Portal has Research Subject Guides and useful information specifically for Toronto-based students: library.northeastern.edu/global_campus/global-campus-portals/toronto/

Other Resources

Toronto Public Library

torontopubliclibrary.ca

Toronto Public Library (TPL) is the busiest urban public library system in the world. Every year, millions of users visit its 100 branches and take advantage of the online services, such as eBooks, digital magazines, movies and music.

To access any [Toronto Public Library](#), you will need to bring name and address identification. You can borrow books, music, movies and some musical instruments, research databases, and place holds online to reserve materials and have them sent to your nearest branch.

University of Toronto Libraries

Most [University of Toronto \(UofT\) libraries](#) are open to the public for browsing and study space with the exception of the Robarts library book stacks. You can access the internet and UofT's online resources in the library with a [LIRA account](#) at designated computers. Internet access is available to Northeastern students through eduroam.

Find@Northeastern

[Find@Northeastern](#) is a 24/7 mental health support available for all full-time degree-seeking students. They offer:

- *Immediate support with a licensed mental health provider*
- *Personal assistance in locating and scheduling the help students need*
- *Five free counselling sessions each fall and spring semester*
- *Video counselling options for students*
- *Appointments with local therapists*
- *Resources and tools to help students along the way*

Students can contact Find@Northeastern at +1-781-457-7777 (Intl.) 855-229-8797 (Canada).



Online Resources

The Student Hub

All relevant student information can be accessed through the Student Hub, an electronic gateway for the Northeastern University community.

Students can access their student email accounts, register for and/or drop courses, confirm course registration, view grades and academic history, update their contact information, access the international payment portal and apply to graduate.

Northeastern Student Email

Students have access to their Northeastern email accounts upon activation of their myNortheastern account. It is important to check your student email regularly as all official campus, college, and university correspondences are sent to students' @northeastern.edu email accounts.

Information Technology Services

Information technology support is available through Information Technology Services. Students also have 24/7 access to a wide range of support including live support and a comprehensive suite of resources. Visit Services & Links on your Student Hub page for more information regarding key tech resources.



Canvas (LMS)

Canvas provides students a mobile-first and accessible interface to engage in course content, making in-class and online learning easier. All courses at Northeastern are on Canvas. Faculty and student resources are available to help maximize teaching and learning on the platform: canvas.northeastern.edu.

The New Student Orientation, is also available to Toronto students via Canvas. If you have any issues with accessing or navigating this resource, please contact Canvas Support at 1-833-450-3937 or via the online 24/7 Canvas Support Chat service.

Viva Engage

Join our official Northeastern community as well as our [NU Toronto Campus community](#). This forum is a place to meet other Toronto campus students, view important announcements and upcoming events, and build our virtual community.

1. Log in to communities.northeastern.edu
2. Navigate to "Discover Communities"
3. Search for "NU Toronto Campus"
4. Click "Join"
5. *Your request will be approved by the Admin(s)*



Other Northeastern Resources

Disability Resource Center

Students needing accommodations or services due to a disability have access to Northeastern's Disability Resource Center (DRC). (northeastern.edu/drc)

Student Catalogs

Northeastern University's primary statements about student academic life, conduct, and the responsibilities of students and the University to one another, are available in the Student Catalog, published by the Office of the University Registrar in collaboration with the colleges of the university (registrar.northeastern.edu/group/catalog).

Academic Calendar

The university academic calendar, published on the Registrar's website (registrar.northeastern.edu/article/academic-calendar) provides information students need to stay on track with their degrees.

Where the Toronto campus elects to offer programming independent of the established academic calendar, information will be made available to students on course descriptions, marketing material, registration confirmations and syllabi.

Student Grievances

Northeastern University has processes in place to ensure that student grievances are treated with respect and addressed in a fair and professional manner. Students can report concerns to the Office of Student Conduct and Conflict Resolution (northeastern.edu/osccr) or the University Ombuds (northeastern.edu/ombuds). At the Toronto campus, students can contact the on-site Director of Student Services.

Policies

Additional Northeastern University policies related to student experience, security and safety, and other matters, can be found here: www.northeastern.edu/policies.



Neighbourhood Information

Food

There are two food courts available in First Canadian Place. One is located at the Concourse level and the other on the second floor. From coffee shops to bubble tea to restaurants, the choices are numerous. Equally, there are several exceptional food options near our new campus location on Queen Street West. We encourage you to explore the nearby restaurants and shops.

If you are on the First Canadian Place campus during the weekend (where the food courts are closed) there are still plenty of food options available:

Name	Address	Hours
Tim Hortons	18 King St E Suite 105	Sat & Sun: 6am – 11pm
Tim Hortons	55 York St	Sat & Sun: 5am – 10pm
Hero Certified Burgers	79A Yonge St	Sat & Sun: 10am–4:30am
Subway	60 Yonge St Unit 65	Sat & Sun: 9am – 12am
Subway	33 University Ave Unit 2	Sat: 9am – 11:30pm, Sun: 9am – 10pm
Chipotle	123 Front St W Unit 103	Sat & Sun: 10:45am – 10pm

Pizzeria Libretto	155 University Ave	Sat: 12pm – 10pm, Sun: 5pm – 10pm
Starbucks	4 King St W	Sat & Sun: 6:30am – 8pm
Burrito Boyz	224 Adelaide St W	Sat: 12pm – 3:30pm, Sun: 12pm – 9pm
Chaska Indian Street Food	218 Adelaide St W	Sat: 11am – 10pm, Sun: 11am – 8pm
Smoke's Poutinerie	218 Adelaide St W	Sat: 11am – 4am, Sun: 11am – 11pm
The Burger's Priest	212 Adelaide St W	Sat: 11am – 4am, Sun: 11am – 12am
Pi Co (pizza)	170 University Ave	Sat: 11am – 12am, Sun: 11:30am – 10pm
Eaton Centre Food Court	220 Yonge St	Sat & Sun: 11am – 7pm
South St Burger	360 Bay St	Sat & Sun: 11am – 8pm
Box'd by Paramount	4 King St W Suite 102	Sat & Sun: 11am – 9pm
Chipotle	4 King St W Suite 103	Sat & Sun: 10:45am – 10pm
Freshii	154 University Ave	Sat & Sun: 12pm – 8pm
Tres Compadres	212 King St W	Sat & Sun: 11am – 12am
Pizzaiolo	104 Yonge St	Sat: 11am – 11pm, Sun: 11am – 10pm
The Poke Box	36 Toronto St	Sat & Sun: 11:30am – 7pm
Sansotei Ramen	30 Adelaide St E	Sat & Sun: 12pm – 9pm

Given our campus location, you can travel from place to place along the PATH, an underground walkway covering 30 kilometres of the downtown core. According to the Guinness World Records, the PATH is the largest underground shopping complex in the world.

Connect with staff members and locals for recommendations and more information about the city. Stay tuned on Viva Engage for announcements from the Toronto Student Services team and can email here with any questions: TOSTudentServices@northeastern.edu.



Things to do in Toronto

Toronto is Canada's largest city and a world leader in such areas as business, finance, technology, entertainment, and culture. Its large population of immigrants from all over the globe has also made Toronto one of the most multicultural cities in the world. Find out more through the official city website: toronto.ca

At any point in the year there are fun and interesting events happening. The City of Toronto's Festivals and Events Calendar is a great place to start looking: toronto.ca/explore-enjoy/festivals-events/festivals-events-calendar/

For an up to date look at everything happening in the city, from latest news to restaurant recommendations, check out blogto.com.