

Student Welfare

This document aims to provide information and advice about welfare and disability issues that may affect students and how students can access support.

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Our Approach to Student Welfare

Univ's welfare team is here to support all of our students throughout their time with us.

Univ takes students' wellbeing seriously. We believe that a positive working environment in which people may flourish and find appropriate support is itself a positive good. We know also that a student's general health and wellbeing often has a bearing on his or her ability to make good academic progress.

Everyone runs into welfare problems at one point or another – big and small. Sometimes it can feel as though everything is fine for everyone else but you. People don't usually shout about their welfare issues, but don't be fooled. You are not alone in encountering difficulties and Univ has a range of people who can help to support you.

Most of the time, most of us get support from our friends or family. But sometimes friends or family members are not the right people to help, or you might not want to overburden them. These are two reasons why the College and the University have people with designated welfare roles. The welfare team at Univ, and other welfare professionals within the wider university, are happy to listen to any concerns you may have and can offer you support. Details of some of them are given in the ["Where to go for help"](#) section.

No-one minds being approached about minor issues. Students sometimes do not mention a difficulty because they think it is not serious enough. If it's bothering you, it's serious enough to mention. The sooner you seek support the better. There are two important reasons for this:

1. Most problems are easier to manage at an early stage, before they turn into much bigger problems. We can only support you to manage an issue if you tell us about it.
2. If things do worsen, your academic performance may be affected. It will be much easier to stop this from causing you difficulties if someone is already aware of the problem. If you are worried about your academic performance, make sure that your tutor knows. If for any reason this seems impossible or inappropriate, you should make sure that another college officer is aware of your circumstances. Those whom you might contact in these circumstances include the Senior Tutor, Chaplain and Welfare Fellow, the Student Disability and Welfare Advisor, Adviser for International Students, Nurse and the College Doctors.

Everyone is different. That applies not just to you but also to people you might approach for support; we all bring something of our own personalities and experience to our work. The person best able to help you will depend, to some extent, on your own personality and the nature of your problem. If you don't feel you are getting the help you want from the first person you approach for help, there is nothing wrong with trying someone else.

If you do need help at any point, we hope that you will be pleased with the support you get at Univ.

Mental Health

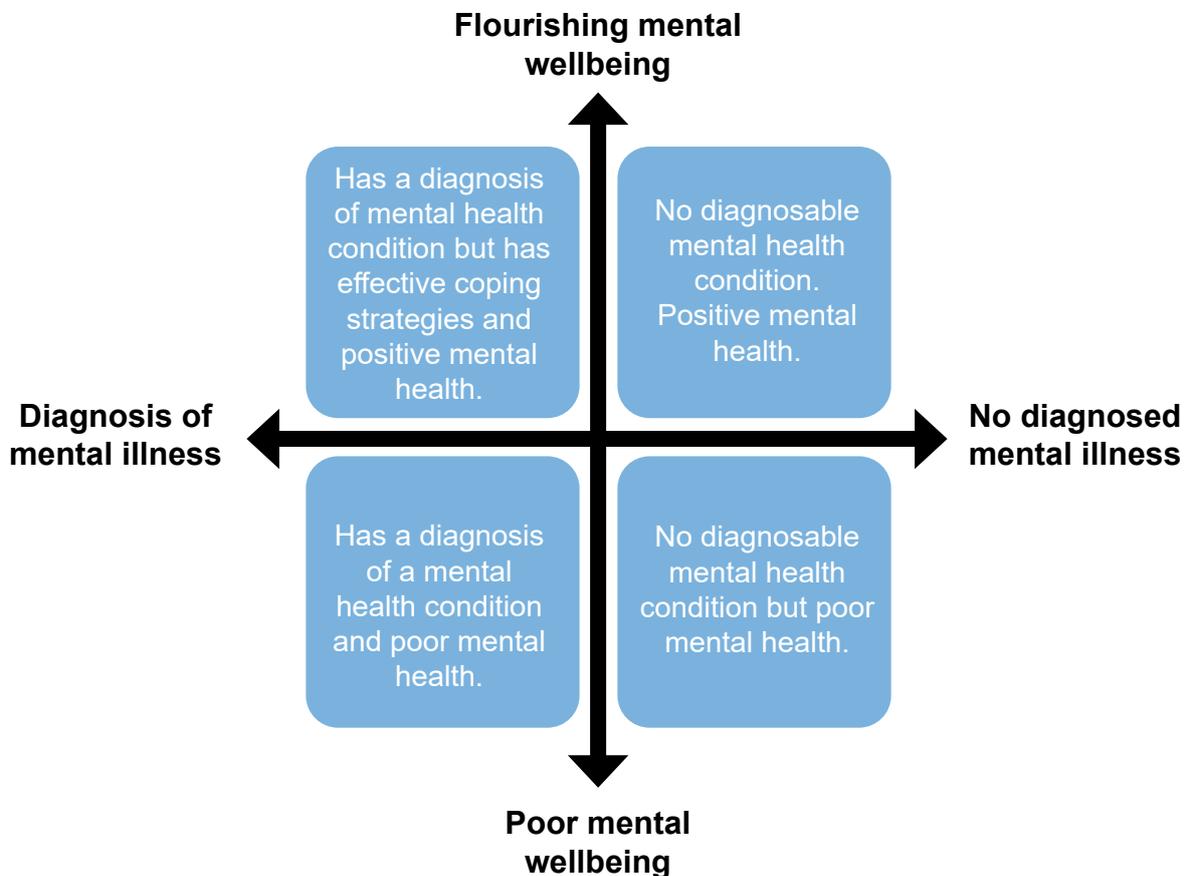
Mental health is everyone's business.

Being mentally healthy doesn't just mean that you don't have a mental health condition. According to the World Health Organisation, if you're in good mental health, you can:

- make the most of your potential
- cope with life
- play a full part in your study community and among friends.

The Mental Health Foundation point out that mental health is everyone's business. We all have times when we feel down or stressed or frightened. Most of the time those feelings pass. But sometimes they develop into a more serious problem and that could happen to any one of us. Everyone is different. You may bounce back from a setback while someone else may feel weighed down by it for a long time.

Your mental health doesn't always stay the same. It can change as circumstances change and as you move through different stages of your life. The Mental Health Continuum is a useful way to visualise our changing mental health. This is a matrix model of mental health and we are all somewhere on the Continuum.



The Continuum shows that people can move between states of mental wellbeing regardless of any diagnosis of mental illness. They can flourish or languish, depending on a range of factors and how well an individual feels able to cope with those factors. This model emphasises that mental health is not simply the absence of mental illness. We would encourage you to be aware of your own mental health and to seek appropriate support when you need it. Think about where you are on the Continuum today and compare this with where you have been on the Continuum in the last month. Has your position on the Continuum changed? Are you aware that you have been in the “poor mental wellbeing” quadrants more than once, or for a long time?

We recognise that asking for help when you are feeling low can be a challenge and some students worry about what people might think of them. Please don't worry. If you experience any mental health issues while you are at Oxford, we want to help support you. Remember that even relatively common mental health challenges, like stress, can affect your wellbeing. Talking to someone who is experienced in supporting people with mental health issues can help you to manage your symptoms and to start to recover.

You can talk in confidence to your doctor, the College Nurse, the College Counsellor or the University Counselling Service. The Chaplain and Welfare Fellow, the Student Disability and Welfare Advisor and other members of the welfare team are also available to help support you. Several members of the college welfare team are trained in Mental Health First Aid, including the Chaplain and Welfare Fellow, the Student Disability and Welfare Advisor and the Junior Deans.

If you are concerned that your mental health is starting to affect your studies, please talk to the Chaplain and Welfare Fellow, the Senior Tutor or the Student Disability and Welfare Advisor who will help you to explore your options to stay on track with study.

The University offers a professional and independent counselling service that is open to all students. Students can attend one-to-one counselling with a qualified counsellor; this may be for one or two sessions, or for a longer period of time, depending on your needs. You can find out more, access online resources and make an appointment on the Counselling Service website at ox.ac.uk/students/welfare/counselling. A counsellor from the University Counselling Service is also available in college to see Univ students on one afternoon each week during term-time. For information on how to make an appointment with the counsellor in college, please see the “[Where to go for Help](#)” section.

Please also be aware that an on-going mental health condition (i.e. one that has lasted, or is likely to last, for 12 months or more) may be considered a disability. The University Disability Advisory Service can offer specialist support to students with disabilities, including those with ongoing mental health issues, and can advise the College on how we can make reasonable adjustments to support your individual needs. These adjustments can be very helpful in supporting you to stay on track with study while you recover. For further information on the support available, please see the “[Students with Disabilities](#)” section below.

If you are not ready to talk, there are many places where you can find reliable information about mental health issues, and how to access support. These include national resources, such as the NHS available [here](#) and charities like [Mind](#) and [Student Minds](#). You can also access a range of self-help resources via the University Counselling Service website [here](#).

Taking Care of Your Own Wellbeing

Being aware and taking care of your own wellbeing is important and we encourage you to do this.

It is possible to take positive action to promote your wellbeing and to support you in moving towards the flourishing mental wellbeing section of the Mental Health Continuum.

In the short terms of Oxford, you will be busy. There are essays and reports to write, tutorials and lectures to attend, exams to revise for, friends to keep in touch with, emails to reply to, and any number of other urgent tasks to do and deadlines to meet.

In all this, your own wellbeing may slip to the bottom of your list of priorities. Often, students don't realise that their physical or mental wellbeing is affected until they encounter difficulties. However, it is possible to take some regular positive steps to take care of your wellbeing and to avoid some of those difficulties. Those who take time to do this often find that they become more effective students as a result.

Five ways to wellbeing

The NHS and mental health charities recommend the five ways to wellbeing:

1. **Connect:** connect with the people around you: your family, friends, colleagues and neighbours.

The charity Mind suggests talking to someone instead of sending an email; try speaking to someone new; or put five minutes aside to find out how someone really is.

2. **Be active:** find an activity that you enjoy and make it a part of your life. If you don't enjoy team sports, try to go for a walk each day instead and do some 'easy exercise', like stretching, before you leave your room in the morning.

3. **Keep learning:** learning new skills can give you a sense of achievement and a new confidence. These skills need not be limited to your course of study.

4. **Give to others:** even the smallest act can count, whether it's a smile, a thank you or a kind word. Larger acts, such as volunteering, can improve your mental wellbeing and help you build new social networks.

According to Mind, research into actions for promoting happiness has shown that committing an act of kindness once a week over a six-week period is associated with an increase in wellbeing.

5. **Be mindful:** be more aware of the present moment, including your thoughts and feelings, and the world around you. Try taking different routes to your lectures or the library and notice the environment around you.

Taking time for your own wellbeing

We also recommend that you schedule time each week when you will do something that you value and that you enjoy. You can use this as a reward for meeting a deadline or as a break in the week's work that you can look forward to. Why not try some of the following ideas:

- Plan a movie night, just for you or with friends
- Join a university society or go to a public lecture given by another faculty
- Plan an outing to somewhere that interests you. For ideas, go to experienceoxfordshire.org/things-to-do
- Spend time sitting in the park when the weather's fine, or take a picnic
- Go for a walk. For ideas, go to oxfordshire.gov.uk/cms/public-site/walks-and-rides
- Volunteer - Volunteering can have a positive impact on the physical and mental wellbeing of volunteers. It can be an opportunity to do something that you value and that is valued by others, to feel that you are making a positive difference, to broaden your perspective and to meet new people. The Oxford Hub is a student-led organisation that arranges volunteering opportunities in and around Oxford. You can find out more at oxfordhub.org

Helpful Resources

There are a number of resources available to help support your wellbeing:

- Wellbeing podcasts

The NHS offer wellbeing podcasts to help boost your mood. Topics covered include low mood, anxiety, sleep problems, low confidence and unhelpful thinking. You can find the podcasts at nhs.uk/conditions/stress-anxiety-depression/moodzone-mental-wellbeing-audio-guides/

The Mental Health Foundation offer their own range of podcasts on wellbeing topics at mentalhealth.org.uk/podcasts-and-videos/podcasts-for-your-wellbeing

- Mindfulness

Professor Mark Williams (Founding Director and Honorary Senior Research Fellow at the Oxford Mindfulness Centre in the University's Department of Psychiatry) has created a three-minute mindfulness podcast. Some people find it useful to listen to the podcast once a day to help maintain their wellbeing.

If you would like to try mindfulness, find somewhere quiet and comfortable to sit and then listen to the three minute podcast at podcasts.ox.ac.uk/guided-meditation

- Managing workload

You can find guidance on how to manage your workload on the University's website at ox.ac.uk/students/academic/guidance/skills/time

Where to go for Help

Univ has a team of people who are there to provide support to students. They are keen to do so, they have time to do so, and they have a great deal of experience – as well as appropriate training – in working with students and the issues which students may face. They can provide advice and guidance, practical help, or a referral to someone better placed to support you. They can also simply be a sympathetic person with whom to talk.

Welfare support is divided into two categories: academic support and non-academic support. The academic welfare of students is primarily the responsibility of tutors and the Senior Tutor. Nonacademic welfare of students is primarily the responsibility of the Chaplain and Welfare Fellow. However, the pastoral role of a tutor will often extend to providing support on non-academic matters where it is appropriate to do so, or students may approach any member of the college welfare team for support.

Students should feel free to approach their own tutors, the Senior Tutor, or any member of the welfare team about any issue or difficulty that may be concerning them, especially if they think that it might affect their academic work. Problems might overlap several areas and you will probably want to approach someone with whom you feel comfortable. The person you first approach can always refer you on to someone else who is better placed to help.

All members of the welfare team work according to the College's Code of Practice on Confidentiality, which can be read at bit.ly/univpolicy. They are not required to maintain absolute confidentiality, and may at their discretion share information within the welfare team. However, they will not pass on information elsewhere without permission to do so unless they believe that there is a risk that an individual may harm him/herself or another person. Even in such rare circumstances, information will be shared only on a strict 'need to know' basis, preserving strict confidentiality in relation to other third parties. The Student Welfare Office operates independently of the Academic Office and information is only passed from the former to the latter with the consent of the student involved.

Student-led support

Students may wish to talk first to their peers when discussing any difficulties or issues that they may face. Often they will turn to friends but sometimes they will wish to turn to peers who have a formal pastoral role. These include the various JCR and WCR Welfare Officers, the JCR and WCR Presidents, and the College's peer supporters. These students are able to offer a listening ear or to suggest other people to whom students might wish to speak.

For more information about student welfare officers, peer supporters and other support options, please see the [JCR](#) or [WCR](#) web pages.

Peer Supporters



[Charles.Perry](#)
[@univ.ox.ac.uk](#)

Passionate about football, coffee, and peer support. He/him. (JCR)



[Allyson.Obber](#)
[@univ.ox.ac.uk](#)

'Spill the tea', they said, but I'm a sucker for cocoa. She/her. (JCR + Rainbow Peer)



[Alice.Robinson](#)
[@univ.ox.ac.uk](#)

When not in the lab, you'll find me in a field surrounded by alpacas. She/her. (MCR)



[Catherine.Phipps](#)
[@univ.ox.ac.uk](#)

Likes gossiping about the history of sex and forgetting how many cups of coffee she's had. She/her. (MCR + Rainbow Peer)



[Rebecca.Galbraith](#)
[@univ.ox.ac.uk](#)

Becca is your Gal for calming issues big and small with her aromatherapy skills, chill vibes, and outdoor wandering. She/her. (JCR)



[Lloyd.Arnold](#)
[@univ.ox.ac.uk](#)

Contrary to popular belief, I have no Scandinavian heritage, but I have been mistaken for Erling Haaland. He/him. (JCR)



[Jessica.Steadman](#)
[@univ.ox.ac.uk](#)

The token ginger of Univ's welfare team (and no I never talk about my hair, never – just like I never talk about rowing). She/her. (JCR)



[Bernd.Sturdza](#)
[@physics.ox.ac.uk](#)

Wish bumps racing was an alpine sport. Sturdy peer support. He/him. (MCR)



[Uri.Shine](#)
[@univ.ox.ac.uk](#)

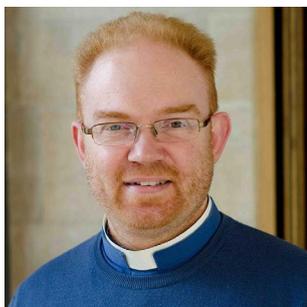
We are human beings, not human doings, so start meditating. He/him. (JCR)



[Peter.Manshausen](#)
[@physics.ox.ac.uk](#)

What do you mean rowing and baking bread aren't a personality? He/him. (MCR + Rainbow Peer)

Peer supporters are trained by the University Counselling Service in listening and supporting other students with their problems. If there is anything that you want to talk about, whether it's a big problem or "not actually a problem at all" and you just want to chat over a cup of tea, then come and find them in college or drop them an email. Peer Support is confidential, so they won't gossip about you or tell others what you've said. To find someone more experienced in discussing LGBTQ+ matters, you can email rainbowpeers@admin.ox.ac.uk. You can also contact Peer Supporters at Wadham, our sister Peer Support college, if you fancy a chat with someone outside of Univ: peersupport@wadh.ox.ac.uk.



Chaplain and Welfare Fellow

Dr Andrew Gregory is the Chaplain and Welfare Fellow and leads the Welfare team.

He is readily available to all members of the college and to its staff who are welcome to contact him about any matter of concern. The College has a very diverse community and most of Dr Gregory's work takes place in a context of pastoral support in which no assumptions are made as to whether individuals hold to any religious beliefs or to none.

His room is on Staircase 6, in the Main Quad. The telephone number is (01865) 276663 and his email address is Andrew.Gregory@univ.ox.ac.uk. He lives nearby and can easily be contacted via the Porters' Lodge if he is not in College. If you wish to do so, you are welcome to call in socially, or talk to him in confidence about any matter of concern.



Senior Tutor

Dr Andrew Bell is responsible for the academic aspects of College life, including academic support and academic discipline. He is also Univ's Disability Lead and can offer advice on appropriate support for students with disabilities and for those experiencing welfare issues which are affecting their studies. He will try to see you as soon as possible if you have a problem which you need to discuss with him.

To arrange a mutually convenient time to meet with the Senior Tutor, please contact either Dr Bell's Personal Assistant, Karen Franklin (Karen.Franklin@univ.ox.ac.uk, 01865 286419), or Dr Bell directly (Andrew.Bell@univ.ox.ac.uk).



Student Disability and Welfare Advisor

Aimee Rhead is Univ's Student Disability and Welfare Advisor. She assists the Senior Tutor in making reasonable adjustments for students with disabilities and also works as a member of the welfare team. Aimee is available as a first point of contact for students who might want to talk about any issue affecting their welfare (E: Aimee.Rhead@univ.ox.ac.uk or T: 276662).



Dean

Prof. Joe Moshenska is acting Dean on an interim basis. He is responsible for non-academic discipline. He is available for consultation on urgent matters at any time. Otherwise, please email Prof. Moshenska directly (Joseph.Moshenska@univ.ox.ac.uk) to make an appointment.

Junior Deans

The Dean is assisted by the Junior Deans who are usually graduate students at Univ. Their main role is to assist the Dean in maintaining non-academic discipline. They are also able to offer welfare support to students who are experiencing difficulties. At least one Junior Dean is always on duty and should always be contacted if there is an accident or emergency in college (the Lodge will have their contact numbers).

The current Junior Deans are:



Rachel Wheatley (Stavs)
Rachel.Wheatley@zoo.ox.ac.uk



Hannah Farley (Stavs)
Hannah.Farley@univ.ox.ac.uk



Karima Chiuri
Karima.Chiuri@univ.ox.ac.uk



Melvin Obadha
Melvin.Obadha@univ.ox.ac.uk



Diana Avadanii
Diana.Avadanii@univ.ox.ac.uk



Alizeh Paracha
Alizeh.Paracha@univ.ox.ac.uk



Domestic Bursar

As well as being responsible for College accommodation, Angela Unsworth (E: Angela.Unsworth@univ.ox.ac.uk) is available to advise any student who is facing financial difficulties. She also oversees the Student Support Fund. This offers grants and loans to students who find themselves in unexpected financial need.



Advisor for International Students

Mrs Jing Fang (E: Jing.Fang@chinese.ox.ac.uk) is Univ's Adviser for International Students, with particular reference to students from China. Mrs Fang teaches at the Chinese Institute, but is usually in Univ two or three days each week. She will be glad to hear from international students, and is reached most easily by email.



College Nurse

The College Nurse, Victoria Manellari, offers regular surgery hours during term-time and can be found on the ground floor of Kybald House. Students are welcome to consult her, in confidence, on all matters of health and wellbeing. Students may contact Victoria by email in the first instance and she will endeavour to reply within 48hours.

E: Victoria.Manellari@univ.ox.ac.uk Tel: 01865 276605. Surgery opening times: Monday 8.30am – 12.30pm and Friday 1pm – 4pm.

Harassment Advisors

Any student or member of staff who feels he or she is, or may be, being harassed may contact one or more of the Harassment Advisors. The current Harassment Advisors are:



Dr Trevor Sharp

Trevor.Sharp@univ.ox.ac.uk



Cameron Ott

Cameron.Ott@univ.ox.ac.uk



Professor Sarah Harper

Sarah.Harper@univ.ox.ac.uk

Please see the College's Code on Harassment document [here](#) for an explanation of what constitutes harassment and a summary of the options open to those who feel they are victims of such behavior.

You should feel free to approach any of the advisors listed above for an informal and confidential discussion if you are in any doubt about whether you are being harassed, or simply to discuss what your options are.

Additional Officers Available to Graduate Students



Dean of Graduates

While the Senior Tutor has general responsibility for ensuring that undergraduates achieve their maximum potential, for graduates this responsibility is shared with the Dean of Graduates, Professor Nick Yeung. Professor Yeung is available to graduate students for academic advice and pastoral support. To contact her, please contact the Graduate Studies Officer, Karen Franklin (Graduate.Studies@univ.ox.ac.uk, 01865 286419)

Graduate Advisers

Every graduate student has a Graduate Adviser who is available to discuss academic problems and academic progress. In most cases, the Adviser will work in an area related to the graduate student's own subject area, and so should be well-placed to understand difficulties faced by the student. Graduate students should not hesitate to contact their Advisers for academic advice and pastoral support.



College Counsellor

Marigold Brown is the College Counsellor. Marigold is a trained psychotherapeutic counsellor and is a current staff member of the University Counselling Service, who will be on-site and available to see Univ students, for pre-booked appointments, on Wednesday in 0th week through 9th week from noon - 4pm. During term, students can contact Marigold directly by email to arrange an appointment on Univ.Counsellor@admin.ox.ac.uk

The college counsellor inbox is not monitored during the vacations. Requests made prior to the start of term should be sent to Counselling@admin.ox.ac.uk so that a member of the university counselling service team can book an appointment there if required.

At any time of year, students are very welcome to make use of the University Counselling Service, where there is a large team of professional counsellors, and where there is also provision of group counselling, psychoeducational workshops, and other types of support. The university counselling service also has some appointments available in the early evenings, Saturday mornings and vacations if this is required.

Welfare Support from the Wider University and Elsewhere

The University Counselling Service

This is a free, confidential service, staffed by professional counsellors. They can help with personal, emotional, social and academic problems. They are at 3 Worcester Street, T: 270300, E: Counselling@admin.ox.ac.uk.

The Counselling Service is open every weekday during term and for much of the vacations. You do need an appointment: it is not a drop-in service. The Counselling Service aims to see students for an initial assessment within five working days and then to offer counselling soon after this. If your problem is more urgent than this, you may approach your GP, the College Nurse, or another member of the College's welfare team for help.

The Counselling Service also produces a range of useful leaflets covering subjects like exam stress, bereavement and depression which can be accessed on their website at ox.ac.uk/students/welfare/counselling/self-help

Oxford Nightline

This is a confidential information and listening service run by students for students. It can be reached every night during term from 8pm to 8am, by phone 01865 270270 (reverse charges accepted, or free from a University phone) – or by calling in at the flat at 16 Wellington Square for coffee and a chat. There are always two people in the office, one male and one female. Strict confidentiality is assured.

Details of many other providers of welfare support are on the Student Health and Welfare pages on the University website (ox.ac.uk/students/welfare). Information about a similar range of services is also provided by OUSU, The Oxford University Students Union, see: oxfordsu.org/wellbeing/student-advice/

Students with Disabilities

Univ strives to be a diverse and inclusive environment in which all students have the opportunity to succeed.

What is a disability?

Any student who is diagnosed with a substantial and long-term physical impairment, a social or communication impairment (such as Autistic Spectrum Disorder or Asperger's Syndrome), a mental health condition, and/or a Specific Learning Difference (such as dyslexia or dyspraxia) may fall under the definition of disability. Such students may be eligible for and benefit from disability-related support.

What support might I receive?

If you tell us that you have a disability, we will make appropriate reasonable adjustments to support your individual needs so that you are able to access both your studies and other aspects of College life. We work in liaison with the University's Disability Advisory Service to ensure that the support offered is right for you.

Reasonable adjustments might include adjustments to the way you are taught, adjustments to your accommodation, study technology, changes to the way you sit exams, or support from a specialist mentor. You can find more information on the types of support available on the University's Disability Advisory Service website at ox.ac.uk/students/welfare/disability/study

How will you handle my disability-related information?

Should you provide information about a disability, it will be treated on a confidential basis. This means that it will be shared within the College on a need-to-know basis within the terms of the College's confidentiality policy.

You are not under any obligation to disclose details of your disability either to the College or to the University's Disability Advisory Service, but we can only provide you with appropriate support if we are made aware of any particular needs that you may have.

How can I disclose that I have a disability?

If you're not sure whether you would be eligible for support or if you'd just like to talk through the types of support that might be available to you, please get in touch with Aimee Rhead, Univ's Student Disability and Welfare Advisor. Aimee coordinates the implementation of support for disabled students in college. She can talk to you about your situation and help you to decide if you would like to make a formal disclosure of disability. Aimee can also help guide you through the disclosure process.

You can email Aimee at Aimee.Rhead@univ.ox.ac.uk or call into her office for a chat. Aimee's office is in the Academic Office corridor on the ground floor of 10 Merton Street (first door on the right) and any student is welcome to call in to discuss disability or welfare support.

Students may also discuss their disability support arrangements with Univ's Disability Lead. Our Disability Lead is the Senior Tutor, Dr Andrew Bell (Andrew.Bell@univ.ox.ac.uk); Andrew can talk to you about any barriers to study that you may be encountering as a result of health or disability issues.

If you would like to formally disclose a disability without first speaking to someone in college, you can contact the University's Disability Advisory Service directly. The Disability Advisory Service works with students to determine the individual reasonable adjustments needed, and they will create a tailored Student Support Plan for each student that can be shared with the college and/or department.

The Advisers at the University's Disability Advisory Service can provide advice and guidance about any aspect of the disclosure process. Their contact details are:

T: +44(0)1865 280 459

E: Disability@admin.ox.ac.uk

A useful summary of the disability disclosure process can be found at:

ox.ac.uk/students/welfare/disability/needs

Funding for study-related costs

Funding may be available to pay for additional study-related costs that a student may incur as a direct result of his or her disability. The funding body to whom you should apply will depend on your status (e.g. if you are an undergraduate or a graduate; or if you are from the UK or elsewhere).

A UK student with a disability who requires specialist support (e.g. specific computer software or hardware, or the support of a mentor or note-taker) will almost certainly need to apply for a Disabled Student's Allowance (DSA) or equivalent. You should do so as soon as possible so that funding and support can be in place for the beginning of your course. The University's Disability Advisory Service will be able to guide you through the process of applying for your disability-related funding.

The funding body to whom you apply may ask you to go for a Study Needs Assessment (SNA). The purpose of this is to determine what support you may require. Again, the Disability Advisory Service can offer guidance on what is involved.

What will happen after I arrive in Oxford?

Soon after your arrival, you will be introduced to Univ's Disability Lead (the Senior Tutor) and the Student Disability and Welfare Advisor. You are warmly invited to contact either one if you would like to discuss a possible disability disclosure or the support arrangements in place following a previous disclosure.

Once you start your course, you may find that you need additional support that is not included in your Student Support Plan. If this is the case, you must contact either the Disability Advisory Service, the Student Disability and Welfare Advisor or the Senior Tutor as soon as possible so that your needs can be reassessed and the appropriate support can be arranged for you. Throughout the academic year, the Senior Tutor and Student Disability and Welfare Advisor are available to meet with students if problems or concerns arise, as are the Advisers at the Disability Advisory Service.

The College will apply for any alternative examination arrangements for students who are eligible for extra time in exams, use of a computer, or an amanuensis. Reasonable adjustments can also be made for the arrangements for Collections (College exams at the start of term). If you have any questions or concerns about your exam arrangements, please contact the Student Disability and Welfare Advisor in the first instance.

If your exam preparation or the exams themselves may have been compromised by illness or other significant factors beyond your control, you must inform the Senior Tutor of this as a matter of urgency, and *before* the exam results are published.

What happens if I'm already at Univ and think I may have a disability not previously diagnosed?

If you think that you may have a disability, you may wish to be assessed by a University-approved educational psychologist or other appropriate specialist. Information and advice about approved Chartered Educational Psychologists and other professionals is available from the University Disability Advisory Service.

It will probably be useful to speak first to a tutor who will be familiar with your work, or to your GP, the Student Disability and Welfare Advisor, or the Senior Tutor. Each of these people can give you advice about whether they think that you have good reasons to see a specialist.

The University may offer some financial support towards the cost of specialist assessment in certain circumstances. Further information is available from the Student Disability and Welfare Advisor or from the Disability Advisory Service.

Healthcare Providers

The College Nurse

The College Nurse surgery is on the ground floor of Kybald House. The Nurse may be reached by email (Victoria.Manellari@univ.ox.ac.uk) or by phone (01865 276605, or 76605 if calling from the college and university internal telephone network). Students may contact Victoria by email in the first instance and she will endeavour to reply within 48 hours. Surgery hours (term-time only, weeks 1-8) are usually Monday 8.30am – 12.30pm and Friday 1pm - 4pm. The Nurse works for other colleges during term-time and may be able to offer appointments at alternative times at one of these other colleges.

The College Doctors

The College Doctors are based at 19 Beaumont Street (about 10 minutes' walk from Univ). The Practice is open Monday to Friday, 8.00am-6.00pm, and the telephone number is 01865 240501. Further information about the practice and how to register as a patient can be found on its website [here](#). The website also includes links to a range of sources of advice and support on physical, mental and emotional health and wellbeing.

The College requires all its students to register with an Oxford GP during their time at Univ to ensure that medical care is available in Oxford should it be required. We strongly encourage students to register with the 19 Beaumont Street Practice, whose doctors and other staff are familiar with the needs of students at Oxford.

Dental Services

Information regarding dental services for students can be found on the University's website [here](#).

Opticians

NHS Choices explains how to find a local optician for routine sight tests. If you have a visual problem which requires specialised attention, you will be referred to the hospital eye service. See the website [here](#).

Illness

The College Nurse is happy to give advice about managing minor illnesses. If you are ill, you are encouraged to let the College know. The College Nurse is well placed to advise on whether all you need is a quiet day in bed, or whether you should seek a doctor's opinion.

Outside of surgery hours, students may access non-urgent medical advice through the NHS by calling 111. When seeking medical advice outside of normal surgery hours, it is essential that the patient (or someone who has personally seen the patient) speak to the doctor and has the patient's name, room number, mobile phone number and some details of the illness.

First Aid

Several members of staff are qualified in first aid and there are first aid boxes in many places in the College. Always contact the Lodge (276602) if you or someone else requires first aid.

Accidents and Emergencies

There is always at least one trained first aider on duty in College. All porters are first aiders, so the Lodge will usually be the first place to contact if you or someone else in College needs first aid or other assistance (01865 276602). A porter can offer immediate assistance, contact other people, and advise on whether it is appropriate to call an ambulance.

If you think that you or someone else in College needs emergency assistance and you call an ambulance yourself by telephoning 999, you need to be prepared to:

- give the patient's name
- give the patient's room number or other location in College
- give the College address (University College, Oxford, OX1 4BH)
- give your phone number
- give brief details of the problem

You must then contact the Lodge (01865 276602) to inform them an ambulance is on its way: they may need to help the Ambulance Service to find the patient or to get through locked doors.

In some circumstances you may wish to ring your doctor for advice or to go to the Accident and Emergency Department of the John Radcliffe Hospital in Headington. Use your own judgment, but feel free to ask for advice at the Lodge, from the College Nurse or from any member of the welfare team.

Contraception (family planning) and sexual health

You can get reliable and confidential advice and help with contraception from your GP or the Sexual Health Clinic (GU Medicine Clinic) at the Churchill Hospital, Headington Oxford OX3 7LJ (01865 231231).

The Sexual Health Clinic is a 30-minute walk, or alternatively you can take bus number 10 or the City 4 service. You do not need an appointment and a minicheck clinic is available for those with no symptoms, Monday to Friday 1.15pm-3.15pm and Sat 9.00am - 12.00pm without an appointment.

All of these services can provide advice about, and testing for, sexually transmitted infections (including HIV) and general sexual health advice.

Using the National Health Service

Your general practitioner will be able to deal with most problems. If you need a referral for specialist treatment, your general practitioner will be able to refer you.

Serious illnesses are treated quickly, but there may sometimes be a wait for a non-emergency specialist appointment under the NHS. You can see a specialist privately but it is usually expensive.

Physiotherapy is available through the NHS (via a referral from your GP) or privately; chiropractic, osteopathy and complementary therapies are all available privately. The Yellow Pages telephone directory lists practitioners; you may be able to get recommendations from your doctor, friends, or from the College Nurse.

International students

Students from Britain, the European Economic Area (EEA) and any country with reciprocal health arrangements are eligible for free treatment under the National Health Service (NHS). Students from outside the EEA who are studying full time for more than 6 months and who applied for a visa before 6 April 2015 are entitled to free NHS treatment. Those who paid the [Immigration Health Surcharge](#) (IHS) as part of a visa application on or after 6 April 2015 are also allowed access to the NHS free of charge. Family members in the UK as dependants will be eligible for the same access to the NHS.

Individual hospitals are responsible for checking whether a patient is entitled to free treatment, in accordance with the relevant regulations. In order to establish entitlement, hospitals can ask you to provide documentation that supports you and your family's claim.

If you are unsure whether you are entitled to free hospital treatment, check with the Department of

Health at:

Room 4W04b, Quarry House

Quarry Hill

Leeds LS2 7UE

T: 0113 2545819

E: OverseasVisitors@dh.gsi.gov.uk

If you are not exempt from hospital charges, or only partially exempt for other reasons, you are advised to take out appropriate private healthcare insurance for the length of your stay in the UK. For primary healthcare, you are advised to register with your college doctor or other local General Practitioner (GP).

Self-harm

Self-harm is when somebody intentionally damages or injures their body. Self-harming does not necessarily mean that you have a mental illness, although some people who self-harm also have conditions such as depression and anxiety. Rather, it is a pattern of behaviour founded on overwhelming emotional distress. It can vary over time but often increases at times of stress. Self-harm can be dangerous but those who harm themselves can find it very hard to break the pattern of behaviour. It can be difficult to ask for help but there is support available to help anyone who is at risk of self-harm.

You can talk in confidence to the College doctor or nurse, the College Counsellor or the University Counselling Service, or any member of the college welfare team. There are also a number of helpful websites which support the recovery of those who want to stop self-harming:

Self-harm UK: selfharm.co.uk

Mental Health Foundation: mentalhealth.org.uk/publications/truth-about-self-harm

NHS: nhs.uk/conditions/Self-injury/Pages/Introduction.aspx

Suicidal Feelings

If you are feeling suicidal, you might be scared or confused by these feelings. The feelings may build over time or might fluctuate from moment to moment. It's common to not understand why you feel this way and to feel as if you'll never be happy or hopeful again.

But with support, the vast majority of people who have felt suicidal go on to live fulfilling lives.

If you begin to think about suicide, please access support as soon as possible. Talk to a member of the welfare team; we will always have time to listen, we will take you seriously and we will offer non-judgmental support. Alternatively, you can make an appointment with the college doctor to talk through your experiences. You can also call one of the helplines dedicated to listening to and supporting people who are experiencing thoughts of suicide:

Samaritans: call 116 123 (24 hours a day, every day, calls are free) or see the website [here](#).

Papyrus: call 0800 068 41 41 (Mon-Fri: 10am-10pm, weekends: 2pm-10pm & bank holidays: 2pm-5pm) or see the website [here](#).

Oxford Nightline: call 01865 270270 (8pm to 8am during term-time weeks 0-9, reverse charges accepted, or free from a University phone) or pop into the flat at 16 Wellington Square for coffee and a chat. Or see the website [here](#).

If you have reason to believe that someone in college is in an immediate life-threatening situation, you should call the emergency services on 999 and then contact the Lodge immediately on 276602.

Sexual Violence

Oxford is a very safe place to live and to study. Nonetheless, sexual violence can take place in many contexts and university cities and universities are no exception. The College and the University both take this risk very seriously. Both the University and the College have staff who are trained to support people who have been subjected to sexual violence or unwanted sexual behaviour of any form, and we encourage any student who has experienced sexual violence or harassment to report her or his experiences to the University's Sexual Harassment and Violence Support Service and/or to the College.

Why report sexual violence or assault?

You can get reliable and confidential advice and help with contraception from your GP or the If you report your experience of sexual violence or assault to the University or to the College, our priority will be to support you.

- We will take time to listen
- We will take you seriously and respect your right to tell us about your experience at your own pace
- We will explain what options are available to you
- We will support you to take control in deciding which course of action is right for you

Who can I speak to?

You may choose from one or more of the following options. Starting with one does not stop you from moving on to another.

a) The University's Sexual Harassment and Violence Support Service

The University offers a Sexual Harassment and Violence Support Service to students.

This is an all-in-one service for any student, regardless of age or gender, who has been affected by sexual harassment or violence. The service provides free support and advice, along with a safe place to be heard that is independent of the College and your department. The service supports students in all situations, whether the experiences of sexual harassment or violence happened in Oxford or elsewhere, and whether it was recent or in the past. You can find out more at [ox.ac.uk/students/welfare/supportservice](https://www.ox.ac.uk/students/welfare/supportservice)

b) College Staff

Suitable people with whom you can talk include the College Nurse, the Harassment Advisers, the Dean, the Chaplain and Welfare Fellow, the Junior Deans, the Domestic Bursar, the Student Disability and Welfare Advisor and the Senior Tutor. Students may also contact their own tutor, any other member of staff in whom they might wish to confide, peer supporters, or JCR and MCR welfare or other officers.

What happens if I tell someone in College?

Students who confide in any of these people can expect a sympathetic and non-judgemental response. Any person in whom they confide will listen to what he or she is told. That person may discuss with the student what sources of support are available, and what the student's options might be, or may suggest that the student speak to someone else who may be better placed to help.

Members of staff who have been specially trained to offer support in these circumstances include:

- Andrew Gregory (Chaplain and Welfare Fellow) E: Andrew.Gregory@univ.ox.ac.uk
- Paulina Mascianica (Harassment Advisor) E: Paulina.Mascianica@univ.ox.ac.uk
- Aimee Rhead (Student Disability and Welfare Advisor) E: Aimee.Rhead@univ.ox.ac.uk
- Angela Unsworth (Domestic Bursar) E: Angela.Unsworth@univ.ox.ac.uk
- Diana Avadanii (Junior Dean) E: Diana.Avadanii@univ.ox.ac.uk
- Rachel Wheatley (Junior Dean) E: Rachel.Wheatley@univ.ox.ac.uk
- Karima Chiuri (Junior Dean) E: Karima.Chiuri@univ.ox.ac.uk

Any information that is given will be treated on a confidential basis. This means that it will be shared within the College only on a need-to-know basis within the terms of the College's guidance on confidentiality in student health and welfare available at bit.ly/univpolicy

The College may sometimes need to act to protect other students, as well as any student who reports an assault. The Dean has authority to do so under the College's Non-Academic Disciplinary procedures, or a student may initiate an investigation under the College's Code on Harassment. See: bit.ly/univpolicy

Anyone supporting a survivor of sexual assault or who is otherwise involved in handling a case of sexual assault or violence will follow the University's Guidance for staff on handling cases of sexual assault or sexual violence available at edu.admin.ox.ac.uk/harassment-advice

c) Services outside College and the University

Sources of information and support outside the College and the University include:

- Oxford Sexual Assault and Rape Crisis Centre oxfordrapecrisis.net
- Thames Valley Police via their website at thamesvalley.police.uk/advice/advice-and-information/rsa/rape-and-sexual-assault/

Sexual Assault and Referral Centres (SARCs)

SARCs provide coordinated, forensic, counselling and aftercare services to those who have experienced rape or sexual assault. The nearest SARCs are in Bicester, Slough and Swindon. They can provide a forensic examination by a specialist forensic doctor as well as crisis support, follow up appointments and telephone advice.

A crisis worker will support you throughout your visit and explain your options to you including the forensic examination process. If you decide to have the examination, this will be carried out by a qualified and highly trained doctor, known as a Forensic Medical Examiner. The procedures should be fully explained to you, and you can ask for the examination to be stopped at any point. You should be treated with dignity and respect throughout.

A SARC can store evidence securely while a survivor decides if he or she wishes to contact the police. The police are obliged to investigate if they think that a crime has been committed but a SARC does not have this obligation; it will allow a survivor to have full control and to stop the process at any time.

College can book a taxi for any journey to the SARC, or will reimburse the cost of taxi fares. Taxis may be booked or fares may be reimbursed through a third party (e.g. a JCR or WCR officer, or a member of the welfare team) in order to protect the identity of the survivor.

You can find out more at:

Bicester and Slough SARCs
solacesarc.org.uk or T: 0300 130 3036

Swindon SARC
swindonsanctuary.co.uk/about or T: 0808 168 0024

How can I get more information before I decide if I want to talk to someone?

Information about your options is available from the Oxford Student Campaign, “It Happens Here” website at ithappenshereoxford.wordpress.com/support/options-after-sexual-violence

The website sets out all of the sources of support available to survivors of sexual assault, both inside and outside of the University.

Alternatively, you can find information on the options available to you on the University’s “Sexual Violence: Response and Prevention” webpage at ox.ac.uk/students/welfare/sexual-violence

Some Other Issues That People May Face

Here are a few of the other issues that the welfare team at Univ and elsewhere in the University sometimes help with. You might find some useful pointers here but everyone's problem is unique and this section is not exhaustive. Please remember that you can talk to any member of the welfare team about particular issues that may be troubling you.

You can also find a range of useful resources on the website of the University Counselling Service [here](#) and on the OUSU website [here](#).

Alcohol and substance abuse

Excessive consumption of alcohol can cause health problems for individuals, affect social relationships with other people, cause disciplinary problems and have a negative impact on academic performance.

Non-prescription drug use and possession is illegal. The possession or use of any class of illegal drug on College property is a serious disciplinary offence, as well as being a serious risk to your health and wellbeing. Prescription drugs too can cause serious difficulties if used inappropriately. You can read the Proctor's memorandum on drug misuse [here](#).

If you are concerned about your own use of alcohol or drugs, or that of a friend, seek help at an early stage. You may wish to contact your GP, the College Nurse, or any member of the welfare team.

Bereavement

When someone close to you dies it can cause all sorts of unexpected feelings, as well as having significant practical consequences both immediately and in the longer term. Every situation is different but this is definitely a situation in which you should receive much understanding and support from everyone at Univ.

There are (at least) two things with which you may need help: practical arrangements, for example if you need to take some time out from your studies, and emotional support. Let your tutor or the Senior Tutor know, and consider if you might benefit from accessing support from any of the other College or University welfare providers.

Disciplinary proceedings, including academic discipline

Being involved in disciplinary proceedings is almost always distressing. It is a very good idea to seek out some welfare support if this is going on, from someone independent to the disciplinary process who can simply give you some support. You can bring someone along to formal hearings for support if you wish, and you may want to arrange for someone to represent you too. If you have welfare-related reasons for academic underperformance, it is crucial that you let someone know as soon as possible.

Disordered eating

Any student who experiences disordered eating or any other issues with food is encouraged to consult the college doctor for advice and support.

Some helpful websites offering support to those recovering from disordered eating are:

BEAT beateatingdisorders.org.uk/

NHS [nhs.uk/mental-health/feelings-symptoms-behaviours/behaviours/eating-disorders/overview/](https://www.nhs.uk/mental-health/feelings-symptoms-behaviours/behaviours/eating-disorders/overview/)

Family issues

A number of students have to cope with difficult family issues during their time at university. It might be parents' separation, a family member's health problem, financial difficulties, or some other problem or difficulty. Sometimes it will be something very private and difficult to talk about. Occasionally it can start affecting your academic work, which won't make things feel any better.

Do find someone to talk to about what's going on, if only because dealing with things on your own, without any emotional support, is a heavy burden. And if it's affecting your work, talk in confidence to your tutors, the Senior Tutor, or another college officer or member of the welfare team.

Financial difficulties

You can find up-to-date information on living costs on the University website [here](#).

As well as having practical consequences, financial difficulties can be difficult to talk about. However, if you are having financial problems, the very worst thing you can do is bury your head in the sand. If you are building up debts, act sooner rather than later and it is normally possible to come to some sort of arrangement.

Univ has a number of funds available to support eligible students, including a generous Old Members' Trust Bursary Scheme, as well as book and equipment grants and various other provisions. If you are finding it hard to make ends meet, a good person to approach for confidential advice is the Domestic Bursar, Angela Unsworth (Angela.Unsworth@univ.ox.ac.uk) or the Chaplain and Welfare Fellow, Andrew Gregory (Andrew.Gregory@univ.ox.ac.uk) who can advise you on any funds that you may be eligible to apply for.

More information about Univ's financial support for students in hardship can be found on the Univ [Intranet](#) under Bursaries and Grants.

Harassment and bullying

Although rare, these can happen in even the healthiest of communities. When they do they can be distressing and can do great damage to your confidence and self-esteem.

If you feel you are being harassed or bullied by anyone at Oxford you should speak to someone independent and experienced. This is one of the roles of the Univ Harassment Officers (see the "[Where to go for help](#)" section for contact details). If you are being harassed or bullied, you can expect the College and the University to support you strongly and sensitively. Univ is strongly committed to equal opportunities and will not tolerate harassment or bullying of any kind.

Homesickness

Homesickness can affect anyone who moves to a new environment. For some, homesickness will only last for a few weeks; for others, homesickness can trouble them for a long period of time. As well as a feeling of loss for family and friends you no longer see so often, homesickness can include more general issues with adapting to change, whether to a new environment or new routine. In short, it is the feeling that some people experience when they lose what is familiar and secure. Homesickness can be both unsettling and upsetting.

The University Counselling Service offers advice on managing transition and homesickness [here](#).

Imposter Syndrome

Imposter Syndrome is not a medical or clinical condition and was defined by social psychologists in the 1970s. It is very common in most people when faced with new and challenging situations.

A common definition of Imposter Syndrome is being consistently anxious you'll be "found out" and convinced you don't really deserve success.

Feeling that you're out of place or not 'clever enough' to be at Oxford are common features of Imposter Syndrome for students. There is often an accompanying anxiety that you'll be 'found out' and a belief that you must attain impossibly high standards to avoid this happening.

If this pattern of thinking sounds familiar to you, please take a look at the Counselling Service advice on overcoming Imposter Syndrome [here](#).

Low self-esteem

Self-esteem is the value we place on ourselves, whether we consider ourselves to be worth as much as others. If you have thoughts about being not good enough or inferior to other people in some way, then you may have low self-esteem. You might criticise yourself or put yourself down and may not recognise the good qualities you have to offer. In this way, low self-esteem can contribute to social withdrawal, as well as to depression and anxiety.

Learning to accept yourself, and to be as kind to yourself as you would be to a friend, is an active process and it is something that you can learn to do. You can find advice on improving your self-esteem on the University Counselling Service website at ox.ac.uk/students/welfare/counselling/self-help/self-identity

You are also warmly encouraged to speak with any member of the college Welfare Team if you are struggling with low self-esteem.

Other people's problems

The most often-used welfare service at Univ is informal support from friends. You will lean on others from time to time and, if you are concerned about someone you know, or if a friend approaches you for support, you will probably want to do whatever you can to help.

Occasionally this can cause difficulties: it can be a big responsibility, it can cause awkwardness about things like confidentiality, and occasionally it can cause distress or other problems for the person providing the support.

If you are concerned about someone else, there are two important things to remember. Firstly, don't take too much on. You aren't going to do your friend any favours if you do and, when there are plenty of other people (with considerable expertise) who can provide support, it's important that you look after yourself too. Secondly, all of the people available to provide support are available to you too, if you want to get advice about how best to help a friend. You can talk to anyone in the welfare team about someone else's problem, and you can do this without identifying who the person is

Physical health and wellbeing

It can be easy to neglect both new and longstanding physical health problems when things get hectic. This is a mistake: few things are more important than your health. You should have no difficulty accessing high quality, free healthcare in Oxford.

The College Doctors are based at 19 Beaumont Street (about 10 minutes' walk from Univ). The Practice is open Monday to Friday, 8.00am-6.00pm, and the telephone number is 01865 240501, website: 19beaumontstreet.com

Please see the "[Healthcare Providers](#)" section above for further information.

If there is anything that Univ can do to help, or if your health is affecting your academic work, you should speak to your tutor or a member of the welfare team. The College doctors and nurse are excellent, caring professionals, with much experience and a strong commitment to student welfare.

Relationship problems

Many lifelong relationships start at Oxford but it can be a small and intense community and, if things go wrong, it can hurt badly. It can also feel like no-one has ever been through quite what you are experiencing. There is no magic wand but this is certainly a situation where having people to talk to, and give you a bit of moral support, makes a big difference. Friends are important here; if they aren't around or aren't the right people, you should find a sympathetic ear in any member of the welfare team.

If you think you might be being harassed, please see the "[Harassment and bullying](#)" information above.

For advice on sexual health, contraception and pregnancy, please see the College doctor's website 19beaumontstreet.com. Alternatively, you can speak to the College Nurse or you can attend the Sexual Health Clinic (GU Medicine Clinic) at the Churchill Hospital (for more information on this clinic, please see the "[Healthcare Providers](#)" section above).

Social anxiety

Social anxiety is an overwhelming fear of social situations. It is often linked to fear about what might happen in those situations, such as concern about not having anyone to talk to or being rejected by a social group. These fears are often without foundation but they can be difficult to overcome. You might experience feelings of anxiety, fear of and withdrawal from social situations, and loneliness as a result. To start to address those fears, set some small and achievable social goals and remember to give yourself credit when you achieve them.

To help you do this, you might like to try out some or all of the following, as recommended by the University's Counselling Service:

- Set aside 10 minutes to listen to the Mental Health Foundation podcast at [mentalhealth.org.uk/podcasts-and-videos/how-overcome-fear-and-anxiety](https://www.mentalhealth.org.uk/podcasts-and-videos/how-overcome-fear-and-anxiety)
- Read the NHS self-help leaflet on Social Anxiety and try to implement some of the ideas to tackle your symptoms. You can view the NHS leaflets in PDF form for free at [web.nhs.uk/selfhelp](https://www.web.nhs.uk/selfhelp)

Useful Contacts

Further information about the welfare resources available to students can be found on the College's website univ.ox.ac.uk

University Counselling Service: ox.ac.uk/students/welfare/counselling

University Disability Advisory Service: ox.ac.uk/students/welfare/disability

University Welfare website: ox.ac.uk/students/welfare

University's 'Sexual Violence: Response and Prevention' webpage: ox.ac.uk/students/welfare/sexual-violence

University's Sexual Harassment and Violence Support Service: ox.ac.uk/students/welfare/supportservice

University's website on Study Guidance (including advice on effective study strategies): ox.ac.uk/students/academic/guidance

Oxford University Student Union (OUSU): oxfordsu.org/support/studentadvice

Oxford Nightline: oxfordnightline.org/talk

College Doctor: 19beaumontstreet.com

Univ college policies, including Guidance on Confidentiality in Student Health and Welfare, Harassment Policy and Disciplinary Procedures: bit.ly/univpolicy

Univ bursaries and grants: Univ [Intranet](#) under Bursaries and Grants