

**New College
Welfare Guide
2018**



Welcome

Life at Oxford is a unique and exciting experience, but it can be a bit overwhelming at times. We recognise that students may experience problems of one kind or another during their studies. There are many different people at New College who are available for you to talk to and this guide is designed to inform you about the support services that are available, both within New College and the wider University of Oxford community. We want you to feel happy, healthy and safe throughout your time at New College. The Welfare Team, who will be introduced in this guide, are here to listen and to help fellow members of College. No concern is too big or too trivial. We pride ourselves on being a very open and welcoming College, and will do our best to ensure that you feel at home.

What you will find in the guide:

Who's who in the JCR

Welfare Reps	p. 4-5
Peer Supporters	p. 5-11
Women's Officer	p.12
Disabilities rep	p. 13
Academic rep	p. 14-15
Internationals rep	p. 16-17
LGBTQ+ rep	p. 18-19
Ethnic Minorities rep	p. 20-21
Vice-President for Communications, Welfare and Equality	p. 21-22

Who's who in the Senior Welfare Team

Introduction	p. 23
Tutor for Welfare	p. 24
Cox & Salvesen Fellows	p. 25
Academic Registrar	p. 26
Welfare Administrator	p. 26
College Nurse	p. 27
Advisor to the Welfare Team	p. 27
College Doctor	p. 28

Looking after your friends...	p. 29-30
Resources – Mental Health	p. 31-34
Resources – Sexual Health	p. 35-36
Resources - Disabilities	p. 37
How to....	p. 38-42
Debunking Myths	p. 43-45
General Contacts	p. 46-48

JCR Support

Welfare Reps



Jordan Li Yang
Male/Transmasculine/Minority
gender welfare rep
He/him
jordan.yang@new.ox.ac.uk



Lizzie Crawford
Female/Transfeminine welfare rep
She/her
elizabeth.crawford@new.ox.ac.uk

Hi! We're Jordan and Lizzie, two 2nd year students at New College and your Welfare Reps for this year. As Welfare Reps, we're confidential and impartial listeners. We are happy to talk to anybody about any concerns they may have, however big or small. Feel free to approach us in person, by email, or by Facebook message (we'll do our best to add as many of you as we can but please send us friend requests if we can't find you). We will listen to any concerns and are able direct you to welfare services both within and outside of College.

We are here to support all JCR members, not just those directly experiencing a problem, so if you'd like to talk about how you can

JCR Support

best support a friend, we can help with that too. Please don't feel awkward about contacting us: we understand how overwhelming being a student can be and we really want to help!

On top of this, as Welfare Reps, we distribute information (watch out for weekly Welfare Mail), attend JCR meetings, organise events and oversee the JCR welfare resources (like sexual health supplies and cookies). We're only the beginning of the help that you can find at New College, but if you're ever anxious about anything at all, we're a great place to start.

As well as using this guide, you can also check out the Welfare section of the JCR website at jcr.new.ox.ac.uk/welfare/ for more information.

Who are Peer Supporters?

Peer Supporters are a wonderful part of the welfare support system at New College, available to anybody in the College community.

Peer Supporters are members of the JCR or MCR (middle common room, so graduate students) who are available to talk if you are facing any difficulty. They offer an informal and accessible opportunity to discuss anything that may be concerning you. Talking things through with someone who is willing to listen and empathise can be an effective way of getting things off your chest and exploring solutions.

Peer Supporters are not there to give advice; they provide a non-judgemental and secure environment in which you can talk freely and receive support and information. They are often also happy to support you in taking further steps. For example, they may

JCR Support

assist you in contacting a doctor, the Counselling Service or the Senior Welfare Team in College.

Peer Supporters are trained by the University Counselling Service and attend regular supervision sessions. They are therefore equipped with the knowledge of how best to support other students in discussing the issues that you may have.

Contacting Peer Supporters to arrange a chat is very easy and can be done in any way with which you feel comfortable. The Peer Supporters have all supplied their email addresses, but it's equally acceptable to message them on Facebook.

Peer Supporters are there for everyone in College and are an amazing resource in our welfare system. Please don't hesitate to contact any one of them throughout the year. If you have any questions about what peer supporting is, or the welfare system in general, feel free to contact the Welfare Reps or any of the Peer Supporters.



New College Cloisters

JCR Support

Peer Supporters

2nd year – training to be received in Michaelmas 2018



She/her sasha.lloyd-briscoe@new.ox.ac.uk

Hey, my name is Sasha and I will be one of your peer supporters and another friendly face around College next year! I am a second year studying Experimental Psychology. At Oxford, I have probably had some of my best moments but also some of my worst so I realise how hard it can be. I want to be there to help make your hardest moments easier, aiding you in any way that I can. I would happily do this at any time even if it's just a chat after a night out or a cup of tea. You may feel as though it is an insignificant problem but I'm here to listen. I hope you warm to New College as it is a friendly place and look forward to meeting you all soon!



He/him emanuele.santiano@new.ox.ac.uk

Hey! I'm Eman, a third year engineer and Peer Supporter. Studying at Oxford comes with its own challenges and can be made more difficult by anything else you are going through. Whatever you're struggling with, the peer support team are here for you if you ever want to talk to someone in confidence. I'm always happy to talk to you about anything that might be on your mind so do please get in touch. If you are going through something talking about it to someone who is ready to listen can really help and that is what we are here for.

JCR Support

Anish (Ethnic Minorities Rep), Ailidh (International Rep) and Jordan and Lizzie (Welfare Reps) will also be trained as Peer Supporters in Michaelmas 2018. For more, see the respective sections of this guide.

Peer Supporters

3rd Year – fully trained



She/her

stephanie.santos-paulo@new.ox.ac.uk

Hi, I'm Steph, a 3rd year medic and one of your peer supporters this year. Please do reach out to me if you'd like to have a chat, whether it's about mental health, missing home, managing workload, relationships, or just feeling a bit down. New College has seen me through a fair share of ups and downs and, as last year's welfare rep, I have quite a bit of peer support experience so am more than happy to listen, whatever the issue may be.



He/him alistair.milne@new.ox.ac.uk

Hi there! I'm Alistair, a third year biologist. Please feel free to come have a chat to me about absolutely anything that concerns or worries you during your time here! I am really passionate about peer support work and have been involved in various volunteer groups supporting students and their health and was one of last year's welfare reps. I wouldn't have done any of this or become a peer supporter if I didn't enjoy it so please don't hesitate to get in touch!

JCR Support

Peer Supporters

3rd year fully trained



She/her ella.pennington@new.ox.ac.uk

Hi! I'm Ella, a third year PPEist and one of the Peer Supporters. I'm here as someone who is a friendly face around College to talk to about any problems or worries that you have, no matter how big or small. I had a great time at New College in first year but not without

highs and lows. Oxford can be a stressful place at times and having trained Peer Supporters to help is such a bonus of College life. So please get in touch with me if you want a cup of tea and a chat; about work stress, mental health or any other worries on your mind.



he/him iggy.wood@new.ox.ac.uk

Hi everyone! My name is Iggy and I will be one of your Peer Supporters this year. I'm a third year PPEist who also enjoys reading, directing, and playing squash. As great as Oxford is, most people find that uni is not without its

low points. Peer Supporters are here to listen to you and try to help in any way they can, in a non-judgemental setting. If you are feeling low or stressed for any reason, then drop me a message, during term time or not. I look forward to seeing you all in Michaelmas.

JCR Support

Peer Supporters

3rd year fully trained



She/her viola.han-smith@new.ox.ac.uk

Hi everyone! I'm Viola, a third year Classicist, and one of your Peer Supporters this year. Moving to Oxford can be incredibly exciting, but it can also be challenging and difficult - I'm here if you ever need to talk. Whether you're missing home, struggling to adjust to

Oxford life, or just fancy a cuppa and want to make a new friend (third years aren't scary, I promise!), I'm just an email or FB message away.



she/her amy.rickwood@new.ox.ac.uk

Hello everybody, I'm Amy and I'm a third year lawyer. I have been trained since Michaelmas last year so if you are facing any welfare related issues or fancy a chat and a cup of tea then just to drop be a message on Facebook or by email. I

was LGBTQ+ Officer last year so I am particularly capable of offering peer support for issues relating to sexuality and gender but feel free come to me with any issues at all. Despite being a third year I will be living in college this year so will hopefully see most of you in Michaelmas!

JCR Support

New College MCR & Pembroke | [fully trained](#)

If you would feel more comfortable talking to someone a little removed, you can contact one of the supporters from Pembroke below, or any of the New College MCR Peer Supporters.

aimee.cochrane@pmb.ox.ac.uk

Hey! I'm Aimee and I'm a second year studying experimental psychology. I'm one of the welfare reps in Pembroke this year so I'll also be trained in peer support. Oxford, despite the workload, is unbelievable fun, my first year went super quickly and I'm so jealous that you're getting start first year! Even though I would love to do my first year again, it didn't come without some hard times-particularly in Michaelmas when I felt homesick. If you ever want to speak to someone out of college about anything (big or small), feel free to message me or even find me in pembroke (our porters are so lovely). I hope you have a fabulous first year at uni!

natalya.stahl@pmb.ox.ac.uk

Hi! My name is Natalya and I'm one of the Pembroke Welfare Reps so I'll also be one of the peer supporters this year. I'm a second year studying PPL and you can usually find me doing some kind of sport or enjoying the outdoors (or a cocktail). Since I'm from Pembroke, if you need someone to talk to and feel more comfortable with it being someone outside of college, feel free to find me or drop me a message whenever! I'm also American and have experience with international welfare for anyone looking to seek help both at home and at Oxford, but of course any questions / chat are always welcome!

JCR Support

JCR Reps and Officers



Women's Officer

hannah.belok@new.ox.ac.uk

She/her

Hi, and welcome to New College! I'm Hannah and I'm a second year mathematician here. I'm so excited to be the Women's Officer for this year, especially at such an historic time – the first women matriculated at New College almost 40 years ago in 1979, so look out for celebrations! My role includes representing anyone and everyone who identifies as a woman, and ensuring your time here is as safe and inclusive as possible. I'll also campaign on your behalf on issues affecting women across the whole university, so don't hesitate to drop me a message if you have any concerns or want to get involved! I'll be hosting a variety of events throughout the year, including weekly discussion groups, panels with interesting speakers and an International Women's Day festival – please note that these are open to everyone, including those who don't identify as female. Look out for the term card and weekly emails to keep up to date with what's on, both in New College and around the University. Please feel free to drop me a message if you have any questions, concerns or ideas!

JCR Support

JCR Reps and Officers



Disabilities Office

ebie.edwardscole@new.ox.ac.uk

She/her

Hi - my name is Ebie. I'm a second year PPE student and I'm the JCR Disabilities Officer this year. My role involves voicing the concerns and fighting for the needs of students with disabilities (including those with mental health conditions) at New College and providing support for students with disabilities during their time at Oxford. I am a member of the Executive Committee for OSDC (Oxford Students' Disabilities Community) so if you have any questions about social events for students with disabilities, just ask! I also play wheelchair basketball, and I'm looking at introducing other accessible sports at Oxford, so if this interests you, please get in touch!

Managing a disability (or disabilities) at Oxford, alongside the Oxford workload, can sometimes be really challenging, and it isn't always easy to secure the adjustments you may need. If you ever need to chat, or need some help to navigate the inter-collegiate system to work out who you need to talk to about something, feel free to drop me an email or a message on Facebook and I'll do my best to help.

JCR Support

JCR Reps and Officers



Academic Affairs Rep
anna.wilson@new.ox.ac.uk
She/her

Your time here will provide a unique opportunity to develop academically as well as personally – to broaden your mind, interact with world-leading academics, and pursue your own interests. However, it is natural to sometimes feel overwhelmed, whether you're struggling with a specific topic or with your work habits more generally. There are a number of academic support services in place to ensure that you can reach your full potential; the College considers this a priority.

The tutorial system is one of the distinguishing features of an Oxford education. It allows you to build a solid working relationship with your tutor, which greatly enriches your academic development. Your tutor should be your first port of call if you have any concerns or issues with a piece of work. They want to see you do your best, and they are committed to guiding you towards this goal.

The Cox and Salvesen Fellows are also available to any student wishing to speak to someone other than their tutor about academic struggles. They can offer guidance on working habits, time management, or coping with anxieties.

College Families

When you join New College, you will be introduced to your college parents and sibling(s). A letter from your college parent

JCR Support

should have been included in your welcome pack – please don't hesitate to contact them. They will be delighted to hear from you and to help you with the same process they went through only last year; any concerns, academic or otherwise, about starting university will be fresh in their minds!



New College Garden and City Wall

JCR Support

JCR Reps and Officers



International Rep

ailidh.finlayson@new.ox.ac.uk

She/her

Coming to Oxford may seem quite daunting for some students, especially if you are an international student and are moving to the UK for the first time. But, at New College you will realise that the community is very welcoming and there are so many resources within the University and the College that will guarantee that you settle in.

My name is Ailidh, and I'm the International Rep for this year. If you have any practical questions or general worries about coming to the UK from a different country, or just want to have a chat, feel free to contact me on ailidh.finlayson@new.ox.ac.uk or add me on Facebook.

So far, my time in Oxford has been amazing. People have been very welcoming and coming from another country has not affected this at all. Everyone I've met has been interested in learning more about where I'm from and my culture, and it means you always have plenty to talk about when meeting new people in the first week!

There are some challenges in being an international student, but there are lots of support systems in place, both within college and throughout the University. New College has amazing welfare support in place, so if you're feeling homesick there are plenty of people to turn to, such as the Peer Supporters, the Welfare Reps,

JCR Support

the Cox and Salvesen Fellows, or me. There are also so many ways to integrate yourself into New College life by joining sports teams or societies, which makes college feel like home and will also keep you too busy to miss home too much. As well as the welfare support, New College provides logistical support for International students by providing free boxes of storage over vacs and allowing for some flexibility in when you come and go.

At a university level, there are plenty of societies representing various nationalities (and if there isn't one yet, you can start one). These are a fantastic way of connecting with people who share a culture with you, and they typically put on lots of fun events throughout the year.

Your language skills are not a matter for worry. Everyone makes mistakes and no one will make fun of you because of them. If you're having trouble with academic writing, you'll find that your tutors are very supportive. You can also seek help from me, or the Cox and Salvesen Fellows.

As International Rep, I'll be organizing plenty of fun events throughout the year to make you feel at home, and to get to know both international and domestic students. If you have any events in particular feel free to let me know, and just to reiterate, please feel free to reach out to me if you have any questions at all!

JCR Support

JCR Reps and Officers



LGBTQ+ Rep

tiger.brown@new.ox.ac.uk

he/him/they/them

Hello! I'm Tiger and I am your LGBTQ+ Rep for this year. I'm here to talk anything welfare or LGBTQ+ related. Send me a facebook message or email me if you want a chat! There are also lots of university-wide LGBTQ+ specific resources you can use, which I'll list below.

New is good for LGBTQ+ welfare - we have [mostly] gender-neutral bathrooms and a gender expression fund if people need funding for items like binders or packers to help present the gender they identify with. Let me know if there's anything else we can do to help. We'll have lots of college events like formals and movie nights where I hope to meet you all!

Useful LGBTQ+ resources

[OU LGBTQ Society](#) is the university's LGBTQ+ Society. They put on many events throughout the year as well as provide a number of welfare services. You can contact them through Facebook and subscribe to their mailing list at <http://www.oulgbtq.org/signup.html>

[Rainbow Peers](#) is a branch of the Peer Support programme run by Oxford University Counselling Service designed to support LGBTQ+ students in Oxford. It is run by students and they have members of all identities and are open to anyone! Email them at

JCR Support

rainbowpeers@admin.ox.ac.uk or drop them a message on Facebook.

[Oxford Friend](#) is an Oxford wide charity supporting the LGBTQ+ community by offering confidential support, counselling and information services. You can contact them at confidential@oxfordfriend.co.uk, [01865 726893](tel:01865726893) or on their Facebook page.

If you have any questions at all about the LGBTQ+ community or welfare, or just want a chat, please feel free to contact me



New College Cloisters

JCR Support

JCR Reps and Officers



Ethnic Minorities Rep
anish.khanna@new.ox.ac.uk
he/him

Starting university here is daunting enough as it is, and the prospect of coming as an ethnic minority can seem even more nerve-wracking, but there are a lot of resources and groups out there to help make the transition from school to university, and your general wellbeing, all the easier.

I'm Anish, your Ethnic Minorities Officer at New College for the coming year. As Ethnic Minorities Rep my role is to ensure that the views of ethnic minority students are heard and that their needs are met, and I'll also be Peer Support trained so that you feel comfortable coming to me with anything you want to talk to me about. I'll be hosting regular socials throughout the year to bring together the BME community within College, such as teas and BMEals with other colleges, as well as organising, and promoting, other cultural activities and festivities within college and across the university, so that all sorts of cultures are represented here.

There are a variety of University societies which will each have stalls at the OUSU Freshers' Fair. This is a great opportunity to meet them all and sign up for any that you're interested in, including national and religious societies. I know that these can provide a lot of comfort and support to many ethnic minority students, as well as being a great place to meet new people and celebrate cultural events together.

JCR Support

OUSU's Campaign for Racial Awareness and Equality (CRAE) is one of OUSU's permanent campaign groups aiming to support and improve the experience of ethnic minority students, and to eliminate racism at Oxford. They hold many events and informal discussion groups each term which you can find out about on their Facebook page, and at their website. They have also recently set up a 'BME Voices' Facebook page which is in a similar style to 'Humans of New York'. It's a great place to read about what current BME students at Oxford are saying! New College are also implementing a similar idea, except we'll be doing vlogs of BME students here in College so you can get an idea as to what we do on a daily basis. It's still currently all being filmed but keep a look out for that on the New College YouTube channel soon!

If you have any worries or questions, I can be contacted by email at anish.khanna@new.ox.ac.uk.



Vice-President for Communications,
Welfare and Equality

phoebe.tuckett@new.ox.ac.uk

she/her

Hi I'm Phoebe. I'm a second year PPEist and VP for Communications, Welfare and Equality - which means I coordinate the welfare and diversity side of the JCR. I really loved my first year here but it wasn't without its challenges. Oxford was at times a very daunting place, and it can be a hard adjustment to make. This being said, college is a very welcoming community. I found my feet through sport, but there's loads of other ways to get involved in college life. My door is always open if you want a cup of tea and a chat, and please feel

JCR Support

free to message me on Facebook or drop me an email with any questions or concerns you have - no matter how small.



Tree in Front Quad

Senior Welfare Team



An Introduction to the Senior Welfare Team

Students' welfare is an important pre-condition for having an enjoyable and productive time at New College and in Oxford. The College takes your general well-being seriously and wants to ensure that the resources are available if, perhaps, you'd find some support helpful.

The Welfare Team treat all communications in complete confidence. To make sure we can give the best support we may share information about the student among members of the Welfare Team. However, requests for information not to be shared among the Team will be respected. It is rare to share information with anyone outside the team (e.g. with your tutors). The only exceptions are if we think the student is at risk of harming themselves, or of harming others. For more, see Debunking Myths.

If you have particular concerns about confidentiality please speak with us about them; we can explain our policy in more detail, and it's almost always possible to come to an agreement.

Senior Welfare Team



Tutor for Welfare

jonathan.black@new.ox.ac.uk

The Tutor for Welfare coordinates the welfare activities across College, to make sure you are aware of what is (and isn't) available, and what is also available from the central University as well.

As Tutor for Welfare, I lead the Welfare Team in College, which includes the Cox and Salvesen Fellows, the college Doctor and Nurse, the link Counsellor (Alan Percy from the University Counselling Service) and the Adviser to the Welfare Team (Elsa Bell), and the team is ably supported by the Welfare Administrator (who shares an office with the Academic Registrar). I represent welfare issues at the College's Governing Body and with senior members of the College (e.g., the Warden, Dean and Senior Tutor) and liaise with all the welfare resources in the central University.

I am not usually the first port of call for students - that should be the Peer Supporters or Cox or Salvesen Fellows. The Welfare Team holds a weekly review meeting to discuss any issues arising. If students would prefer to talk directly to me, I can be reached on jonathan.black@new.ox.ac.uk.

Senior Welfare Team



Cox Fellow to
be appointed
for October
2018

The Cox and Salvesen
Fellows

welfare@new.ox.ac.uk

We are senior members of the College who are also part of the Welfare Team. We live on site and we are available

to meet with students about any aspect of life and study in College and in Oxford. We can help to point you to specialist services that can help with any issues you may be facing

Part of our job is building bridges between the JCR and the SCR, so you'll find that we host regular events, including some of the introductory sessions during Freshers' Week, and an event for new students during Michaelmas Term.

To arrange a meeting with us, just pop an email to welfare@new.ox.ac.uk. We can also be contacted in emergencies via the lodge. You can find out more about us at <https://www.new.ox.ac.uk/health-welfare>.

The Welfare Team's confidentiality policy can be viewed here: <https://www.new.ox.ac.uk/policies-statutes-accounts>

Senior Welfare Team



Academic Registrar
tuition@new.ox.ac.uk

I am also a member of the Welfare Team. I am available to chat to students about personal matters, support for students with disabilities or health conditions, suspension, or any other academic concerns. I am the first point of contact for all students.



Welfare Administrator
camilla.gray@new.ox.ac.uk

I work closely with the College's Welfare Team and the members of the academic administration to provide effective support for all aspects of welfare administration for the undergraduate and graduate students.

Senior Welfare Team



College Nurse

heather.duignan@new.ox.ac.uk

There is a drop-in clinic on-site, located at 1 New Buildings, and I offer advice and support on minor illness and minor injuries in addition to providing supplementary support for those experiencing issues affecting their mental health.

Opening hours are 0th to 9th week inclusive Monday, Tuesday, Thursday and Friday between 9.45 am and 12.15pm.

The telephone number for the surgery is (01865-2)79579, but do remember that the nurse may be with a patient and unable to pick up the phone.



Advisor to the Welfare Team

Elsa was formerly the Director of Student Welfare and Support Services for the University and has been a member of College since the early nineties. Her main role is to give expert advice and support to the other members of the team and to those who have a designated

welfare role within college.

Senior Welfare Team



The College Doctors

www.28beaumontstreet.co.uk

You can access the college doctors at their 28 Beaumont Street Practice which is conveniently situated in central Oxford.

28 Beaumont Street Oxford OX1 2NP T: 01865 311811 Out of Hours NHS Service: 111

The practice is pleased to be able to offer care for students at New College. All New College students are encouraged to register with the practice. The practice doctors have a close working relationship with the New College welfare team. They are particularly experienced in dealing with student health issues and how illness might impact on your studies.

The Beaumont Street practice offers a full range of medical services to residents and students in and around Oxford. They are a small practice in the centre of town. Their small size means you can expect a personal service, with appointments at times which suit you, and with the clinical staff of your choice.

They are almost always able to offer an appointment with a doctor or nurse within two working days of when you request one, which means that easy access to medical services is one of their strengths.

Please visit the www.28beaumontstreet.co.uk for more information

Opening Hours

Mondays - Fridays 08.30 - 18.30

Weekends - Closed



Looking after your friends

Being available as a first point of contact for a friend can be crucial to getting them help if they are in a difficult situation. Here are some general tips for starting a conversation with someone you think may be having a hard time, taken from the StudentMinds website (we've added a link in the resources section if you want to read more).

- Make sure you have enough time to chat so that you don't put pressure on the conversation. This can help avoid leaving the conversation halfway through, possibly hurting your friend or having them misinterpret you leaving.
- Talk in private, somewhere quiet so you can have a relaxed conversation. Perhaps do a relaxing activity (take a walk, go for a drink/meal). It is often easier to talk openly when the conversation you're having isn't the only focus.
- Try to avoid starting a deep conversation at particularly stressful or difficult times. For example meal times for someone with an eating disorder.
- Prepare what you want to say. Have an idea of what you want to address when you talk with your friend, perhaps write it down as a prompt or even a letter.
- Respect the boundaries and privacy of your friends. Sometimes you don't need to know every detail about them to be supportive.
- Focus on being supportive, don't worry about not having all of the answers, just being there to listen and support can open up a dialogue for a concerning problem, and show your friend that you are there for them and they are not



Looking after your friends

alone. Don't be afraid to suggest that your friend should open up to someone else, such as a peer supporter, or seek help from a professional.

- Avoid approaching your friend in a group. Although your friendship group may be worried about a specific person, it can make them feel pressured if you approach them all together. Try to have a one on one conversation and use words like 'I' instead of 'we' to make sure that your friend understands that you, personally, care about them.
- Make sure you are still keeping up with the things you enjoy doing with your friend. Whilst it's important to talk to your friend about what is concerning them, it's also important that you can still enjoy spending time together.

Whilst supporting your friend, it is essential to look after yourself as well, remember your own problems and priorities when helping your friend. It is good to have an impartial listener outside of you and your friend to voice your concerns to. Be sure that you don't share information that your friends don't want to be shared and avoid talking about your friends' problems as gossip points. Feel free to contact any of the peer supporters if you would like to talk to them yourself.

More tips on how to look after yourself when supporting a friend can be found on the StudentMinds website.

RESOURCES - Mental Health



University Support

The mental well-being of students is taken very seriously at the University. The Welfare Team will frequently organise and advertise college and university-wide events to members of the JCR, promoting good mental health.

We understand that university life can present a host of new challenges that may require additional help. You should not hesitate to get assistance if you feel emotional difficulty is affecting your experience here. Taking the first steps to reach out to others can be challenging, but getting help early is far better than allowing a situation to worsen.

The Senior Welfare Team are available for any academic or personal concerns about you or another member of College. The Peer Supporters can listen to and discuss concerns informally. The JCR Welfare Team are available to point you in the direction of appropriate services, and the medical staff at 28 Beaumont Street can make diagnoses, prescribe medication and refer you to specialist university or NHS services.

The Counselling Service | counselling@admin.ox.ac.uk

The University Counselling Service is a short-term, self-referral service, offering individual counselling, group sessions and issue focussed workshops (e.g. perfectionism, sleep difficulties and difficulty working). This is not an emergency service and students seeking longer term help should speak to their GP. Any of the Peer

RESOURCES - Mental Health



Supporters or Welfare Reps, are more than happy to assist in the referral process if it is daunting at first.

Details about how to book an appointment and a list of workshops can be found following the link below. For some workshops, you must be referred by a counsellor after having an appointment.

The Counselling Service also provides resources that you may find helpful when thinking about any challenges you may be facing. These include podcasts, leaflets and reading recommendations amongst others.

Reception Opening Times (0th - 9th week): Mon - Fri 0900 - 1700
Call: 01865 270300 www.ox.ac.uk/students/welfare/counselling

External Support

Below is a list of further resources you can use when thinking about your mental health.

Oxford Nightline | oxfordnightline.org

Oxford Nightline is an independent listening, support and information service run for students, by students. These fully trained volunteers are available every night from 8pm-8am, 0th week to 9th week, when normal counselling and welfare services are unavailable. They aim to provide every student in Oxford with a safe and supportive space to talk about whatever is on their mind. They offer a wide range of information ranging from details of mental health services to STI clinics. You may also call them for

RESOURCES - Mental Health



someone to talk to when walking home late at night.

01865 270270 (free from internal phones) Skype: [oxfordnightline](https://www.oxfordnightline.org)

Chat online: [oxfordnightline.org](https://www.oxfordnightline.org)

Drop by their office in the basement of 16 Wellington Square

Student Minds | [studentminds.org.uk](https://www.studentminds.org.uk)

Student Minds is the UK's leading student mental health charity, and is based here in Oxford. They run a number of successful campaigns aimed at improving awareness of mental illness at university. Alongside these, they run support groups: an Eating Disorder Group, a Supporting Supporters Group (for those caring for eating disorder sufferers), and a Positive Minds Course for those suffering from depression or low mood.

twitter.com/studentmindsorgfacebook.com/studentminds.org.uk

For Eating Disorder Support | oxford@studentminds.org.uk

For Positive Minds | positiveoxford@studentminds.org.uk

The Loss Foundation | www.thelossfoundation.org

The Loss Foundation are a national charity dedicated to providing support for those experiencing bereavement. They run Oxford Students Living with Grief Support Groups, usually three per term, including a Meet & Greet. They aim to give a space to grieve, to help you connect with others who have experienced something similar and to assist you in getting any information and help you may need.

thelossfoundation.org/student-group/

info@thelossfoundation.org 0300-200-4112

RESOURCES - Mental Health



Mind your Head | mindyourheadoxford.org

Mind Your Head Oxford is a University of Oxford based organisation which aims to raise awareness and reduce the stigma of mental health issues. It runs many events during Well-being Week in Trinity term. It also has a fantastic website which includes a blog containing accounts from students who have suffered from mental illness at university and a number of useful resources.

facebook.com/mindyourheadoxford/

Samaritans | www.samaritans.org

The Samaritans was founded in 1953 with the aim to provide support to those in need. Nowadays they have 201 branches nationally and are available 24/7 via a combination of text, email, letter and face-to-face visits. They offer a safe place for you to talk about any worries, feelings or thoughts that you would like and are completely independent from the University or College.

jo@samaritans.org

Call for free on: 116 123

RESOURCES – Sexual Health



Sexual Health Supplies

The JCR Welfare Team can offer a range of free sexual health supplies catering to all sexualities. The Welfare Reps cannot offer emergency contraception. This can be obtained free from the College nurse or GP on weekdays, the Clinic at Churchill Hospital on Saturday, no appointment required, and often from Boots on Cornmarket, dependent on the staff present.

The JCR will reimburse the cost of emergency contraception (the morning after pill), within reason, if a receipt is presented to either of the Welfare Reps, or pigdged to them in an envelope. Please do also consider the options for obtaining the contraception for free from Boots, your GP, or a Sexual Health Clinic.

How do I request them?

You can ask one of the Welfare Reps directly, send them an email, request via the New College Cookie Fairy on Facebook or fill out an online form, which can be done anonymously. The Welfare Reps will send you an email each week which will include a list of the supplies available and how to request them.

Please don't feel shy about requesting - the Welfare Team receive requests regularly and you can be sure that these won't be discussed with other students or members of the Welfare Team.

RESOURCES – Sexual Health



How are the supplies delivered?

With discretion! On most occasions, we will put them in your pidge in a plain package for you to collect. We can also give them to you directly if preferred.

Having the available resources to protect your sexual health is extremely important. Whether you come to university with sexual experience or not, it is important to know where you can get access to the resources you may need.

Walk-in Clinic | [Churchill Hospital](#) Old Rd, Headington, OX3 7LE

The Oxford Sexual Health Service provide a walk-in clinic at the Churchill Hospital for STI screening, regardless of whether any symptoms are present; they also provide sexual health advice. Emergency contraception and pregnancy testing are available and other methods of contraception can be prescribed.

[Mon - Fri* 0900 - 1430 | Sat 0900 - 1200 | *Wed 1230 - 1430](#)
[01865 231231sexualhealthoxfordshire.nhs.uk](http://01865231231sexualhealthoxfordshire.nhs.uk)

Walk-in Clinic | [Rectory Centre](#), Rectory Road, Cowley, OX4 1BU
Alternatively, you may visit the Rectory Centre, offering the same services.

Unfortunately, this centre isn't suitable for wheelchair users, and those with mobility issues or pushchairs.

[Mon, Tue, Thu 0930 - 1800 | Wed 1330 - 1800 | Fri 0930 - 1500](#)
[01865 226969](http://01865226969)

RESOURCES - Disabilities



University support

The Disability Advisory Service | disability@admin.ox.ac.uk

Oxford's Disability Advisory Service provides information and advice on disability issues and can help students with disabilities organise disability-related study support.

The DAS can offer a range of support for students living with a variety of disabilities, for example: specific learning disabilities, mental health, developmental, mobility, and sensory conditions, and a range of other long-term health conditions (e.g. diabetes, arthritis and respiratory conditions).

In order to be eligible for support, students must provide evidence of their disability. After eligibility is confirmed, students gain access to a range of resources, contacts and funds to help manage their disability (or disabilities) during their time at Oxford.

You can discuss your needs before arriving at Oxford or after you begin. Talk to the Disability Coordinator (Freyja Madsen) or contact the DAS directly to complete a Registration form. You can also arrange a more informal chat over the phone or in person. You are advised to contact the DAS as early as possible, so relevant support can be organised quickly. You are also advised to contact your GP or other relevant medical professionals so that evidence for any alternative examination arrangements can be collected in time.

www.ox.ac.uk/students/welfare/disability DAS: 01865 280459

For accessibility information regarding many facilities in Oxford, follow the link below:

www.admin.ox.ac.uk/access/

How to...

...declare a disability

The Disability Advisory Service send an email, from August onwards, to all new students who disclosed a disability (including a Specific Learning Difficulty) or long term health condition via their application form. If you did not disclose a disability before arrival, you can do so via the DAS by contacting them on disability@admin.ox.ac.uk, 01865 280459 and completing the registration form found on their website ox.ac.uk/students/welfare/disability/needs. You may make an appointment to see your disability advisor in person or by telephone or Skype. You can then explore potential support options with your advisor. Matriculated students can also update the disability field on Student Self Service; the DAS will then contact you directly to explore your support requirements.

... report factors affecting performance in exams

If something unexpected impacts negatively upon your exam performance, you may submit a factors affecting performance application. To do so contact your tutor and the Academic Registrar (tuition@new.ox.ac.uk) who will help you complete the necessary online forms. You will be asked to provide relevant information and supporting documents, such as a medical certificate. This process needs to be completed as soon as possible and no later than noon of the day before the final exam board meeting (contact the Academic Registrar for this date). Outcomes may include: marks being given on a representative, but smaller sample of the student's examination work, the disregard of a paper or adjustment of classification outcome requirements, amongst others.

How to...

... organise alternative exam arrangements

As a student, you can apply for alternative exam arrangements. These are most commonly put in place for those with disabilities or long term health conditions, or those undertaking religious observances. You should apply for these before Friday of Week 4 of the term in which the exams will be taking place. To do so, contact the Academic Registrar (tuition@new.ox.ac.uk) who can advise you on the process. You will need to provide evidence for the necessity of these adjustments and may be asked to undertake additional assessments to evaluate your needs.

If these arrangements are a consequence of a disability or other health matter, you are advised to contact the Disability Advisory Service (see Disabilities section) or your GP well in advance. This can serve as evidence and the DAS will also be able to provide support and advice.

... submit a complaint

If you wish to make a complaint about a tutor or member of staff, in most cases this should be done via the Senior Tutor (mark.griffith@new.ox.ac.uk). If you do not feel comfortable discussing your complaint directly with the Senior Tutor, you may contact one or both of the Cox and Salvesen Fellows, who will be able to support and guide you through the process.

For complaints relating to your subject department, you can contact the department's Director of Undergraduate Studies, or in more serious matters, the Proctors (more info here: www.ox.ac.uk/students/academic/appeals).

The most important thing to remember is that you won't be penalised or discriminated against for making a complaint, and all complaints will be treated with confidentiality.

How to...

... access financial advice or assistance

If you are having financial difficulties, let the College know as soon as possible. They will work out financial arrangements with you on an individual basis and will be able to advise you on your situation. The College will be sympathetic and understanding of these difficulties.

To discuss your financial situation, or your application for any of College's financial resources you can contact the Bursar (David Palfreyman), via bursar@new.ox.ac.uk, his PA, on 01865 (2)79550, or in person in the Bursar's office – first floor of 4OB. If you have general questions about battels/student loans you can contact Linda Goodsell (linda.goodsell@new.ox.ac.uk) for information. More finance information can be found in the Finance Guide via this link new.ox.ac.uk/finance

...report harassment

The College takes harassment very seriously and is committed to giving full attention to any reports of it taking place. Students reporting harassment will be supported by the harassment advisers throughout the process and are therefore advised to contact one of them in the first instance. Formal complaints will in most cases be taken to the Dean.

A student may also seek support from the University's Equality and Diversity Unit (EDU) (01865 270760, harassment.line@admin.ox.ac.uk) and/or the office of the University's Director of Student Welfare and Support Services (Gillian Hamnett, 01865 280444, Confidential email: director.swss@admin.ox.ac.uk).

There is a lot that can be done for a student experiencing

How to...

harassment or bullying who does not wish to make a formal complaint. The harassment advisers will be able to help you take these steps. Seeking their advice does not constitute reporting a case of harassment.

The College's harassment advisers are: Cox & Salvesen Fellows, Freyja Madsen and Gez Wells, and the Harassment Policy can be found on the College website www.new.ox.ac.uk/policy-documents.

If you experience sexual assault or violence, and would prefer to talk to a specialist confidential support agency, you can find some contacts on this webpage: www.admin.ox.ac.uk/eop/harassmentadvice/sourcesofadvice/



Monks' Passage

How to...

...request suspension of studies

If a health, welfare or other personal difficulty cannot be managed using the support services available at the University, in some cases, a student may choose to discuss the option of suspending their studies. Suspension of studies usually requires a year away from study.

The decision to suspend shouldn't be taken lightly, so the first step is to discuss with your tutor(s). If you do not feel comfortable doing so, then you may approach the Cox and/or Salvesen Fellow, who will be able to discuss the matter with you and provide you with information. To request suspension, the correct person to contact is the Senior Tutor (mark.griffith@new.ox.ac.uk) /or Academic Registrar (tuition@new.ox.ac.uk), who will advise you on the appropriate procedures.

More information on the process of voluntary suspension can be found in the Suspension Policy document (www.new.ox.ac.uk/policy-documents) or alternatively by contacting the Academic Registrar (tuition@new.ox.ac.uk).

Oxford University Student Union (OUSU) Suspension Information booklet: <https://ousu.org/advice/academic/suspension/>.

SusCam

SusCam are an Oxford-based Student Campaign group that organises events and support for students with experience of suspension as well as campaigning for changes in policy. They provide an opportunity to talk to someone with first-hand experience of suspension, if you are considering suspending your studies. Find out more at suscam.wordpress.com.

DEBUNKING MYTHS!

The Dean, your tutor or your parents will be informed if you disclose information to a member of the Welfare Team.

The Senior Welfare Team is separate from both the Decanal Team and Tuition Office at New College. You will not be punished if you approach a member of either the Junior or Senior Welfare Team to discuss a welfare concern and all members of this team adhere to the confidentiality agreement outlined earlier in this guide. The Senior Welfare Team would only share general matters (and never specifics) with a tutor, the Senior Tutor or the Dean if they raised concerns with the team and enquired if there were any mitigating circumstances of which they should be aware. In those cases, and only at their prompting, would the Senior Welfare Team share some general comments e.g. “there are some issues that we think explain your concern”. Information is never shared with parents.

Your problem is not serious enough to discuss with the Cox and Salvesen Fellows.

No problem is too small to discuss with the Cox and Salvesen Fellows; they will always be willing to arrange a time to chat. If you feel like it would be helpful to talk to someone - that in itself is enough.

If you are struggling academically you might be forced to suspend.

In the vast majority of cases, suspension is a voluntary decision. Involuntary suspension is very rare and will always be preceded by attempts to resolve the concern through discussion and the support mechanisms on offer. More about ‘fitness to study’ can be

DEBUNKING MYTHS!

found in the Fitness to Study Procedure. Note that this does not apply to the general suspension procedure.
www.new.ox.ac.uk/policy-documents

Peer Supporters are too busy to help you.

Of course, Peer Supporters, like any other student, will have times when they are very busy. However, they have volunteered because they want to put the time aside to help others. In training, they are advised on managing their time and how to respond if they aren't able to provide support at a given moment. Please don't be put off if a Peer Supporter isn't able to talk when you contact them; they do want to help and will be happy to find a time that suits you both.

Your problem is too serious to discuss with a Peer Supporter.

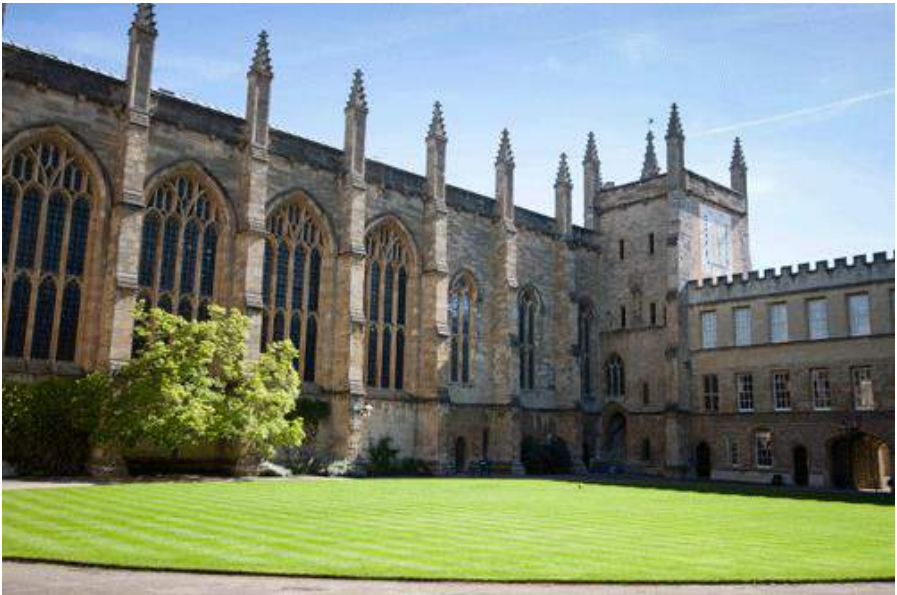
There are occasions where a Peer Supporter might feel unable to support someone, be it because they feel out of their depth or because the discussion triggers memories of a similar experience. However, this doesn't mean you shouldn't contact them. If a Peer Supporter doesn't feel able to support you, they can suggest someone who will be able to.

You will be seen as weak if you are unable to cope with a mental health issue alone.

Mental health is becoming increasingly widely regarded as directly comparable to physical health, and the stigma surrounding it has reduced significantly over the past years. It is understood that

DEBUNKING MYTHS!

mental health illnesses are not a choice, but they do exist and just as with, say asthma, it is normal and beneficial to seek help. Fortunately, Oxford is, in this regard, a very progressive atmosphere in which to seek help for your mental health. The University Counselling Service alone sees 11 - 12% of the student population each year and 1 in 4 people will experience a mental health problem in any given year, so you will certainly not be alone in experiencing a mental health problem, or seeking help with it.



New College Chapel



General

28 Beaumont Street Surgery		01865 311811
Frank	talktofrank.com	0300 123 6600
The Loss Foundation	info@thelossfoundation.org	0300 200 4112
Mind your Head	mindyourheadoxford.org	
NHS Advice Service		111
Nightline	Skype:oxfordnightline	01865 270270
OUSU Student Support Services	Ousu.org/advice/lifewelfare/supportservices	
OUSU VP Welfare and Equal Opportunities	vpweo@ousu.ox.ac.uk	
Samaritans	jo@samaritans.org	116123
Sexual Health Clinic – Churchill Hospital/Rectory Centre	sexualhealthoxfordshire.nhs.uk	01865 231231
Student Minds	Studentminds.org.uk	
Eating disorder support	oxford@studentminds.org.uk	
Positive minds	Positiveoxford@studentminds.org.uk	
Students Against Depression	Studentsagainstdepression.org	
University Counselling Service	reception@counserv.ox.ac.uk counselling@admin.ox.ac.uk	01865 270300

CONTACT



US

<p>BME – CRAE Peers of Colour</p>	<p>crae@ousu.ox.ac.uk peersofcolour@admin.ox.ac.uk</p>	
<p>Disabilities – Disability Advisory Service Oxford Students' Disability Community</p>	<p>ox.ac.uk/students/welfare/disability oxdisability.com</p>	
<p>Harrasment & Abuse - It Happens Here Oxford Rape Crisis Centre</p>	<p>lthappenshereoxford.wordpress.com support@osarcc.org.uk</p>	<p>01865 726295 or 0800 783 6294</p>
<p>International OUSU National and Cultural Societies and University International Community</p>	<p>Ousu.org/get-involved/clubs-societies/international/</p>	
<p>LGBTQ+ LGBTQ+ Soc Rainbow Peers</p>	<p>Oulgbsoc.org.uk rainbowpeers@admin.ox.ac.uk</p>	



College Contacts

Academic Registrar & Disability Coordinator	tuition@new.ox.ac.uk	01865 279596
Cox & Salvesen Fellows	welfare@new.ox.ac.uk	
College Nurse	heather.duigan@new.ox.ac.uk	01865 279579
Home Bursar	gez.wells@new.ox.ac.uk	01865 279560
Tutor for Welfare	jonathan.black@new.ox.ac.uk	
Welfare Administrator	camilla.gray@new.ox.ac.uk	01865 279241

In an emergency, call the Porters on 01865 279500

