

**New College
Welfare Guide
2021**

Welcome!

Life at Oxford is a unique and exciting experience, but we recognise that students may experience problems of one kind or another during their studies. Many different people at New College are available for you to talk with. This guide is designed to inform you about the support services that are available 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.

The College provides carefully chosen resources to help with your welfare, well-being, and study skills at New College. The Student Welfare and Study Skills Collection is held in the Group Study Room on the Library's Lower Floor: www.new.ox.ac.uk/student-welfare-and-study-skills-collection



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JCR Welfare Reps



Harriet Nokes
Female/Transfeminine Welfare Rep
harriet.nokes@new.ox.ac.uk
She/her

Gareth McAuley



Male/Transmasculine/Minority Gender Welfare
Rep
gareth.mcauley@new.ox.ac.uk
He/him

Hi all! We're Harri and Gazza, 2nd year students studying History and Physics respectively. We are your Welfare reps this year. Along with our Peer Supporter team, we will be here to chat if you need us throughout the year. We're only ever a message away!

We provide free sexual health supplies in college, as well as running the New College Welfare Facebook page and New College Cookie Fairy account, where you can request free cookies to be anonymously sent to your friends. We also organise a "Welfare Week" each term to give everyone a bit of a break from the grind.

Don't hesitate to contact us if you need to, we're always happy to talk or just listen. We look forward to seeing you all in Michaelmas!

As well as using this guide, you can also check out the Welfare sections of the New College website (<https://www.new.ox.ac.uk/health-welfare>) and the JCR website at (https://jcr.new.ox.ac.uk/?page_id=13/) for more information.

Peer Supporters

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 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 JCR Peer Supporters



Rinda Naresh
Peer Supporter

Rinda.naresh@new.ox.ac.uk

She/her

Hi everyone! I'm Rinda, a third year medic and I'll be one of your peer supporters this year. Coming to Oxford was always going to be a big change and now we've got coronavirus to deal with as well! Whilst New College is amazing, I definitely had my ups and downs last year, including the struggles of lockdown. Please feel free to drop me a message if you're worried about absolutely anything - from managing the workload, missing home, coronavirus/social distancing, relationships, or if you're just feeling a bit down for absolutely no reason (I can relate!). I'm always happy to listen over a tea/coffee/ice cream!

New College MCR,

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.



Aran Johal
Peer Supporter (New College MCR)
aran.johal@new.ox.ac.uk
He/him

Hi! I'm Aran, a fifth year medic and I'll be one of your peer supporters this year. New College is a second home to me, so I'd like to make people feel as welcome and happy here as I do!

I can offer a wide range of tea and coffee if you're wanting a chat, or even just go for a walk in the gardens if something's getting you down. Oxford is an intense place and I've experienced by fair share of ups and downs and am always happy to listen to any worries or concerns you may have!



Thomas Caganek
Peer Supporter (New College MCR)
thomas.caganek@medschool.ox.ac.uk
He/him

Hi! I'm Thomas, a first-year graduate-entry medic and one of the peer supporters this year. You're welcome to reach out about anything that's on your

mind - if you're experiencing any difficulties or if just want to have a quick chat. You can best get in touch via email or just drop me a quick message on FB!

Danny Leach
Peer Supporter (Pembroke College)
daniel.leach@pmb.ox.ac.uk

Hey I'm Danny, a second year PPEist at Pembroke, and one of the welfare reps/peer supporters there this year. I know nobody much enjoys listening to a PPE student talk but I am always available for a chat if you want to talk to someone outside your college! After a weird year or two I know people will be in a period of readjustment but that isn't easy with an Oxford workload on top of you. Please do send me a message about anything if you just want to talk to someone outside of New!



JCR Reps and Officers



JCR President

alice.childsdossantos@new.ox.ac.uk

She/her

Hi, I'm Alice and this year I'll be your JCR President. I'm a second year studying Law, and spend most of my time rowing, in the Library or exploring Oxford. My role in the JCR means that I'll oversee the JCR Committee, as well as work with the College and the University to provide you with the best experience

at New College.

Oxford, and sometimes New College, can be an intimidating place, but we have a great community here, so you'll always have someone to talk to. From Kim the VP for Communications, Welfare and Equality, to our Welfare Reps (Harriet and Gareth) to the rest of the JR Committee and Peer Supporters there will always be someone to turn to. My role is to represent you, so if you need anything (or just want to chat) please sent me a message!



Vice President for Communications, Welfare & Equality

kim.nguyen@new.ox.ac.uk

She/Her

Hi everyone! I'm Kim Anh, a second-year Law with Law Studies in Europe student and your Vice President for Communications, Welfare & Equality for this year. As well as making sure that JCR meetings run smoothly, I will be responsible for representing our College at the SU and coordinating the CWE team to ensure that you are all happy and well-integrated into College life. As well as representing you all, I will be ensuring that you are all aware (and take advantage) of all the fantastic support available for you to access. I found it really useful to be able to speak to people who went through the same experiences as me when I was settling into College, so I encourage you all to reach out to one of us if you ever feel like you need a chat! If anyone has any issues or questions at all (no matter

how small), my email inbox & DMs are always open. Feel free to stop me at any time if you need help and see me running around College- I'll always be happy to have a chat!



Disabilities Officer

Meera.patel@new.ox.ac.uk

She/her

Hello! I'm Meera, a second year music student here at New College, and I'm delighted to be your Disabilities Rep. I understand that there's lots of work to be done to raise and improve awareness in society at large, and of course in College, where I hope we can set a strong, positive and progressive example in the right direction. Having a disability may or may not be visible to others, and can mean so many different things- that is why I believe it is so important for College to be as inclusive and open-minded in catering for your needs as possible, and hope to point you in the right direction for advice and information, whatever your queries. I also am aware that the Covid situation may have and will continue to exacerbate difficulties that you may already be facing and want to do my best in ensuring that things are in place to lessen this impact, and to make things accessible so that you can really thrive here. If anyone has any questions before arriving, or throughout the year, feel free to drop me a message via email or facebook. I'm looking forward to meeting you all!



LGBTQ+ Rep

Pearl.young@new.ox.ac.uk

Hi, I'm Pearl and I will be your LGBTQ+ officer for 2021-2022. This Michaelmas I'll be undergoing peer supporter training to equip me to offer support to anyone struggling with anything. If you are having a difficult time trying to come to terms with your sexuality or gender identity - or indeed with anything else at all - please get in touch through email, Facebook, or if you see me in person in

college. Anything we chat about is confidential, and even a short chat can make a big difference. And if I can't help you myself, I'll be sure to point you in the right direction regarding resources, and other people you can go to for help.

The prospect of settling into a new city, making new friends and studying a new subject on top of trying to figure out your identity is a particularly intense and overwhelming one. Whether you're confident in your identity, unsure, or not particularly interested in labelling yourself, there is a place for you in the New college LGBTQ+ community. I've found the LGBTQ+ community in college to be so accepting of all sexual and gender identities, whether you start the year knowing how you identify or not, and are completely accepting if your identity undergoes any changes.

This year, I'm going to do everything I can to make sure that whether you're starting to question your identity, or firmly confident in who you are, your experience is as positive as mine has been! I'll be hosting pre-drinks every Tuesday evening before LGBTQ+ society drinks, and I'll be pairing freshers with an LGBTQ+ parent in 2nd year to keep our community as close-knit as ever – keep an eye out for a Facebook post! New College is a really welcoming place no matter your gender identity: we have gender-neutral bathrooms around college, and there is a specific fund – the Gender Expression Fund – to buy items to allow you to express your gender identity without any financial obstacles. If you want to get involved with the LGBTQ+ community on a university-wide level, there is a Rainbow Parent scheme which runs across the whole university, pairing you with an LGBTQ+ parent at another college. If you want to hear about the LGBTQ+ Society's events I would recommend signing up to their mailing list at <http://www.oulgbtq.org/signup.html>. Please send me a message if there's anything you're feeling stressed or anxious about, no matter how small, or even just to say hi before we meet in October!



Women*'s Officer

maia.hamilton@new.ox.ac.uk

she/her

Hi! I'm Maia, I'm a second year Chemist from Northern Ireland, and I'll be your JCR Women*'s Officer this year. That means I represent and promote the rights of all self-identifying women in the JCR. This year I'm really looking forward to a return to in-person events and making up for all the time we lost last year and raising money for local charities, for example combatting period poverty. This will include inviting former alumni for talks, organising networking events, hosting weekly study groups, and making plans for International Women's Day (8th March- save the date!) I am also responsible for providing free sanitary supplies in the college toilets and ordering fully subsidised eco-friendly sanitary supplies for those who want them. I'll be sending out regular emails through the term, keeping you up to date with in-college and uni-wide events, for example OxWIB (Oxford Women in Business) and FemSoc (Oxford Feminist Society). Please do feel free to contact me, either on Facebook or email – I'm always up to chat about anything, and I'll do my best to help!



Faith and Ethnic Minorities Office:

Mufaro.mutsatsa@new.ox.ac.uk

Hello, my name is Mufaro and I am a second year law student. I am so excited to be your Faith and Ethnic Minorities Officer this year. I understand what it is like coming to university, how it can be frightening and stressful, because you might be getting to grips with a new academic challenge, as well as a different lifestyle. Being from a minority Faith or ethnic background can make this experience even more stressful, especially since the pandemic has made it more difficult for people to intermingle.

My role is to provide support for minority Faith and ethnic students around college, and to represent their voices and concerns. I will be holding plenty of events in college and spreading information about important university-wide events, groups and societies that may be of interest, or any other resources that could help. Make sure to keep an eye out on the JCR page for any updates!

A search on the University website will list all the societies you can get involved in and many of them are specific for ethnic minorities, such as African and Caribbean Society (ACS). You can also take a look at the Oxford SU's campaign for Racial Awareness and Equality (CRAE), which is a permanent campaign which holds various events and informal discussion groups.



Inreach Officer

ines.momodu-herrero@new.ox.ac.uk

she/her

Hi! I'm Inés, I'm a second year biochemist and this year's Inreach Officer. This is a brand new role on our JCR committee, and I'll be working to make sure that everyone here feels comfortable, happy, and welcome at New College and in Oxford, no matter their background. I truly love being at New College and want to make sure everyone else feels the same way! Coming from a "non-traditional" Oxford background can make coming to Oxford even more daunting than it likely already is - but here at New College, we have an extensive welfare and support system always available if you need it! I'm also available to discuss anything and listen to any concerns related to coming from a "non-traditional" Oxford background (including but not limited to: state school educated, first gen, working-class, low-income households, single parent households, estrangement, care leaver, young carer) & related to money and finances. Please feel free to message me on Facebook (Ines Herrero Riesco) or email me if you want to talk or have any questions!



Access and Outreach Officer

nina.drury@new.ox.ac.uk

she/her

Hi I'm Nina, a second year French and Beginner's German Student, and I'll be your Access and Outreach Officer this year! My job is to help ensure that everyone here, regardless of background or identity, feels welcome and included in the New College community. I want to encourage diversity within the college, through a range of access initiatives, which everyone in college can get involved in. I hope (alongside Inés our inreach officer) I can help to create a space where everyone is comfortable. Coming to Oxford is a daunting prospect for everyone, and the fears of 'fitting in', and sense of 'imposter' syndrome are often intensified if you are coming from a non-traditional background. I'm always around to talk to about any concerns you have/anything you're struggling with, whether that's related to 'access' (about fitting in etc.) or any other problems you feel you need to talk about. If you'd rather email me please feel free to () or drop me a facebook message. I promise I'll always be a friendly face around college!



Vice President

Amberley.odysseas@new.ox.ac.uk

Hi! I'm Amberley, I'm a second year studying Computer Science, and I'm one of your JCR Vice Presidents for the year. I'm responsible for managing a lot of the events and operations run by the JCR, so if you'd like to get more involved, I'm a good port of call.

If you're having financial difficulty, you can also contact me – I can point you in the right direction for support in college and will advocate for you. The JCR committee and college are resolute that hardship or changes in circumstance must not be barriers to studying here.

Please do use the contacts in this document if you need support, at any stage. Oxford can be really tough, but there are extensive welfare systems within the JCR, in college and beyond to help.'



Environment and Ethics Officer

perpetua.haydntaylor@new.ox.ac.uk

she/her

Hello everyone, I'm Peps, I'm a second year French and Italian Student and I'll be your Environment and Ethics officer this year. My role is to work on helping the college to keep becoming as sustainable and ethical as possible, from supporting divestment from fossil fuels to running veggie cooking competitions. I know starting out at Oxford can be a really overwhelming experience, with so much to get involved in and think about at once, so I'm always up for a chat, whether that be E&E-related or not. Please do send me a message on Facebook or drop me an email if you'd like to talk about anything, and looking forward to meeting you all in October!



Arts officer

charlotte.mitchell@new.ox.ac.uk

she/her

Hi, I'm Char, a second year French and Beginners' Italian student, and I will be your Arts Officer this year! My role is to create and promote opportunities for New College to get involved in a rich range of artistic fields. It is easy to see Oxford as an intimidating place, but I really do encourage you to get involved! The arts are so important for mental wellbeing, and having activities outside of your studies is a great way to relax and meet people in a more informal setting. Feel free to drop me a message anytime to suggest ideas for art-related events, or just for a chat!



Academic Affairs Officer

Kathryn.brooker@new.ox.ac.uk

Hey! I'm Katie, a second year Philosophy, Politics & Economics student. I'm also the current Academic Affairs Officer for the JCR. I'm responsible for ensuring that the academic worries of College undergraduates are

addressed.

It's natural to find university daunting. Moving away from home, including family and friends, to an entirely new place full of new people can be both exciting and overwhelming for anyone. Add onto this the very unique experience that is Oxford, it's natural to find it challenging at times. This is common when you first arrive, but also throughout your degree. The role of the Academics Officer for the JCR is to assist with any issues that you encounter as a result of this in your learning.

One of the biggest adjustments you'll have to make is towards the tutorial system. This is small group learning that often occurs in twos or three with a tutor, where you discuss the work from the week. You'll organise your schedule around these meetings, and normally hand in work before so that it can be discussed. I know that for me, this was the biggest adjustment as I had never been in a class size of fewer than 20 people!

Throughout both the College and the University, there are various forms of help provided for you to navigate the tutorial system, the workload, studying and any other academic related problems. These are all designed to ensure that any adjustment you need to make is as smooth and easy as possible, and are provided both formally and informally.

One of the biggest forms of help is your tutors. They understand how challenging Oxford can be, and are there to support you. Due to the nature of the tutorial system, you get to know your tutors very well. They have selected you for a reason, and want you to reach your academic potential. As such, they are committed to supporting you achieve your goals. This means they are always happy to talk through any issues or concerns you have with your subject.

There are also the Cox and Salvesen Fellows. These are two senior members of college who are part of the Welfare team. They're available to any student who wishes to speak about any aspect of life and study in Oxford. They can offer guidance on any issues, or can direct you towards more appropriate support if needed.

In addition to members of staff, you will have the support of your college parents! These are two second years who you can approach with any questions, concerns or stresses that you have while in Oxford. One of your parents will do your subject, and you should have been sent a letter by them over the summer. Make sure you get in contact as they likely have valuable advice! You will also have the opportunity to spend time with your two parents and your sibling in Fresher's week, so look forward to that!

In the meantime, I'm here for any worries or concerns you have about life in Oxford, academic or otherwise. Feel free to drop me an email at kathryn.brooker@new.ox.ac.uk, or send me a message on Facebook. I'll be here to support you this year, and can't wait to meet you all. Make the most of summer and see you all soon!



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 the Debunking Myths section of this guide.

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.



Jonathan Black
Tutor for Welfare

jonathan.black@new.ox.ac.uk

He/him

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 Student Welfare and Staff Support Officer (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 Academic Registrar 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.





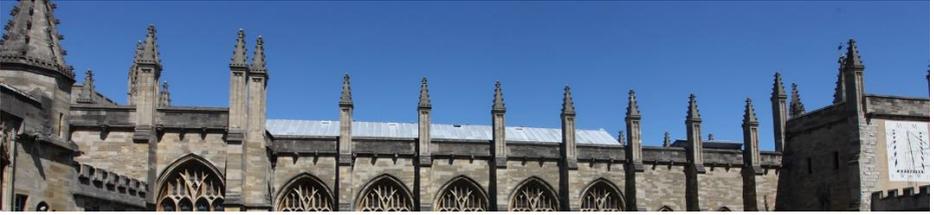
Annabella Massey (left) (she/her) and Andrew Ramos (right) (He/him)
The Cox and Salvesen Fellows
welfare@new.ox.ac.uk

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 also help to point you to specialist services which 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 events 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/sites/default/files/2018-10/Confidentiality%20in%20Student%20Health%20%26%20Welfare.pdf>



Freyja Madsen
Academic Registrar
tuition@new.ox.ac.uk
She/her

I am a member of the Welfare Team, and the first point of contact for any student with queries about academic life. I'm also the College's Disability Support Co-Ordinator, and one of the college's Harassment Officers. In you're not sure who you need to speak to

in College, get in touch with me and I'll point you in the right direction!



Milly Gray
Student Welfare and Staff Support Officer
camilla.gray@new.ox.ac.uk
She/her

I am available to chat to students about any aspects of life. 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.



Elsa Bell
Advisor to the Welfare Team
She/her

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.



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 affect 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 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

The College Nurse

NewCollegeNurse@oxfordhealth.nhs.uk

About Jo

Jo has been working as a Registered Mental Health Nurse since 1999. She worked in London, caring for adults, first in hospital, and later as a Community Mental Health Nurse. She moved into Public Health Nursing while living through the SARs Pandemic in 2003. She studied Public Health Nursing at Hong Kong University.

What Jo does:

Including (but not limited to):

- Confidential discussions on issues concerning emotional, physical, sexual, and social health and wellbeing
 - Healthy lifestyle choices (keeping safe, smoking cessation, substance misuse advice, healthy weight management)
 - Referring and signposting to specialist services
 - Advice on contraception, pregnancy testing and sexual health screening.
- If Jo cannot help, she will find someone who can.

Appointments can be made through the Teams Booking system. Requests will be assessed by the nurse who will offer the most appropriate type of meeting.

If you have a face-to-face appointment, please do not come to the Nurse's office if you have Covid symptoms, but let the nurse know so you can rearrange.

Contact details:

NewCollegeNurse@oxfordhealth.nhs.uk

Availability:

- Mon & Tue: 09:00-12:30
- Wed & Fri: 13:00-16:30

Please note we use an electronic record keeping system and your information will be shared with your GP.

Confidentiality – All information shared is confidential unless there is serious risk of harm to yourself or others



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 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 to 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.

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 Welfare Team, Peer 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
The Sexual Harassment and Violence Support Service |
<https://www.ox.ac.uk/students/welfare/supportservice>

The Sexual Harassment and Violence Support Service is an all-in-one provision for any students regardless of age or gender who have been affected by sexual harassment or violence. They provide free support and advice, along with a safe place to be heard independent of your college or department.

They support 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.

They will support you at your pace and will help you to explore your options, and they'll be there to support you whatever you choose to do

You can make an appointment by emailing supportservice@admin.ox.ac.uk



External Mental Health 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 someone to talk to when walking home late at night.

01865 270270 (free from internal phones) Skype: oxfordnightline Chat online: oxfordnightline.org

Drop by their office in the basement of 16 Wellington Square

Student Minds | 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/studentmindsorg

facebook.com/studentminds

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

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.

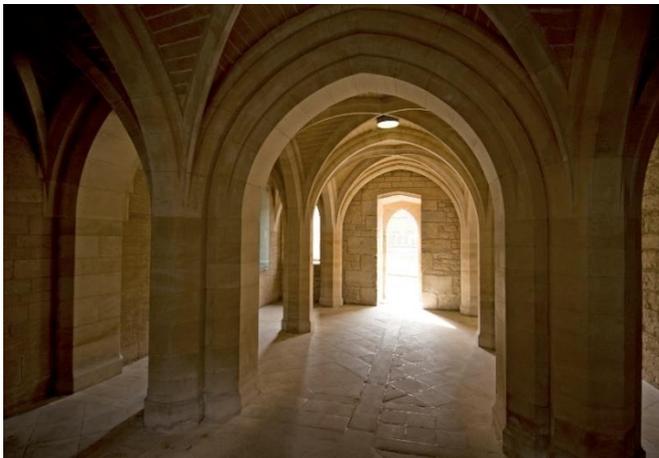
facebook.com/mindyourheadoxford/

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



Sexual Health Resources

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 pigged 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 JCR 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.

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 231231 sexualhealthoxfordshire.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



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 at tuition@new.ox.ac.uk) 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 www.ox.ac.uk/students/welfare/disability/needs. You may make an appointment to see your disability advisor in person or by telephone or Teams. 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 mitigating circumstances in exams

If something unexpected impacts negatively upon your exam performance, you may submit notice of mitigating circumstances to the examiners. To do so contact your tutor and the Academic Registrar (tuition@new.ox.ac.uk) who will help you complete the necessary 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 after your last exam, 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.

... 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 (william.poole@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.

... 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 40B. If you have general questions about battels/student loans you can contact Mark Barrett (mark.barrett@new.ox.ac.uk) for information.

More finance information can be found in the Finance Guide via this link www.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 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, Erica Longfellow 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/. You can also seek advice and support from the University's Sexual Harassment and Violence Support Service: <https://www.ox.ac.uk/students/welfare/supportservice>

...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 Fellows or the Academic Registrar, 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 (william.poole@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/>.



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 your tutors 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 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 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. 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.

Useful contacts

General

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
University Sexual Harassment and Violence Support Service	Supportservice@admin.ox.ac.uk	

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



College Contacts

28 Beaumont Street Surgery		01865 311811
Cox & Salvesen Fellows	Andrew and Annabella welfare@new.ox.ac.uk	01865 279500
Academic Registrar & Disability Coordinator	Freyja Madsen tuition@new.ox.ac.uk	01865 279596
Student Welfare and Staff Support Officer	Milly Gray Camilla.gray@new.ox.ac.uk	01865 279241
College Nurse	new.nurse@nhs.net	01865 279579
Tutor for Welfare	jonathan.black@new.ox.ac.uk	

In an emergency, call the Porters on 01865 279500

