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. There are many different people at New College who are available for you to talk to. 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.
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
What you will find in the guide:

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Hi! We are Annabel and Conall, second year students at New College and your Welfare Officers for the year.

As Welfare officers, we coordinate and oversee the JCR welfare resources (such as sexual health supplies and cookies), distribute information, attend JCR meetings and organise events for the New College student body.

We will aim to be friendly faces around college throughout the year and are here to talk with anyone about anything that they would like. 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
**JCR Support**
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 understand how overwhelming university can be and we really want to help in any way that we can!

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 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
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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
Hi, I'm Ailidh. I'm a third year studying Experimental Psychology and will also be one of your Peer Supporters for the year. While coming to Oxford can be really exciting, it can also be challenging. Talking things through with someone can be a huge help, and I'm always here to listen to any problem, no matter how big or small. I was also the international representative last year so can understand the specific challenges that come along with moving here from another country, however I'm here to talk to everyone not just international students. If you feel like you want a chat, please don't hesitate to drop me an email or Facebook message. I hope you're looking forward to coming to New College, and I look forward to meeting you!

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 third 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
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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!

elizabeth.crawford@new.ox.ac.uk
She/her

Hi! I'm Lizzie, a third year maths student and one of your peer supporters. Please send me a message if there's something you'd like to talk about, or if you'd just like a chat and a cup of tea. I was one of the welfare reps last year and have spoken to people about a whole range of issues as a peer supporter, so please don't be afraid to get in touch or feel as though it's only you. We all signed up to be peer supporters because we really want to be able to help you be as happy here as possible. I hope you have a great summer and am looking forward to seeing you all in Michaelmas!

aran.johal@new.ox.ac.uk
He/him

Hi! I’m Aran, a third 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!
If you would feel more comfortable talking to someone a little removed, you can contact one of the supporters from Pembroke or Green Templeton below, or any of the New College MCR Peer Supporters.

aimee.cochrane@pmb.ox.ac.uk
Hey, I’m Aimee and am one of the peer supporters in Pembroke this year. I’m a third year studying Experimental Psychology and was one of the female welfare reps last year. Oxford can be super fun but that doesn’t mean it doesn’t have its own challenges, from the college environment being intense to the workload. However, you are not alone! Now that I’m going into my third year, I’ve realised that there are so many people around to help. Please reach out if you are feeling overwhelmed or just need a chat – no issue is too big or small!

joanna.hornby@pmb.ox.ac.uk
Hi! I’m Clare (yes, that is my name even though my email says Joanna!) and I’m a second year medic at Pembroke. I am one of Pembroke’s welfare reps and am always around and happy for a chat! Whilst I was lucky enough to have loved my first year at Oxford, it definitely wasn’t easy and I’ve had my share of struggles both in terms of workload and in my personal life. Please feel free to drop me a message if you ever want to talk to someone outside of college about anything.

stephanie.santos-paulo@gtc.ox.ac.uk
Hi, I’m Steph, a 4th year medic 😊 I’ve been peer supporting at New College for two years now and although I have now moved to Green Templeton College for my clinical part of my course,
JCR Support

am still close by and happy to chat to you about anything you want to get off your chest. New College is such a great community but you will of course experience downs as well as ups... 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. I’m more than happy to listen, whatever the issue may be.

JCR Reps and Officers

**Women’s Officer**
geena.goodwin@new.ox.ac.uk
She/her

Hi! I'm Geena and I'm a second year Biologist here at New College and this year's women's officer. This means that I represent and promote the equal rights of all self-identifying women in the JCR. I'm in charge of running the free sanitary distribution scheme (supplies will be available in the laundry room and college bathrooms!). Throughout the year within college I'll be running regular discussion groups and organising for speakers to come in to celebrate International Women's Day. This year is the 40th anniversary of women first being admitted to New College, so keep an eye out for celebrations! I'll also be sending out weekly emails to keep you up to date with events around the university. Please feel free to come and talk to me if you have any ideas or questions!
Hey, I'm Gracie, your JCR disabilities rep this year. I’m a second year music student and I'm here to help meet the demands of disabled New College students, including those experiencing mental health issues. At times, Oxford can be a particularly stressful experience for those with disabilities, and if you don’t know who to talk to about getting help with day-to-day uni life or support with exams, I can help put you in contact with the right people. I've experienced some of the services on offer first-hand so have developed a good awareness of what could help different individuals, and the disabled community in Oxford are working to improve these services. Whatever you need support for, drop me an email/Facebook message and I’ll always be happy to help :)
Hi! I’m Luke, a second year engineer, and the JCR Academic Affairs Officer. This means I’m responsible for ensuring any of the academic worries of undergraduates at New College are addressed and dealt with. I also work with the college to organise helpers for the interview period in December (more on this later in term!).

Coming to Oxford can often feel daunting. It’s a unique experience, and there really is no place quite like it. As such, it's natural to sometimes feel overwhelmed, especially in the first few weeks of first term, adjusting to how different Oxford life is. The style of working will be very different to anything you've experienced before - your term will be built around the Oxford tutorial, working through your subject in small groups with an academic - and this can often be quite an adjustment. I know for me it was!

There are various forms of academic support available, within the college and the JCR, to ensure that any problems you may have during your studies can be addressed, and that your adjustment period to Oxford is as smooth as possible - this is one of the benefits of the college system.

Your first port of call with any academic concerns or worries will be your Tutor. The tutorial system is one of the most unique...
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aspects of studying at Oxford, and this means that you will get to know your tutors well, through weekly tutorials in small groups. Your tutors want to see you reach your academic potential, and are committed to supporting you in achieving this goal. They will be happy to help you out or talk through any issues you may be having with your subject.

The Cox and Salvesen Fellows, two senior members of college who are part of the Welfare team, are also available to any student wishing to speak about any aspect of life and study in Oxford. They can offer guidance on subject worries, time management, or coping with anxieties, and will be able to point you towards sources of further information or support if needed.

On your first day moving into Oxford, you will be introduced to your college parents, two second years who are there for you to go for with any questions, worries or stresses you may have whilst at Oxford. A letter from the college parent who is studying your subject should also have been sent to you before you come to Oxford - make sure to contact them, as they will have valuable advice for you from their time as a Fresher. They'll be looking forward to hearing from you!

If you do have any worries or concerns about academic life at oxford, or even just life in general here, feel free to drop me an email at luke.hatton@new.ox.ac.uk, or message me on Facebook. I wish you the best for your years ahead at Oxford - make the most of them, the time seems to fly by!
Hello, I am Yuyang and the international rep at New College for this year. Considering what I have experienced during my time here, I understand that you might have some worries coming to Oxford as an international student. But I would like to assure you that all the people here at New College have been friendly and helpful, and I have had a great time here so far.

I understand that international students may feel a bit lonely because of homesickness or cultural differences, but always remember there are plenty of ways to solve it! There are a lot of events organised by uni-wide societies representing different cultures, and I would be holding events within and between colleges to connect international students with each other and with domestic students. You can always seek help from a lot of people, including the tutors, peer supporters, welfare reps, the Cox & Salvesen fellows and me. Personally speaking, I love the experiences and stories that somebody else would like to share with me, so feel free to contact me (by email or Facebook) if you would like a chat or have any questions/concerns!
Hello, I am Oliver and I will be your LGBTQ+ Officer for your first year. Starting at Oxford is often overwhelming, and being young and LGBTQ+ can often make it all the more nerve-wracking. When I started my first year, I was not completely at ease within my own identity, but over the course of the year this changed so much for the better. New College is a very open and welcoming environment, and I have found that prejudice of all forms is not tolerated here. If you are ever struggling with any aspect of your gender identity, sexuality or self-expression - or indeed with anything else at all - please contact me via email or Facebook or via any other means. Everything would be confidential, and a short chat can go a long way.

My emphasis is on diversity and on inclusion, and wherever you fall within the LGBTQ+ community - even if you’re not at all sure yourself - there is a place for you at Oxford. There is no singular way to be LGBTQ+, and Oxford celebrates that.

New College offers a gender expression fund – this is grant money to buy items which help you express your gender identity. We also have numerous gender neutral-bathrooms, and are hoping to expand gender-neutral bathroom provisions.

This year I will host Tuesday pre-drinks before LGBTQ+ society drinks; I will also host teas and I intend to set up a college
**JCR Support**

LGBTQ+ dinner to celebrate our community, as well as putting on numerous other events throughout the year.

If you would like to get more involved with the wider LGBTQ+ world at Oxford, you should join the LGBTQ+ society’s mailing list:

http://www.oulgbtq.org/signup.html

There is also a university-wide rainbow parent scheme, and I also intend to set up a LBGTQ+ parent system specific to New College, so to get involved with these look out for posts from me on the JCR page.

Please do get in contact with any sort of questions or queries or anything.
The prospect of starting university as an ethnic minority can be even more daunting than just starting university alone but there are a wide range of groups and resources around Oxford that exist solely to make your transition to university life as easy as possible.

I’m Aman, your Ethnic Minorities Officer at New College for the next year. As BAME rep, my role is to ensure that all self-identifying BAME students feel safe and accepted around College and represented as part of the larger Oxford community. In the coming term I will be Peer Support trained so that you can feel as comfortable as possible coming to speak to me about anything. Throughout the year I will be hosting numerous events and socials to bring the College BAME community together such as Ethnic MinoriTEAs, BAME family formals and games nights. I’m also hoping to find ways to celebrate as many different cultural festivals as possible throughout the year with special formals and speakers. I will also be hosting events such as BMEals and international film nights with other colleges around Oxford so that New College is a part of the wider community.

The OUSU Freshers’ Fair is a great opportunity to preview the great variety of University societies which can represent both national and religious groups. This is one of the best opportunities to sign up to any societies that you’re interested in and get a little bit more information as to what they all do. From
personal experience, I know that these societies can help you meet new people out of College and can be so comforting and lead to an amazing support network.

The OUSU’s campaign for Racial Awareness and Equality (CRAE) is a permanent campaign group that aims to support and improve the experience of ethnic minority students in Oxford. CRAE hold many events and informal discussion groups each term which are easily accessible and can be found on their Facebook page and website. As a part of their campaign, they have recently set up a ‘BME Voices’ Facebook page which focuses on the experiences of current BME students like the page ‘Humans of New York’, a great sneak peek to Oxford life! New College is also going to implement a similar idea by doing vlogs of ‘A Day in the Life’ of BME students around College so you can get an even better picture of what your life in New College will be like. This is all still being filmed but watch out for this on the New College YouTube channel!

If you have any worries or concerns, I can be contacted by email at aman.more@new.ox.ac.uk
JCR Support

Access and Outreach Rep
She/her ruth.flame@new.ox.ac.uk

Hi I'm Ruth, I'm a second year Law student and the Access and Outreach Officer. Life at New College can be difficult and daunting at times but it really is an incredible place to be. One of the best things about New College is the extensive support system we have here to help with whatever you may be struggling with. I found the welfare team particularly useful when I was first settling in. Now I am part of the welfare team I will always be on hand for a cup of tea and a chat!

Vice-President for Communications, Welfare and Equality
she/her emily.millard@new.ox.ac.uk

Hi I’m Emily! I’m a second year lawyer and will be your Vice President for Communications, Welfare and Equality. This long title basically means I help oversee the welfare and diversity side of the JCR. My first year at Oxford was both challenging and very rewarding, and as a result I am keen to make sure everyone finds their own place and really feels like they belong here at New College. I am more than happy to address any worries or concerns you might have (big or small!) so please don’t hesitate to drop me a message or email at any time.
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

The Cox and Salvesen Fellows
welfare@new.ox.ac.uk
Daniel and Katie

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/sites/default/files/2018-10/Confidentiality%20in%20Student%20Health%20%26%20Welfare.pdf
Senior Welfare Team

Academic Registrar
tuition@new.ox.ac.uk Freyja Madsen
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. I am also a trained Harassment Advisor

Student Welfare and Staff Support Officer
camilla.gray@new.ox.ac.uk Milly Gray
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.
Senior Welfare Team

College Nurse
new.nurse@nhs.net
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, Wednesday and Friday between 9.45am 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.
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
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/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 pidged 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.
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

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
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.
RESOURCES - Disabilities

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 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.
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 (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.
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, 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/

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 (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/.

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 our more at suscam.wordpress.com.
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
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. 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.
<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td></td>
</tr>
<tr>
<td>28 Beaumont Street Surgery</td>
<td>01865 311811</td>
</tr>
<tr>
<td>Frank</td>
<td>talktofrank.com 0300 123 6600</td>
</tr>
<tr>
<td>The Loss Foundation</td>
<td><a href="mailto:info@thelossfoundation.org">info@thelossfoundation.org</a> 0300 200 4112</td>
</tr>
<tr>
<td>Mind your Head</td>
<td>mindyourheadoxford.org</td>
</tr>
<tr>
<td>NHS Advice Service</td>
<td>111</td>
</tr>
<tr>
<td>Nightline</td>
<td>Skype:oxfordnightline 01865 270270</td>
</tr>
<tr>
<td>OUSU Student Support Services</td>
<td>Ousu.org/advice/lifewelfare/supportservices</td>
</tr>
<tr>
<td>OUSU VP Welfare and Equal Opportunities</td>
<td><a href="mailto:vpweo@ousu.ox.ac.uk">vpweo@ousu.ox.ac.uk</a></td>
</tr>
<tr>
<td>Samaritans</td>
<td><a href="mailto:jo@samaritans.org">jo@samaritans.org</a> 116123</td>
</tr>
<tr>
<td>Sexual Health Clinic – Churchill Hospital/Rectory Centre</td>
<td>sexualhealthoxfordshire.nhs.uk 01865 231231</td>
</tr>
<tr>
<td>Student Minds</td>
<td>Studentminds.org.uk</td>
</tr>
<tr>
<td>Eating disorder support</td>
<td><a href="mailto:oxford@studentminds.org.uk">oxford@studentminds.org.uk</a></td>
</tr>
<tr>
<td>Positive minds</td>
<td><a href="mailto:Positiveoxford@studentminds.org.uk">Positiveoxford@studentminds.org.uk</a></td>
</tr>
<tr>
<td>Students Against Depression</td>
<td>Studentsagainstdepression.org</td>
</tr>
<tr>
<td>University Counselling Service</td>
<td><a href="mailto:reception@counserv.ox.ac.uk">reception@counserv.ox.ac.uk</a> 01865 270300</td>
</tr>
<tr>
<td><strong>BME – CRAE Peers of Colour</strong></td>
<td><a href="mailto:crae@ousu.ox.ac.uk">crae@ousu.ox.ac.uk</a> <a href="mailto:peersofcolour@admin.ox.ac.uk">peersofcolour@admin.ox.ac.uk</a></td>
</tr>
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<tr>
<td><strong>Disabilities – Disability Advisory Service</strong></td>
<td>ox.ac.uk/students/welfare/disability oxdisability.com</td>
</tr>
<tr>
<td>Oxford Students’ Disability Community</td>
<td><strong>Harrassment &amp; Abuse - It Happens Here</strong></td>
</tr>
<tr>
<td>Oxford Rape Crisis Centre</td>
<td><strong>International OUSU National and Cultural Societies and University International Community</strong></td>
</tr>
<tr>
<td><strong>LGBTQ+ LGBTQ+ Soc Rainbow Peers</strong></td>
<td>Oulgbtsoc.org.uk <a href="mailto:rainbowpeers@admin.ox.ac.uk">rainbowpeers@admin.ox.ac.uk</a></td>
</tr>
</tbody>
</table>
## College Contacts

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Registrar &amp; Disability Coordinator</td>
<td>Freyja Madsen</td>
<td><a href="mailto:tuition@new.ox.ac.uk">tuition@new.ox.ac.uk</a></td>
<td>01865 279596</td>
</tr>
<tr>
<td>Cox &amp; Salvesen Fellows</td>
<td>Daniel and Katie</td>
<td><a href="mailto:welfare@new.ox.ac.uk">welfare@new.ox.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>College Nurse</td>
<td></td>
<td><a href="mailto:new.nurse@nhs.net">new.nurse@nhs.net</a></td>
<td>01865 279579</td>
</tr>
<tr>
<td>Tutor for Welfare</td>
<td>Jonathan Black</td>
<td><a href="mailto:jonathan.black@new.ox.ac.uk">jonathan.black@new.ox.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>Student Welfare and Staff Support Officer</td>
<td>Milly Gray</td>
<td><a href="mailto:camilla.gray@new.ox.ac.uk">camilla.gray@new.ox.ac.uk</a></td>
<td>01865 279241</td>
</tr>
</tbody>
</table>

In an emergency, call the Porters on 01865 279500