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
What you will find in the guide:

<table>
<thead>
<tr>
<th>Role/Position</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>JCR Welfare Reps</td>
<td>4</td>
</tr>
<tr>
<td>Peer Supporters</td>
<td>5-9</td>
</tr>
<tr>
<td>Womxn’s Officer</td>
<td>10</td>
</tr>
<tr>
<td>Disabilities Officer</td>
<td>10-11</td>
</tr>
<tr>
<td>Academic Affairs Rep</td>
<td>11-12</td>
</tr>
<tr>
<td>International/Overseas Rep</td>
<td>13</td>
</tr>
<tr>
<td>LGBTQ+ Rep</td>
<td>14-15</td>
</tr>
<tr>
<td>Ethnic Minorities Rep</td>
<td>15</td>
</tr>
<tr>
<td>Access and Outreach Rep</td>
<td>16</td>
</tr>
<tr>
<td>Vice-President for Communications, Welfare and Equality</td>
<td>16</td>
</tr>
</tbody>
</table>

Who’s who in the Senior Welfare Team

<table>
<thead>
<tr>
<th>Role/Position</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>17</td>
</tr>
<tr>
<td>Tutor for Welfare</td>
<td>18</td>
</tr>
<tr>
<td>Cox &amp; Salvesen Fellows</td>
<td>19</td>
</tr>
<tr>
<td>Academic Registrar</td>
<td>20</td>
</tr>
<tr>
<td>Student Welfare and Staff Support Officer</td>
<td>20</td>
</tr>
<tr>
<td>Advisor to the Welfare Team</td>
<td>21</td>
</tr>
<tr>
<td>College Doctors</td>
<td>22</td>
</tr>
<tr>
<td>College Nurse</td>
<td>23</td>
</tr>
</tbody>
</table>

Resources and General Information

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Looking after your friends</td>
<td>24-25</td>
</tr>
<tr>
<td>University Support</td>
<td>26-27</td>
</tr>
<tr>
<td>External Mental Health Support</td>
<td>28-29</td>
</tr>
<tr>
<td>Sexual Health Resources</td>
<td>30-31</td>
</tr>
<tr>
<td>The Disability Advisory Service</td>
<td>32</td>
</tr>
<tr>
<td>How to.... (FAQ)</td>
<td>33-36</td>
</tr>
<tr>
<td>Debunking Myths</td>
<td>37-38</td>
</tr>
<tr>
<td>Useful Contacts</td>
<td>39-41</td>
</tr>
</tbody>
</table>
JCR Welfare Reps

Mila Ottevanger
Female/Transfeminine welfare rep
Mila.ottevanger@new.ox.ac.uk
She/her

Matt Strutton
Male/Transmasculine /Minority Gender welfare rep
Matthew.strutton@new.ox.ac.uk
He/him

Hi! We are Mila and Matt, second year students studying English and Chemistry, and we are your JCR welfare officers this year. We will be working with our wonderful team of peer supporters to offer you an ear if you need a chat at any point in the year. Please don’t hesitate to reach out if you need anything! We will be running our New College Welfare Facebook page where we’ll collate mental health resources around Oxford and online, as well as being a point of contact which you can message if you’d like to talk to a peer supporter.

Our jobs include making sure there are plenty of sexual health supplies around college, as well as running the Cookie Fairy Facebook page, where you can request a cookie to be sent anonymously to your friends. Feel free to message us anytime - our job is to help you to feel comfortable in college and we’re always here to listen and talk. We look forward to meeting you all!

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 second 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!
Hi! I'm Lizzie, a fourth 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!

New College MCR, Pembroke and Green Templeton College Peer Supporters

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.

Hi! I’m Aran, a fourth 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!
Irene Yang
Peer Supporter (New College MCR)
irene.yang@ndorms.ox.ac.uk
She/her

I am in my second year of a DPhil in Musculoskeletal Science looking at just the outer halves of each knee. I spend most of my time in Headington but when I’m not there, I’m in the MCR, or writing, painting, sketching or taking photos of nature. As a peer supporter, I am also available to chat confidentially and support students with any matters of concern.

As MCR Welfare Officer, I works closely with the sports officer, the social officers, the Equality and Diversity rep, womens rep and LGBTQ+ rep (and the rest of the MCR committee), to ensure that welfare is well taken care of. I enjoy listening, caring and supporting all MCR members to ensure that the MCR is as inclusive as possible.

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

Hi! I'm Thomas, a second-year chemical biologist and I'm one of the peer supporters this year. It can be very intimidating at Oxford and especially in the beginning it can feel like you have no one to talk to. I certainly felt that way when I first arrived here. I hope I can be someone that you can talk to if you have any issues or just want to chat. You're welcome to reach out about anything that's on your mind - even if you just had a rough day and you want someone to talk.

I'm super happy to text or meet up in person pretty much any time. You can reach me per email or on Facebook - or you can find me in my room at the Weston Buildings - I'm living in house 11 room 4.
Hi! I’m Clare (yes, that is my name even though my email says Joanna!) and I’m a third 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.

Steph Santos-Paulo
Peer Supporter (Green Templeton College)
stephanie.santos-paulo@gtc.ox.ac.uk

Hi, I’m Steph, a 5th year medic 😊 I’ve been peer supporting for three years now and although I have now moved to Green Templeton College for my clinical part of my course, I 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.
Hi everyone, I'm Celestine, I'm a second year Biologist and your womxn's officer this year! My role is to represent and promote the equal rights of all self-identifying womxn in the JCR. This year, I would really like to focus on increasing the confidence and opportunities for JCR womxn as well as raising some money to help womxn in less fortunate circumstances. Throughout the year, I will be hosting discussion groups centred around feminism and women's rights issues, as well as organising regular guest speakers to promote professional development and networking for JCR womxn. I am also responsible for ensuring free sanitary supplies are always available in college toilets and for ordering fully subsidised sanitary products for those that want them. I will be sending out regular emails to keep you all up to date on upcoming college and uni wide events so do look out for them if you'd like to get involved! I'm always up for a chat, so please do let me know if you have any questions or ideas or if you just generally want to chat!

Hi! I’m Lauren, I am a second year Experimental Psychology student, and I will be your JCR Disabilities Officer this year. My role is to support and represent the needs of students with disabilities (including those with mental health conditions) at New College. Managing a disability (or disabilities) at Oxford can be challenging, and if you don’t know who to talk to about getting support, I can point you in the right direction for advice and information. If you have any questions or concerns relating to my role or just
Hi! I’m Luke, a third 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.

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 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!
Hi, I’m Tina, your International and Overseas Officer! Whether you live overseas, have a different cultural heritage, or speak a different language, I understand that being different can definitely feel alienating. University can also be a confusing time when it comes to self-identity, as you may feel like you are straddling the line between two different worlds. As someone who was born in America, is ethnically Chinese, and now is studying in the UK, I definitely know how it feels! That’s why I want to ensure that you have the smoothest transition into college as possible.

My priority is ensuring that everyone feels included and welcome in the New College community, as well as fully accepted for who they are. Throughout the year I will be organizing events like international teas, cultural formal dinners, and other celebrations of diversity and culture. I hope to create an international community both college and uni-wide that can offer support and encourage us to embrace the differences in ourselves and each other.

In university, there are dozens of cultural societies that can help you feel more at home in a foreign place. If you are having trouble finding a society that you identify with, do not hesitate to contact me, as I am happy to help you. I’m also happy to have a chat about literally anything else – I’m just a click away and am accessible by email or Facebook (Tina Sangg). Everything is confidential and I will do my best to listen to and support you.

Join the Oxford International Society Facebook Group here: https://www.facebook.com/groups/378355355966860/about
Hi, I’m Lucy and I will be your LGBTQ+ Officer for 2020-2021. I’ll be undergoing peer supporter training in Michaelmas, so I’ll be there to offer support for any struggles you are facing in your first year. 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.

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. When I started 1st year, I was anxious about joining the LGBTQ+ community in college when I had never been ‘out’ at home. Thanks to the warmth and openness I encountered at New College, these feelings did not last. The close-knit and vibrant LGBTQ+ community in college has been one of the highlights of my first year. 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 uni-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!

Mizan Rahman
Ethnic Minorities Rep
mizan.rahman@new.ox.ac.uk
He/him

Hello, I’m Mizan, a second year law student and your Ethnic Minorities Officer. I know from first-hand experience that starting university is a daunting prospect in itself, and it can often be even more daunting as an ethnic minority. However, the most important thing I’d say is don’t worry! New is an amazing and diverse place to be, and there are many groups and resources around Oxford that make the transition as easy as possible. If you have any concerns or issues, please do not hesitate to get in contact.

Oxford SU’s campaign for Racial Awareness and Equality (CRAE) is a permanent campaign which holds various events and informal discussion groups and can be found on the SU website or on their Facebook page. 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).

My job is to voice the concerns of students that self-identify as belonging to an ethnic minority. If you have any issues, no matter how small, please do drop me a message/talk to me. I will be hosting various events for BAME students throughout the year as well as signposting University wide events, such as those run by SU societies. For all students I will be organising events to celebrate the diversity at New College such as formals for events of cultural importance. In the coming weeks I will also be setting up a New College based BAME family scheme so keep an eye out on the JCR page!
Hi I’m Sam, a second year Spanish student, and your Access and Outreach Officer this year! I’m here to ensure that everyone at New College feels welcomed and comfortable, irrespective of background or identity, and that college is a diverse place where everyone is represented. That being said, coming to Oxford can be an incredibly daunting prospect, made even more daunting if you are from a non-traditional background and have concerns about ‘fitting in’. However, at New College we have an extensive support system available, so you truly do always have someone to turn to. I really benefitted from the welfare support in college in my first year, so I would encourage you to reach out if you’re struggling with anything, no matter how small or insignificant it may feel. Feel free to drop me a message or email if this is something you’re particularly concerned about – I likely had the exact same questions this time last year!

Hello, I am Indu and I will be your Vice President for Communications, Welfare and Equality next year. This mouthful of a title essentially means that I oversee the welfare and diversity side of the JCR committee. I’ve just finished first year, and I remember well how daunting many aspects of university life are in your first months at Oxford. However, the amount of support on offer to us in college has meant that I’ve always felt there were people to turn to. During my time here, I’ve found it beneficial to hear other people’s experiences and the ways in which they dealt with certain challenges. I do hope that I too can provide the same support - I’m always around if you’d like to talk about anything (however big or small), so do get in touch!
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.
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:
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.
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

Chris Smith
new.nurse@nhs.net

There is a drop-in clinic on-site, located at 1 New Buildings, where the Nurse offers 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 as follows:

Monday: 08.30 - 11.00
Tuesday: 10.00 - 12.30 & 13.00 - 15.00
Wednesday: Closed
Thursday: 15.30 - 18.00
Friday 08.30 - 13.00

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.
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 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.
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
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 pidge 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 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 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 difficultly 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

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Information</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frank</td>
<td>talktofrank.com</td>
<td>0300 123 6600</td>
</tr>
<tr>
<td>The Loss Foundation</td>
<td><a href="mailto:info@thelossfoundation.org">info@thelossfoundation.org</a></td>
<td>0300 200 4112</td>
</tr>
<tr>
<td>Mind your Head</td>
<td>mindyourheadoxford.org</td>
<td></td>
</tr>
<tr>
<td>NHS Advice Service</td>
<td></td>
<td>111</td>
</tr>
<tr>
<td>Nightline</td>
<td>Skype:oxfordnightline</td>
<td>01865 270270</td>
</tr>
<tr>
<td>OUSU Student Support Services</td>
<td>Ousu.org/advice/lifewelfare/support services</td>
<td></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>
<td></td>
</tr>
<tr>
<td>Samaritans</td>
<td><a href="mailto:jo@samaritans.org">jo@samaritans.org</a></td>
<td>116123</td>
</tr>
<tr>
<td>Sexual Health Clinic – Churchill Hospital/Rectory Centre</td>
<td>sexualhealthoxfordshire.nhs.uk</td>
<td>01865 231231</td>
</tr>
<tr>
<td>Student Minds</td>
<td>Studentminds.org.uk</td>
<td></td>
</tr>
<tr>
<td>Eating disorder support</td>
<td><a href="mailto:oxford@studentminds.org.uk">oxford@studentminds.org.uk</a></td>
<td></td>
</tr>
<tr>
<td>Positive minds</td>
<td><a href="mailto:Positiveoxford@studentminds.org.uk">Positiveoxford@studentminds.org.uk</a></td>
<td></td>
</tr>
<tr>
<td>Students Against Depression</td>
<td>Studentsagainstdepression.org</td>
<td></td>
</tr>
<tr>
<td>University Counselling Service</td>
<td><a href="mailto:reception@counserv.ox.ac.uk">reception@counserv.ox.ac.uk</a></td>
<td>01865 270300</td>
</tr>
<tr>
<td>University Sexual Harassment and Violence Support Service</td>
<td><a href="mailto:Supportservice@admin.ox.ac.uk">Supportservice@admin.ox.ac.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

39
| **BME – CRAE Peers of Colour** | crae@ousu.ox.ac.uk  
peersofcolour@admin.ox.ac.uk |
|-------------------------------|-----------------------------|
| **Disabilities – Disability Advisory Service** | ox.ac.uk/students/welfare/disability  
oxdisability.com |
| **Oxford Students’ Disability Community** |  |
| **Harrassment & Abuse - It Happens Here** | Ithappenshereoxford.wordpress.com  
support@osarcc.org.uk |
| **Oxford Rape Crisis Centre** | 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** | Oulgbtsoc.org.uk  
rainbowpeers@admin.ox.ac.uk |
## College Contacts

<table>
<thead>
<tr>
<th>28 Beaumont Street Surgery</th>
<th>01865 311811</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cox &amp; Salvesen Fellows</td>
<td>Katie and Annabella <a href="mailto:welfare@new.ox.ac.uk">welfare@new.ox.ac.uk</a></td>
</tr>
<tr>
<td>Academic Registrar &amp; Disability Coordinator</td>
<td>Freyja Madsen <a href="mailto:tuition@new.ox.ac.uk">tuition@new.ox.ac.uk</a></td>
</tr>
<tr>
<td>Student Welfare and Staff Support Officer</td>
<td>Milly Gray <a href="mailto:Camilla.gray@new.ox.ac.uk">Camilla.gray@new.ox.ac.uk</a></td>
</tr>
<tr>
<td>College Nurse</td>
<td><a href="mailto:new.nurse@nhs.net">new.nurse@nhs.net</a></td>
</tr>
<tr>
<td>Tutor for Welfare</td>
<td><a href="mailto:jonathan.black@new.ox.ac.uk">jonathan.black@new.ox.ac.uk</a></td>
</tr>
</tbody>
</table>

**In an emergency, call the Porters on 01865 279500**