



## Welfare support over the summer vacation 2024



College/ university support that remains available over the summer

- **The Welfare Dean, Kirren Mahmood** will be available during her usual working days: Wednesdays 10am-6pm and Thursdays 10am-6pm (with the exception of scheduled leave)
- **Either the Senior Tutor/ Welfare Lead (Caroline Mawson) and/or the Disability Coordinator (Leema Chapman)** will normally be available across the summer: contact on [academic.office@reuben.ox.ac.uk](mailto:academic.office@reuben.ox.ac.uk)
- **Sub-Deans, Dennis Mazingi; Puyu Wang & Jennifer Chennells** will interchangeably be available for out-of-hours support for most of the summer, with a break in August – phone the lodge (01865 616477) to ask for them
- **College Doctors at Dr Leaver & Partners-** <https://www.leaverandpartnersjericho.nhs.uk/> . Please call them on 01865 311234 to arrange an appointment/ consultation for any health/ mental health problems
- **GCR Peer Supporters and Welfare Reps** (reduced provision)
- **The University Counselling Service** will be available 9am-5pm Monday-Friday, closed only on the Summer Bank Holiday- 26<sup>th</sup> of August
- **Our Student Assistance Programme (SAP):** A 24/7 confidential call service to a BACP accredited counsellor (0800 028 3766), online health portal and personal app (see: [Student Assistance Programme | Reuben College \(ox.ac.uk\)](#))



## Medical support

If you are away from Oxford and you need medical support you can visit your 'home' GP as a temporary patient. If you have queries about repeat prescriptions or specialist referrals then please speak to the College Doctors, Dr Leaver & Partners <https://www.leaverandpartnersjericho.nhs.uk/>

For urgent but non-emergency medical advice dial 111



## Mental Health and Welfare Support

For **urgent but non-emergency** mental health advice dial **111**

For mental health concerns you may contact your '**home**' **GP** as a temporary patient (you remain registered with your college GP).

### **University Counselling Service**

The Service offers free and confidential support & talking therapies, but it is not an emergency service.

Self-help podcasts, blogs and resources are available on the website

How to access

W: [www.ox.ac.uk/students/welfare/counselling](http://www.ox.ac.uk/students/welfare/counselling)

Email: [counselling@admin.ox.ac.uk](mailto:counselling@admin.ox.ac.uk)

T: 01865 270300

### **Online Student Assistance Programme (SAP)**

#### **Free 24/7 Confidential helpline**

The service provides a network of dedicated emotional support and practical guidance to students 24/7, 365 days a year. Advisors will be able to help you talk through any number of matters, including stress and anxiety, debt, education pressures, addiction, and relationships.

Calls to the programme will be handled by an experienced therapist or advisor, who will offer support in a friendly, non-judgemental manner. The programme gives unlimited 24/7 access to BACP-accredited counsellor for mental health support. An interpretation service in over 240 languages and dialects is also available, to support international students and ESOL learners.

**Phone: 0800 028 3766**

#### **Online Health Portal**

The SAP **online health portal** includes:

- BrightTV (mental health videos and advice)
- Four-week programmes
- Health checks
- Budgeting and financial wellbeing
- Medical factsheets
- Fitness and nutritional advice

## **SAP Mobile App**

The Mobile App provides an enhanced set of wellbeing tools, including an interactive weekly mood tracker, four-week health plans, mini health checks, and live chat and video calling with counsellors at the touch of a button.

## **Additional support**

The SAP also provides access to:

- Up to 6 sessions of Solution Focused Brief Therapy via telephone and online counselling, per student, per issue, per year (sessions are available seven days a week, including evenings), with the option of structured counselling in your own language.
- Online trauma courses including courses from PowerToRecover®
- Digital counselling, including CBT provided via SilverCloud (clinician-led through Health Assured)
- Medical information from qualified nurses (via telephone helpline Mon to Fri 9am –5pm)
- Legal information and guidance

## **Oxford Safe Haven**

Oxford Safe Haven is a non-clinical space offering out of hours crisis support, signposting, safety planning and listening support for people in Oxfordshire, who are experiencing a mental health crisis including suicidal thoughts and feeling unsafe.

How to access

W: [Safe Haven — Oxfordshire Mind](#)

[Oxfordshire Safe Haven - Oxford Health NHS Foundation Trust](#)

Open seven days a week from 11:30am-4pm & 6–10pm.

Contact: T: 01865 903037

E: [oxonsafehaven@oxfordhealth.nhs.uk](mailto:oxonsafehaven@oxfordhealth.nhs.uk)

## **Oxfordshire Talking Therapies**

Oxfordshire Talking Therapies is a free, confidential NHS service that offer evidence-based therapy, courses and groups to anyone over the age of 18 who is registered with a GP in Oxfordshire. Aimed at people experiencing mood disorders such as stress, anxiety and depression.

How to access

Self-referral or GP referral.

Telephone, online and face-to-face support is available

Contact: T: 01865 901 222

W: [NHS Oxfordshire Talking Therapies - for anxiety and depression NHS Oxfordshire Talking Therapies \(oxfordhealth.nhs.uk\)](#)

## **Samaritans**

24/7 helpline and independent listening service. If something is troubling you or you are worried about someone else call 116 123 for free

<https://www.samaritans.org/how-we-can-help-you>

## **Togetherall**

The University has extended their subscription to Togetherall (an NHS-approved service) to provide online mental health support 24/7 to students, wherever you are in the world. Togetherall provides space to connect with other students through online forums, advice and structured self-learning courses. If you are a registered

user, you can also talk online to a mental health professional using the 'message a wall guide' feature.

How to access

<https://togetherall.com/en-gb/>

This service is available all year round to all students

To join, register under "I'm from a university or college" with your Oxford e-mail address

### **Students Against Depression**

A website offering advice, information, guidance and resources to those affected by low mood, depression and suicidal thinking. Alongside clinically-validated information and resources it presents the experiences, strategies and advice of students themselves – after all, who better to speak to their peers about how depression can be overcome?

<https://www.studentsagainstdepression.org/>

### **Student Space**

Support with connecting with other students, advice on studying and maintaining digital wellbeing during the ongoing pandemic plus chat options for support

[www.studentspace.org.uk](http://www.studentspace.org.uk)

### **Self-help resources**

Centre for Clinical Interventions:

<https://www.cci.health.wa.gov.au/Resources/Looking-After-Yourself>

University Counselling Service:

<https://www.ox.ac.uk/students/welfare/counselling/self-help/podcasts>

<https://www.ox.ac.uk/students/welfare/counselling/self-help>



## Sexual Harassment and Violence Support

### **University Sexual Harassment and Violence Support Service**

[www.ox.ac.uk/students/welfare/supportservice](http://www.ox.ac.uk/students/welfare/supportservice)

Free support and advice to any student affected by sexual harassment or violence, whether the experience happened in Oxford or elsewhere, recent or in the past. Contact an advisor at [supportservice@admin.ox.ac.uk](mailto:supportservice@admin.ox.ac.uk)

The service remains open throughout the academic year

Independent Sexual Violence Advisor (ISVA): [OxfordUniISVA@osarcc.org.uk](mailto:OxfordUniISVA@osarcc.org.uk)

### **External Sexual Harassment and Violence Support**

[Rape Crisis UK - Women](#) – for women dealing with the effects of sexual abuse, assault or violence

[Rape Crisis UK - Men](#) - for men dealing with the effects of sexual abuse, assault or violence



## Academic Office

Staff are available by e-mail on [academic.office@reuben.ox.ac.uk](mailto:academic.office@reuben.ox.ac.uk)



## If you need urgent medical treatment

If you are in a mental health crisis and need immediate medical treatment for an overdose or serious self-harm you should attend your local Emergency Department. In Oxford this is at the John Radcliffe Hospital in Headington.

How to access

Contact: T: 01865 220208, T: 999 Headley Way, OX3 9DU