



**ST HUGH'S COLLEGE, OXFORD**

**The Health & Welfare pages**

HILARY TERM 2016

# *Student Health, Welfare and Support*

Life at university can be stressful. At times, the pressures of work together with personal or financial worries may begin to take their toll. St Hugh's takes the health and welfare of its members very seriously, and the College has a series of informal and formal resources that can help you if things are proving difficult.

Most of us turn to friends when we have problems, but there will be times when you feel you cannot do this, and at such times you should not hesitate to get in touch with one or more of the people whose details are given in these pages. St Hugh's has a team of officers who are employed to help you. That may mean that they will simply listen, or it may mean that they will offer advice or refer you to someone who is better placed to offer you the right kind of support.

Should you find yourself in distress or difficulty, please do ask for help at an early stage. You should not ever worry that you are wasting anyone's time: we are here to help you. You should feel free to approach whoever you feel most comfortable speaking to. You should also feel free to approach any of these people if you have concerns about another member of College.

The College Bylaws set out the circumstances in which information of a personal and private nature may need to be disclosed. As is made clear there, any disclosure without consent from the individual concerned would only be made in exceptional circumstances, on a strict 'need to know' basis, and only after due consultation with the Principal or immediately concerned College Officers. Such an event is rare and restricted to cases where there is very serious risk to one or more individuals.

## **The College Welfare Team**

### ***Medical Issues***

The College has a dedicated group of medical professionals, who are available to advise and support any member of the College who is injured, ill or in distress or difficulty.

The **College Nurse**, Sarah Dragonetti, is available in the Surgery (MGA Building, First Floor East)

Mon: 08.30 – 11.30am

Tues/Wed/Thurs: 11.30am – 1pm Appointments only; 1 – 3pm Drop-in

Fri: 09.00 – 12.00 Drop-in

Email [nurse@st-hughs.ox.ac.uk](mailto:nurse@st-hughs.ox.ac.uk)

The **College Doctors** are Dr Penny Moore and Dr David McCartney. Surgery hours in College during term time, are Monday 8.30 am – 10 am. Dr Moore, Dr McCartney, or one of their partners, can also be consulted by appointment at the Summertown Health Centre, 160 Banbury Road (01865 515552). NHS Direct can be contacted for advice on 111. [www.summertownhealthcentre.co.uk](http://www.summertownhealthcentre.co.uk)

The College Nurse and College Doctors are available to students who have problems or questions relating to sexual health. If you would prefer to talk to someone outside college, the Oxfordshire Sexual Health Service at the Churchill Hospital, Old Road, Headington, Oxford OX3 7LJ (01865 231231) can be contacted about sexual health. More details can be found at: [www.ouh.nhs.uk/services/departments/sexual-health/](http://www.ouh.nhs.uk/services/departments/sexual-health/).

The Nurse can authorise the Lodge to order **taxis** for a student who, through illness or injury, finds it difficult to get to their out-of-College academic commitments. The cost of these journeys will be **recharged** to the student. The Academic Registrar or the Domestic Bursar may deputise for the Nurse in this respect. If the Nurse or the Lodge Porters judge that a student, while not requiring an ambulance, should be seen immediately by a doctor, a taxi will be called to take the student to and from A&E; emergency journeys of this sort will not be recharged to the student.

## ***Counselling and Support***

The **College Counsellor**, Elizabeth Treasure, is available to students who may need to discuss personal matters in strict confidence. Appointments may be made through the College Nurse, or by email ([counsellor@st-hughs.ox.ac.uk](mailto:counsellor@st-hughs.ox.ac.uk)).

The **Chaplain**, Dr Shaun Henson, is always available to members of College in any kind of need to offer support in strict confidence. He is in College on most weekdays and Sunday afternoons and evenings during full term, and on Tuesdays can always be found in his room (Main Building 24) between 3.00-4.00pm for consultation on any matter. The Chaplain can be contacted via the Lodge, by email: [shaun.henson@st-hughs.ox.ac.uk](mailto:shaun.henson@st-hughs.ox.ac.uk), or by telephone: 01865 (2)74955.

The **Tutor for Women**, Professor Senia Paseta, may be consulted by any student on gendered or general welfare matters. The Tutor for Women also arranges events to promote gender equality. Appointments may be arranged by email: [tutorforwomen@st-hughs.ox.ac.uk](mailto:tutorforwomen@st-hughs.ox.ac.uk).

## ***Academic Issues***

Each undergraduate has a **Personal Tutor** (normally one of the Fellows or Lecturers in College in the relevant subject) who directs their studies, helps to arrange teaching for them, and is available to offer academic and general advice. Personal tutors will normally see their undergraduates for report readings at the end of term, and may also arrange other meetings from time to time.

Undergraduates will be told the name of their personal tutor at the beginning of each academic year, and advised of any subsequent changes. If an undergraduate is unsure who their personal tutor is, they should consult the Academic Registrar. Students should feel free to consult their personal tutors about academic matters, and should also feel free to approach their personal tutors about pastoral or financial matters in the first instance. Undergraduates may also choose to approach any Fellow or Lecturer in College in the relevant subject for advice in the first instance. In addition, you may contact the **Academic Registrar**, Miss Thea Crapper, about specific or general academic matters. The Senior Tutor, Professor Roy Westbrook, is able to give advice on study skills and can be contacted by email at: [roy.westbrook@st-hughs.ox.ac.uk](mailto:roy.westbrook@st-hughs.ox.ac.uk).

Each year every student has a meeting with the Principal and their Tutor to discuss the student's academic progress. Students are also encouraged to give feedback on their academic experience at these annual Principal's Collections.

The College makes use of the results of the Student Barometer survey conducted by the University, as well as the National Student Survey of finalists. In addition an annual opinion survey, relating to current issues, is circulated to all students.

Graduate students will find that their primary academic support comes from their supervisor and faculty/department. Each graduate also has a senior member of the College as an **Advisor**. This is in addition to the supervisor, who is appointed by the University and has direct responsibility for monitoring academic progress. The College Advisor is usually a Fellow of St Hugh's, but may also be another member of the Senior Common Room who is familiar with the subject area. Advisors see the reports written by the supervisor each term. College Advisors can act as the first port of call about personal or financial problems. Graduates can, for example, discuss eligibility for academic-related grants with the College Advisor before submitting applications or requests to the Senior Tutor. The **Senior Tutor**, Professor Roy Westbrook, may also be consulted in his role as Tutor for Graduates about academic or other matters.

## ***Financial Issues***

Financial advice can be obtained from the **Bursar**, or, in her absence, from the **Senior Accountant**, who can also give informal advice about the application procedure to the College's Student Support Fund. Applications to this fund are considered by the Student Support Committee, chaired by the Vice-Principal. Information on financial support available from the College and the University can be found on the College website: [www.st-hughs.ox.ac.uk/life-here/financial-advice-for-students/](http://www.st-hughs.ox.ac.uk/life-here/financial-advice-for-students/).

## ***Equal Opportunities***

The College aims to provide education of excellent quality at undergraduate and postgraduate level for able students, whatever their background. In pursuit of this aim, the College is committed to ensuring that all of its activities are governed by principles of equality of opportunity, and that all students are helped to achieve their full academic potential. This statement applies to academic disciplines, recruitment and admissions, to the curriculum, to teaching and assessment, to welfare and support services, and to staff development and training.

## ***Disability Services***

The University and College are committed to making arrangements to enable any student with a disability to participate as fully as possible in student life. Students with disabilities or specific needs, including SpLDs, are urged to notify College as soon as they are able of any special requirements or provisions, with respect to examinations, adapted rooms, ramps, fire evacuations *etc* so that individual support can be discussed. The College's Disability Contact is the **Academic Registrar**, Thea Crapper (01865 274918, or email [thea.crapper@st-hughs.ox.ac.uk](mailto:thea.crapper@st-hughs.ox.ac.uk)), who also works with the Disability Lead on policy matters. Students may also contact the University Disability Service directly on [disability@admin.ox.ac.uk](mailto:disability@admin.ox.ac.uk).

## ***Accommodation***

If you have any problems with your room in College, you should contact the Accommodation Office, on [accommodation.manger@st-hughs.ox.ac.uk](mailto:accommodation.manger@st-hughs.ox.ac.uk).

If you are having problems with neighbour noise you should call the Lodge (anonymously if you wish) on (2)74900 to report the matter, and action will be taken as necessary by the Porters or Dean on Duty.

## ***Welfare Committee***

The College has a formal committee that considers welfare matters and reports to Governing Body. If you have any general matters that you would like to bring to the attention of the committee, you should feel free to contact the JCR or MCR welfare representatives, or the Student Welfare Committee's Chairman (the Principal, Dame Elish Angiolini), or its Secretary (the Senior Tutor, Professor Roy Westbrook: [roy.westbrook@st-hughs.ox.ac.uk](mailto:roy.westbrook@st-hughs.ox.ac.uk)).

## ***Harassment***

The College has two **Harassment Officers** who can advise on the appropriate course of action if a member of College feels subject to threatening or exploitative behaviour from a member or employee of College. They are:

Professor Ruth Baker, who can be contacted at [ruth.baker@st-hughs.ox.ac.uk](mailto:ruth.baker@st-hughs.ox.ac.uk) or on (2)74941.

Professor Glen Loutzenhiser, who can be contacted at [glen.loutzenhiser@st-hughs.ox.ac.uk](mailto:glen.loutzenhiser@st-hughs.ox.ac.uk), or on (6)13801.

Junior members who feel that they are being harassed by a member of the College may also approach the Dean, Dr Perkins ([nicholas.perkins@st-hughs.ox.ac.uk](mailto:nicholas.perkins@st-hughs.ox.ac.uk)). The College's Harassment policy can be found on the website.

## The Student Welfare Team

The JCR and MCR each elect their own welfare officers. Their details can be found on the JCR and MCR web pages, and on the welfare notice boards outside the JCR.

You should feel free to approach your JCR or MCR welfare representatives about specific welfare issues or any matters of general concern. You may also contact one of the Peer Supporters. Peer Supporters are students who have been trained to provide support by listening in confidence. Names of current Peer Supporters can be found in the Lodge and on the welfare notice boards, or you can email [peersupport@st-hughs.ox.ac.uk](mailto:peersupport@st-hughs.ox.ac.uk).

Junior members should also feel free to approach any member of the JCR committee if they have concerns about welfare matters.

## Support outside St Hugh's

If you feel it would be helpful to see a trained counsellor but, for any reason, you would prefer not to see the College's own counsellor, you should feel free to contact the **University Counselling Service** at 3 Worcester Street, on 01865 270300, or by email at [reception@counserv.ox.ac.uk](mailto:reception@counserv.ox.ac.uk). The Counselling Service's website includes some useful resources, including a series of podcasts aimed at Oxford students.

The **Samaritans** are at 123 Iffley Road - 01865 722122.

**Nightline** is a confidential listening service (not counselling) offered to students by students between 8 pm and 8 am - call 01865 270270.

The Solace Centre, Oxford's nearest **Sexual Assault Referral Clinic** (SARC), is in Slough. SARCs provide medical, forensic, and emotional support, free of charge, to anyone who has experienced sexual violence; by collecting and retaining evidence, SARCs allow the decision of whether to make a police report to be deferred. Students wishing to use the Solace Centre can call the Lodge, quoting 'the Solace Fund' to call for a taxi to and from Slough. The taxi is paid for by the College, and the process is anonymous.

There are many useful links on the University's Student Gateway web pages on **health and welfare**: [www.ox.ac.uk/students/shw/](http://www.ox.ac.uk/students/shw/).

## ST HUGH'S: HEALTH AND WELFARE CONTACTS

<b>College Nurse</b>	Sarah Dragonetti	<a href="mailto:nurse@st-hughs.ox.ac.uk">nurse@st-hughs.ox.ac.uk</a>
<b>College Counsellor</b>	Elizabeth Treasure	<a href="mailto:counsellor@st-hughs.ox.ac.uk">counsellor@st-hughs.ox.ac.uk</a>
<b>Chaplain</b>	Shaun Henson	<a href="mailto:shaun.henson@st-hughs.ox.ac.uk">shaun.henson@st-hughs.ox.ac.uk</a>
<b>Tutor for Women</b>	Senia Paseta	<a href="mailto:tutorforwomen@st-hughs.ox.ac.uk">tutorforwomen@st-hughs.ox.ac.uk</a>
<b>Disability Contact</b>	Thea Crapper	<a href="mailto:thea.crapper@st-hughs.ox.ac.uk">thea.crapper@st-hughs.ox.ac.uk</a>
<b>Senior Tutor</b>	Roy Westbrook	<a href="mailto:roy.westbrook@st-hughs.ox.ac.uk">roy.westbrook@st-hughs.ox.ac.uk</a>
<b>Senior Accountant</b>	Graham White	<a href="mailto:graham.white@st-hughs.ox.ac.uk">graham.white@st-hughs.ox.ac.uk</a>

### JCR Welfare Reps

Tirzah Ward  
Ben Gibbons

[francis.barwickward@st-hughs.ox.ac.uk](mailto:francis.barwickward@st-hughs.ox.ac.uk)  
[benjamin.gibbons@st-hughs.ox.ac.uk](mailto:benjamin.gibbons@st-hughs.ox.ac.uk)

### MCR Welfare Reps

Julian Pohl  
Thea Sommershield

[julian.pohl@st-hughs.ox.ac.uk](mailto:julian.pohl@st-hughs.ox.ac.uk)  
[thea.sommershield@st-hughs.ox.ac.uk](mailto:thea.sommershield@st-hughs.ox.ac.uk)

### Peer Supporters

*the names and contact details of Peer Supporters  
are given on posters around the College*

### Harassment Officers

Professor Ruth Baker  
Professor Glen Loutzenhiser

[ruth.baker@st-hughs.ox.ac.uk](mailto:ruth.baker@st-hughs.ox.ac.uk)  
[glen.loutzenhiser@st-hughs.ox.ac.uk](mailto:glen.loutzenhiser@st-hughs.ox.ac.uk)

## IN AN EMERGENCY

**Call the Emergency Services**

**999**

**Call the College Lodge**

**018652-74900 / 07966 382488**

**OR the College Doctors**

**01865 515552**

(Out of hours, you will be put in touch with the Emergency GP service, or you can call the national non-emergency line: **111**)

To go to the nearest **Sexual Assault Referral Clinic**, call the Lodge and ask for a taxi to be ordered on 'the Solace Fund'. The taxi is paid for by the College and the process is anonymous.