

Signposting for Mild Concerns

If a student wants further information you can direct them to these resources.

Mind Your Head

www.mindyourheadyork.org

For information and resources about mental health for UoY students.

York Directory of Mental Health

www.yorkmhdirectory.co.uk

For information about local mental health services and how to access them.

Healthwatch York

www.healthwatchyork.co.uk

For information about local services and how to access them. They also listen to views about local services and make sure these are taken into account.

Listening Services

When a student wants someone to talk to. These services do not offer counselling.

Chaplains

ged.walsh@york.ac.uk

rowan.williams@york.ac.uk

Chaplains can be contacted by students of all faiths and none and are available to speak to in confidence. For faith leaders' contact information:

www.tinyurl.com/uoyfaithcontacts

Nightline

www.yorknightline.org.uk/online

listening@york.nightline.ac.uk

01904 32 3735

A confidential listening and information service run by students. They are open 8pm-8am every night during term and students can call, email, chat online or drop in (all emails are made anonymous).

Samaritans

www.samaritans.org/branches/york-samaritans

jo@samaritans.org | 116 123

Students can call with any concerns and don't have to be suffering from a mental health issue.

Campus drop-ins:

Monday 6-8pm LFA/130 and

Wednesday 6-8pm Goodricke College.

If a student is showing early signs or is feeling isolated you can signpost them to any of the following services. Students **do not** need to live on campus to access these services.

YUSU Advice & Support Centre (ASC)

www.yusu.org/asc | asc@yusu.org | 01904 32 3724

For independent and confidential advice and guidance on academic, welfare and personal issues. They can also signpost or refer to appropriate support services as required. Students can arrange face-to-face or telephone appointments or email them. ASC stays open outside of term time.

Colleges

www.tinyurl.com/uoycolleges | [\[their-college\]-help@york.ac.uk](mailto:[their-college]-help@york.ac.uk)

College Tutors are residential postgraduates trained to provide pastoral care to students. Tutors provide regular drop-in sessions and can also meet one to one or signpost students to specialists.

Colleges also provide a number of other activities including regular events, workshops and Student Wellbeing Hubs in Derwent, Goodricke and Vanbrugh as well as a new scheme from 2018/19 - Second & Third Year Mentors.

Wellbeing Workshops

www.york.ac.uk/students/health/workshops

College Tutors also deliver regular wellbeing workshops that address topics such as mindfulness, meditation, anxiety, self-worth, procrastination and perfectionism and can help students learn useful coping strategies.

Student Hub

www.tinyurl.com/uoystudenthub

student-support@york.ac.uk | 01904 32 4140

Students are able to contact the Student Hub for everyday enquiries or make an appointment to see a specialist advisor. Student Advisors also run drop-in sessions.

Signpost here if a student wants further advice on the following:

- Student finance
- Health and wellbeing
- Disability support
- Private housing issues
- International students
- Mature students
- Students from a care background
- Immigration
- Childcare advice or students with caring responsibilities
- Employment rights
- Academic progress issues

Signposting for Specific Concerns

If a student has a disability or long-term health condition that has a significant impact on their ability to study.

Disability Services

www.tinyurl.com/uoydisability
disabilityservices@york.ac.uk | 01904 32 4785

Students can email with evidence of their disability and request an appointment to discuss any support they need, which will be written down in a Student Support Plan and shared with the student's department so they are aware of the adjustments required. You may also wish to contact your disability representative.

If a postgraduate student wants further advice on either academic or wellbeing issues.

GSA Advice Service

www.tinyurl.com/gsaelfare | info@yorkgsa.org | 01904 32 2718

Offers advice and support for postgraduate students across a range of academic issues. Students can book a welfare appointment with a specialist member of staff via the GSA website.

If a student has disclosed a previous sexual abuse or assault.

There is further information here:
www.york.ac.uk/students/health/sexual-violence

Survive North Yorkshire

www.survive-northyorks.org.uk
survive@survive-northyorks.org.uk | 01904 638813

A York-based charity providing support to women and men who have survived child sexual abuse, rape or sexual assault. Survive offers counselling, one to one support, group work, a survivor helpline and a book loan service.

If a student has disclosed domestic abuse or sexual violence.

IDAS

www.idas.org.uk | info@idas.org.uk | 03000 110 110

A specialist charity providing support to anyone experiencing or affected by domestic abuse or sexual violence. The services include refuge accommodation, community support, peer mentoring, group work and a confidential 24 hour helpline.

If a student is experiencing difficulties in their personal relationship(s) and could benefit from relationship counselling.

Relate

www.relatemid-yorkshire.org.uk
enquiries@relatemid-yorkshire.org.uk | 01904 625971

Relationship counselling for couples, individuals, family groups or young people. Relate also offer specialist sex therapy for single people and couples who are having problems with the physically intimate aspects of their relationships. **This is not a free service.**

If a student has been affected by a bereavement and could benefit from specialist grief counselling.

Cruse Bereavement Care

www.yorkcruse.com | york@cruse.org.uk | 01904 481162

A national charity offering support to anyone who has been bereaved. Trained volunteers provide support and practical advice, and one to one bereavement counselling.

If a student is an unpaid carer of a friend or family member and could benefit from advice on how to access carer support.

York Carers Centre

www.yorkcarerscentre.co.uk
enquiries@yorkcarerscentre.co.uk | 01904 715490

Provides advice and support for carers living in York. If a student regularly looks after someone close to them because they are frail, have a physical or mental illness, addiction or disability, then there is free support available for the student and the Carers Centre can help them find this support.

Signposting for Moderate Concerns

If you have ongoing concerns and think a student could benefit from psychological treatment, signpost them to the following services.

Unity Health / Their GP Practice

unityhealth.webgp.com | 01904 721820

GPs can refer students to relevant mental health services such as counselling, Primary Care Mental Health Workers, IAPT or Clinical Psychology services as well as assess, prescribe and monitor medication for management of mental health issues.

Open Door

studentportal.pcmis.com/open.html | opendoor@york.ac.uk
01904 32 4140

Confidential support for students experiencing psychological or mental health difficulties. Students must fill in an online referral form to make an appointment.

NHS IAPT (Improving Access to Psychological Therapies)

01904 556840

Provides evidence-based treatments for people with common mental health difficulties, through one-to-one or group sessions. Students can contact their GP or self-refer by calling directly.

Tuke Centre

www.thetukecentre.org.uk | info@thetukecentre.org.uk
01904 430370

The outpatient service of The Retreat, providing counselling, therapy and psychological assessment. Students can self-refer via phone, email or by using the form. **This is not a free service.**

York Mind

www.yorkmind.org.uk | office@yorkmind.org.uk | 01904 643364

Offers peer support groups led by people who have experience of mental health issues and bring together people suffering from similar issues to learn how to better manage their condition.

Their counselling service can help with a range of issues such as relationship breakdowns, abuse, eating disorders, phobias or those not suffering from a specific 'problem' but who are feeling general dissatisfaction with life, anxiety or depression etc. **Their waiting list is sometimes closed due to the amount of referrals they receive.**



If a student is experiencing mental health difficulties they should always contact their GP.



If a student is very unwell then you may contact Open Door directly and the student will receive an assessment more quickly.

Counselling Services

If a student shows ongoing signs and could benefit from a safe place to look deeper at long-term difficulties.

1-2-1 Counselling

121counsellingyork.org | 07587 155678

A York-based voluntary professional organisation that offers short-term counselling services. Students can call the 24-hour answerphone, leaving their name and number to receive a call back to take further details. The service runs on donations.

The Spurriergate Centre

www.spurriergate.com/counselling.html
counselling@thespurriergatecentre.com

These services are professionally run by qualified staff and are held in complete confidence. One-off listening sessions offer the opportunity to talk through problems and issues.

Signposting for Severe Concerns

If you think that a student might be at risk of harming themselves or others, including during "out-of-hours", please make sure that they are aware of the following services.

Assistant Heads of Colleges (AHOcs)

www.tinyurl.com/uoycollegestaff

AHOcs are trained to respond to emergencies and crises and act as Campus Duty Officers out of hours every evening, 365 days a year. Students **do not** need to live on campus to access this support.

Students can speak to health professionals trained to deal with mental health crises and access specialist support 24/7 by calling:

Crisis and Access Service York 01904 610700
York Hospital A&E 01904 631313

Students in Crisis

If a student is at immediate risk of hurting themselves or others then contact **Campus Security (01904 32 3333)** or call 999 if the student is off-campus.

Campus Security

Non-emergency: 01904 32 4444 | Emergency: 01904 32 3333

Operates 24/7. Staff are first-aid trained and can contact on-call duty officers to assist students where necessary. Students can also download the Safe Zone app at www.tinyurl.com/uoySAFEZONE.

Off Campus

Students can speak to health professionals trained to deal with mental health crises and access specialist support 24/7 by calling:

Crisis and Access Service York
01904 610700

York Hospital A&E
01904 631313

The Haven @ 30 Clarence Street

www.tinyurl.com/30clarence | haven.mhm@nhs.net | 07483 141310

A drop-in evening service offering a welcoming, safe, comfortable, non-judgmental and non-clinical environment for people in crisis or who feel like they are heading for a crisis situation.

Provides one-to-one emotional support from trained mental health professionals who can help create staying well and crisis plans, and supports visitors to access other services and organisations that may be useful. There is a 24/7 helpline, which offers access to emotional support and information when The Haven is closed.

Support For Supervisors

If you are unsure on where to signpost students and which advice is most appropriate, contact Open Door via email (opendoor@york.ac.uk) or telephone (01904 32 4140).

The University has a list of Mental Health First Aid Contacts and provides supervisors with access to the Employee Assistance Programme. Talk to someone and ask for support or training if you need to.

Further information at:

www.york.ac.uk/staff/supporting-students

www.york.ac.uk/admin/hr/browse/health-and-well-being

Thank You

A big thank you to all who contributed to creation of this guide as part of the Student Mental Health Project. If you would like any further information about the project please email engagement@yusu.org.

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