



Manual for Student Support Services

2018-2019

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1. AUC Student Life Officer

Lydia Roberts is AUC's Student Life Officer. Her role is to strengthen the residential community aspect of the AUC programme and advise AUC on policies and support systems for student well-being. She is responsible for developing and coordinating the work of the Well-Being Team, including the Graduate Assistants Student Life, Resident Assistants (RAs) and Peer Supporters. Lydia is the first point of contact at AUC for support on all issues related to student life and is available to meet with students individually to offer support and advise on all student life concerns. To schedule a meeting or consult with Lydia, don't hesitate to contact her at studentlifeofficer@auc.nl.

2. AUC Well-Being Team

The AUC Well-Being Team consists of Graduate Assistants to the Student Life Officer, Resident Assistants, Peer Supporters, and the Student Life Officer.

- a. *Graduate Assistant to the Student Life Officer: Health and Well-Being*
Anya Doshi is AUC's Graduate Assistant to the Student Life Officer: Health and Well-Being. Her role is to assist the Student Life Officer on matters of general health and well-being of the AUC community. You can contact her via a.m.doshi@auc.nl.
- b. *Graduate Assistant to the Student Life Officer: Sexual Misconduct Prevention*
Claudia Dictus is AUC's Graduate Assistant to the Student Life Officer: Sexual Misconduct Prevention. Her role is to assist the Student Life Officer on matters regarding harassment and/or sexual assault prevention on campus. You can contact her via c.t.dictus@auc.nl.
- c. *Resident Assistants*
Living in the AUC dorms, RAs have an important role in welfare, safety, and discipline in the residences. They receive training in general peer-support (listening, questioning and responding skills), as well as basic First Aid and what to do in an emergency. They are appointed by AUC, and report to AUC and DUWO.

Do not hesitate to contact them via
 - i. Facebook, **Carolina Macgillavrylaan**
 - ii. Email auc-ra@auc.nl
 - iii. In an emergency call **06 50 44 93 38**
 - iv. Or approach them in person either in their office in the dorms or while they are doing their rounds!

The role of the RAs is to maintain contact with AUC students in the AUC residences and offer a listening ear and support, striving towards improving the welfare and well-being of students and the campus community in general, as well as paying attention to the welfare of individual students. They help maintain

a safe, secure, pleasant and positive environment for all residents and create greater social cohesion in the campus community.

d. Peer Supporters

Peer Supporters are an ancillary source of support for current students from fellow current students who have had training in listening and helping skills. "Your warm cup of tea on a cold rainy day". Through active listening and offering emotional support, they will try to help you clarify your concerns and options for yourself and reach your own solutions, so you can decide what you need to do next.

Do not hesitate to contact them with your problems or concerns, large or small.

- i. Facebook, **AUC Peer Support**.
- ii. Email auc-peersupporters@auc.nl
- iii. Or approach them in person!

Your conversations with a Peer Supporter are confidential in principle. A Peer Supporter would only break confidentiality in extreme circumstances, for your own or others' protection.

3. General Health and Well-Being

a. The Student Medical Service

Students can seek medical treatment at this service of the University of Amsterdam (UvA), where doctors are available with specific knowledge of student life. Visit a student doctor if you are sick, feeling down or have other health concerns. You are also welcome if you need a prescription, a lab test or a vaccination. Visit this link for more information on this service.

<http://www.uva.nl/en/education/bachelor-s/practical-matters/student-support/doctors/doctors.html>.

Hospitals with emergency centres:

- i. Onze Lieve Vrouwe Gasthuis, Oosterpark 9, telephone: **020-599 9111**
- ii. VU Medisch Centrum, De Boelelaan 1117, telephone: **020-444 4444**
- iii. Academisch Medisch Centrum (AMC), Meibergdreef 9, telephone: **020-566 9111**

If you need to make an appointment with a doctor, the University of Amsterdam has its own Student Doctors' Office.

<https://student.uva.nl/en/content/az/doctors/doctors.html>

The Student Medical Service or Huisartsen Oude Turfmarkt is located on Oude Turfmarkt 151, 1012 GC Amsterdam. It can be found near the 'Munttoren'.

Telephone: **020-525 2878 / 4772**

Emergencies during office hours: **020-525 2889**

Emergencies outside of office hours and at the weekend: **088 00 30 600**

For more information, please contact your Tutor or the Student Doctors' Office directly.

Dental care is available at the Academic Centre for Dentistry Amsterdam (ACTA), where treatment is provided by university dental students who are supervised by qualified dentists. Visit this link for more information.

<http://www.uva.nl/en/education/bachelor-s/practical-matters/student-support/dentists/dentists.html>

More generally, if you are interested in learning more about your health and finding out how you score on health, lifestyle and quality of life compared to your fellow university students, you can take part in the UvA Student Health Check. Visit this link for more information.

<http://www.studentengezondheidstest.nl/en>

b. *UvA Student Counselling Service*

Student counsellors are available for students requiring advice and information on study progress and planning, registration, finances and appeals proceedings. You can approach a student counsellor for financial issues related to student grants and loans, issues related to immigration and insurance, registering and de-registering, study delays, studying with a disability, and individual coaching, help or advice.

Get help from a student counsellor early to maximise the chances that the counsellor will be able help you. Consultations with the student counsellor are free of charge. Visit this link for more information.

<https://student.uva.nl/en/content/az/student-counsellors/student-counsellors.html>

c. *Psychologists and Therapy Support*

As both a University of Amsterdam and Vrije Universiteit student, you have access to both of these universities' psychological services. Should you experience a lack of motivation or concentration, or any other personal problems, such as depression, anxiety or culture shock, you may wish to consult the UvA or VU Student Psychologists' Office.

Visit this link for information on the UvA counselling service. They also offer a stress-relief walk-in hour.

<http://student.uva.nl/en/content/az/psychologists/psychologists.html>

Visit this link for information on the VU counselling service:

<http://www.vu.nl/en/about-vu-amsterdam/contact-info-and-route/departments/student-psychologists/index.asp>

If you require longer term or more specialised help, these services can help you to find the appropriate mental health professional.

d. *Meldpunt Zorg en Woonoverlast (Health & Well-Being Reporting Center)*

If you are worried about a fellow student, and think they may not be getting the help or support they need, but you are reluctant for whatever reason to contact an RA or Peer Supporter or your tutor or someone else at AUC or DUWO, then you can call in the help of the local authorities and health services through the "Meldpunt Zorg en Woonoverlast".

Visit this link for more information. <https://www.amsterdam.nl/zorg-ondersteuning/contact/meldpunt-zorg/>. You can reach the Meldpunt Zorg en Woonoverlast from Monday to Friday from 8 am to 6 pm on **020 255 2914**. Or you can make a digital report via the notification form.

4. Emergency Contact Information

- a. In a life-threatening emergency call **112** for police, fire brigade, ambulance.
- b. If it is not an emergency, but you need the police, call **0900 8844**.
- c. Do you need to speak with a doctor **urgently? During office hours, call 020 525 2889** for the UvA Student Doctors emergency line. During evenings, nights, and weekends, call **088 0030 600** to reach Amsterdam's after-hours doctor's clinic that has locations throughout the city. For more information, visit <https://student.uva.nl/en/content/az/doctors/emergency-contact-information/emergency-contact-information.html>.
- d. You can contact UvA Security on **020 525 2222** (their control room is staffed 24/7) if you observe that a threatening or dangerous situation is developing, or you feel threatened or unsafe, anywhere on campus (including the AUC student residences). If you are suspicious about something in the Academic Building, report it immediately to the security officer/receptionist at the entrance or call UvA Security.
- e. The following is the contact information for the National Suicide Prevention, 113 Zelfmoordpreventie. Contact **0900 0113** or visit this link for more information, <https://www.113.nl/english>.
- f. Is there an emergency in the AUC student residences (dorms), Contact the appropriate emergency responder. Then, always notify the Resident Assistants by calling **06 5044 9338**.
- g. For emergencies related to student accommodation you can contact DUWO 24/7 maintenance by calling **020 342 9666**.

1. Stress Support and Management

To some degree, stress is a normal part of the university experience. However, excessive stress can be harmful to your health and well-being. The UvA Student Psychologists offer programmes about stress reduction, including mindfulness workshops and a stress-relief walk-in hour. These sessions are typically free-of-charge and held in English. For more information, visit

<http://student.uva.nl/en/content/az/psychologists/groups-training-and-workshops/groups-training-and-workshops.html>.

For tips and guidance in managing stress, you can also contact Lydia Roberts, AUC's Student Life Officer at studentlifeofficer@auc.nl.

2. Support Resources for Harassment and/or Sexual Misconduct

The following sources of support are available for students regarding issues related to harassment and/or sexual misconduct of any degree:

a. *Lydia Roberts, Student Life Officer*

You can contact the AUC Student Life Officer by approaching her in person or making an appointment by emailing studentlifeofficer@auc.nl. In addition

b. *Tutor Support*

You can email your personal tutor, and the Senior Tutor, Huan Hsu (email: seniortutor@auc.nl) who can also guide you in seeking support services.

c. *Claudia Dictus, Graduate Assistant to the Student Life Officer: Sexual Misconduct Prevention*

You can contact Claudia who can consult you on seeking support services and counselling by approaching her in person or emailing her at c.t.dictus@auc.nl.

c. *The UvA Confidential Advisors*

The advisors can offer you guidance and support if you feel you are experiencing discrimination, sexual intimidation, bullying, aggression, violence, and/or stalking. For more information visit, <http://student.uva.nl/en/content/az/confidential-adviser-for-undesirable-behaviour/confidential-adviser-for-undesirable-behaviour.html>.

d. *Your General Practitioner Doctor (Huisarts)*

Your doctor can also guide you in all aspects of your medical care, including connecting you with psychological services and counselling.

e. *Sexual Assault Centre or Centrum Seksueel Geweld (SAC/CSG)*

This is a national organization that provides guidance, advocacy, and support for survivors of sexual assault and harassment. The centre offers information about help and treatment; case management; forensic, medical, and psychological care; and guidance on contacting the police, only if desired. Anyone who has been sexually assaulted, raped or has suffered any other form of sexual assault is assigned a personal case manager.

Email: You can email questions to csg@ggd.amsterdam.nl (this email address should not be used to report assaults).

Telephone: **0800 0188** (available 24/7).

Representatives of the Centrum Seksueel Geweld gave a presentation at AUC in September 2016 about what it means to give and receive sexual consent. You can access the full presentation here: https://prezi.com/sqygufqtaptx/copy-of-quotno-means-no/?utm_campaign=share&utm_medium=copy.

f. *The GGD (Public Health Service of Amsterdam)*

This service can help connect you with support services, including testing for sexually transmitted infections.

Email: info@ggd.amsterdam.nl.

Telephone: **020 555 5911**.

Address: Address: Nieuwe Achtergracht 100, 1018 WT, Amsterdam.

Visit this link for more information <http://www.ggd.amsterdam.nl/>.

g. *The Police*

Telephone: **0900 8844**

The police can put you in contact with a specialist, or you can visit the specialized facility immediately at Elandsgracht 117, 1016 TT Amsterdam.

3. Studying with a Disability or Chronic Illness

If you have a disability, chronic condition or dyslexia and have or expect problems in studying because of this, the UvA can provide extra support. Visit this link for more information.

<http://www.uva.nl/en/education/bachelor-s/practical-matters/disability-or-chronic-illness/disability-or-chronic-illness.html>.

a. *Student Disability Platform*

The Student Disability Platform is made up of students with a disability who collectively want to ensure that every student has the chance to get as much out of their studies as possible without experiencing any obstacles from the UvA arising from their disability. Visit this link for more information.

<https://student.uva.nl/en/content/az/disability-or-chronic-illness/student-disability-platform/student-disability-platform.html>.

b. *Studying with Dyslexia*

If you have dyslexia and have or expect problems in studying because of this, the UvA can provide extra support. Visit this link for more information.

<https://student.uva.nl/en/content/az/disability-or-chronic-illness/dyslexia/dyslexia.html#anker-studying-with-dyslexia>.

c. *Studying with ADD/ADHD*

If you have ADD or ADHD and have or expect problems in studying because of this, the UvA can provide extra support. Visit this link for more information.

<https://student.uva.nl/en/content/az/disability-or-chronic-illness/add/adhd.html>.

4. Academic Support

There are services provided by both AUC and the UvA for students who require assistance or support concerning their academic writing.

a. *The AUC Writing Centre*

The centre is located in Room 2.24 and is here to help AUC students with any aspect of their writing including, specific assignments, general writing skills and ESL (English as a Second Language) support. The Centre is staffed by AUC's highly skilled academic writing team, who also teach the Academic Writing Skills and Advanced Research Writing courses. Please note that the Writing Centre has been established to help you further improve your writing. This means that it is not an editing service: you cannot make an appointment and ask the instructor to proofread your work.

You can make a 45-minute individual appointment in advance through an online scheduling system or stop by for a 20-minute drop-in session by filling in the sign-up sheet on the door of the Writing Centre (Room 2.24). Be sure to check for availability as appointments are given on a first come, first served basis.

Visit this link for more information and to make an appointment.

<http://www.auc.nl/life-at-auc-students/current-students/auc-writing-centre/auc-writing-centre.html>.

b. *The UvA Writing Centre*

This centre offers a number of services free of charge. You can contact the Writing Centre for assistance with a variety of academic writing, including literature reports or reviews, essays, research reports or theses. The Writing Centre makes use of student mentors who are senior students and PhD-students who know how to write well and have been trained to assist other students. Should you require this service, you must first make an appointment. If you have any questions about the centre, email them to schrijfcentrum@uva.nl. Visit this link for more information and to make an appointment.

<http://www.uva.nl/en/shared-content/studentensites/fgw/fgw-gedeelde-content/en/az/writing-centre/writing-centre.html>.

c. *The Centre for Academic Language Support (CALS)*

This is a service provided by the UvA which offers one-on-one tutoring sessions, academic writing labs, and group tutoring sessions to improve your academic writing.

Visit this link for more information on this service.

<http://www.uva.nl/en/shared-content/studentensites/fgw/fgw-gedeelde-content/en/az/academic-language-support-cals/academic-language-support-cals.html>

9. Student Accommodation Services

Faced with an issue in cohabitation, students are expected to resolve the issue themselves through negotiation, problem solving, and maintaining good peer relations. If you are unable to resolve a conflict, please contact one of the services listed below or your personal tutor.

If a student is studying with a medical condition or disability which requires a specific living situation, they are encouraged to contact their tutors or the Student Life Officer to discuss their condition and the necessary accommodation. Students will be asked to provide a short report disclosing their health conditions. Further documents may be required depending on the case. If approved by the Student Life Officer, a request for a new living space will be submitted. Depending on availability, the student may be put on a waiting list until the required accommodation becomes available.

Lydia Roberts, Student Life Officer: studentlifeofficer@auc.nl.

Resident Assistants: auc-ra@auc.nl, **06 5044 9338**.

10. Financial Support

Students who receive the Dutch study grant ('studiefinanciering') and students in special circumstances may be eligible to apply for financial support. For instance, in the case of a study delay caused by illness, disabilities, or special circumstances in the family of the student, such as, the loss of a parent. The student must inform his or her Tutor or the Student Life Officer, Lydia Roberts, within two months after the start of the illness or special circumstance. Contact Lydia by emailing studentlifeofficer@auc.nl.

Students who have received the designation of TopSport athlete and receive the Dutch study grant may also be eligible to apply for financial support in the case of study delay. Please contact the Senior Tutor, Huan Hsu by emailing seniortutor@auc.nl or the Student Life Officer for more information about the application procedure.

Visit this link for more information regarding financial support related to study delay.

<https://student.uva.nl/en/content/az/student-counsellors/study-delay/study-delay.html>.