

**ST JOHN'S COLLEGE**



**WELFARE GUIDE 2023-24**

## *Introduction*

This short guide draws together information on welfare and wellbeing help and support for undergraduate and graduate students at St John's. Our guide covers welfare and wellbeing topics and has information about who you can ask for help and some supportive resources. If you are still unsure about how to find the help you need or you would just like to speak to someone, please speak to one of the people listed in the guide.

We are all here to help.

Hanne Clark  
Head of Student Wellbeing.

## **Who's who in St John's Welfare and Wellbeing Team**

### **Hanne Clark, Head of Student Wellbeing.**

Hanne's background is in student welfare and wellbeing as well as community advice work. Hanne led the Student Union's Advice and Wellbeing team for the last 6 years and has also led specialist advice and welfare teams at Citizens Advice, a community advice organisation.

Hanne's team offer support and advice on any aspect of your College or University Life which you have questions or concerns about. The wellbeing team can offer support and signposting to College and University support services and will help you with each step of the process, working with you to find an outcome or solution which works for you. [Make an appointment](#) to chat through anything you'd like some help and we will work out the options and first steps with you.

### **Katherine Southwood ( Fellow for Welfare)**

Katherine sits on the College Welfare Committee and is engaged in strategic, policy, governance, and administrative issues related to student welfare in college.

### **Disability co-ordinator: Mrs Elaine Eastgate**

Elaine is St John's Disability Co-ordinator. She is a member of the Academic Office team who works closely with the University's Disability Advisory Service and with members of the College's Welfare and Wellbeing Team. If you have a specific learning difficulty, or a physical or mental health issue which might affect you during your time at St John's, please contact Elaine in confidence to talk about how to register with the DAS. You can do this at any point, but starting the conversation early is advised.

Elaine works regular office hours, (Monday to Friday 9am-5pm) and the best way to contact her is via email: [elaine.eastgate@sjc.ox.ac.uk](mailto:elaine.eastgate@sjc.ox.ac.uk)

### **College psychologist: Dr Denise Barulis**

Dr Denise Barulis is an experienced psychotherapist who works in both the National Health Service (NHS) and private practice. She has been part of the St John's welfare team for more than a decade, working with generations of students, and she is in college on Thursdays from weeks 0-9.

The best way to contact Denise is by email, and please be aware that she may take a few days to respond: [denise.barulis@sjc.ox.ac.uk](mailto:denise.barulis@sjc.ox.ac.uk)

### **College nurse: TBC**

Arrangements to be confirmed: please watch this space for an update on the appointment of a new college nurse.

## **Confidentiality**

We know that students worry about talking about difficult things in their lives. Some things are emotionally painful, or embarrassing, and sometimes students are worried that they might be subject to disciplinary action. When you speak to a member of the Senior Welfare team, you do so in confidence. We will not discuss or report what you say to other people without

your permission. This means that you can be as frank and candid with us as you wish, without worrying that we will tell your tutors, or your friends, or other people. The exception to this is if we think that you are at immediate risk of seriously harming yourself or another person. Our aim is to ensure that you can speak as openly as you choose, and that together, we can find you the help you need.

At the same time, we cannot talk to parents or carers about you. If parents or carers are in touch with the college, we will encourage them to talk to you directly, and we will contact you to ask if you need support.

### **Other senior people in college who might be able to help**

These people are college officers, whose primary concern isn't welfare, but whose work often overlaps with student welfare:

#### Academic Administrator: Mrs Eileen Marston

Eileen oversees the academic administration at St John's, and has invaluable experience in working with the central university on a range of issues. She is frequently involved in fitness to study, and academic discipline casework.

#### Senior Dean: Professor Angela Russell

Angela Russell, Senior Dean.

[Professor Angela Russell](#) is responsible for disciplinary procedures and supports the Junior Dean team. She is a full time tutorial fellow. She works with the junior deans and the Welfare Dean to keep St John's a safe, well-regulated environment for all junior members.

#### Senior Tutor: Dr Matthew Nicholls

Matthew is the Senior Tutor, shaping and informing academic policy.

#### Tutor for Graduates: Professor Luca Di Mare

Luca is a tutorial fellow in Engineering, and the Tutor for Graduates. He has oversight of college arrangements for graduate students in St John's, working with the MCR committee.

### **Junior Deans are for welfare, not just for bops**

Junior Deans: Manal Bougazzoul, Towero Moyo and Troels Boesen. Pierre Lucien

The Junior Deans are specially trained graduate students whose role is to help ensure the safe running of the college during term time evenings and weekends. You'll see them at guest dinners, and bops; you'll apply to them when you make room bookings for events, and they'll help ensure your plans fit with college policies. They're friendly people who know both how it feels to be a student now, and how the college works, and so if you see them eating breakfast or lunch in hall, please introduce yourself. You can also catch them in their office

hours, and if you need to talk to someone in the evening or at the weekend, please go to the Lodge and ask the porters to call the Junior Dean on duty.

[juniordeans@sjc.ox.ac.uk](mailto:juniordeans@sjc.ox.ac.uk)

### **Who's who in the junior members' welfare team?**

#### **JCR and MCR Officers**

Confusingly, both undergraduate (JCR) and graduate (MCR) students are called 'junior members', and each common room has its own welfare representatives. Often, people choose to approach a welfare officer initially, and they can give really important help, or suggest the right person for you to speak to. The welfare officers meet regularly with the Fellow for Welfare, and they attend the termly Welfare Committee at which new initiatives are discussed.

I am not sure who the current JCR welfare team are [jcr-welfare@sjc.ox.ac.uk](mailto:jcr-welfare@sjc.ox.ac.uk)

MCR Welfare Officers as above

*Please note that seeking advice from student welfare officers does not constitute reporting any issue to the College.*

#### **Peer supporters**

Peer supporters are trained and supervised students who can offer to listen if you have an issue you'd like to discuss. You can find a list of the current peer supporters on the JCR and MCR web pages.

New peer supporters are trained each year in Hilary term, and recruitment takes place at the end of Michaelmas term. If you would like to apply to train, please remember to ask your tutor. The Oxford Peer Supporter programme has been established for more than thirty years, and it has been a starting point for many careers within caring professions.

### **Out of Hours Emergencies**

The Lodge Porters  
01865 277300

The Porters' Lodge is staffed at all times of the day and night – 24/7. In case of emergencies within the main college site, the Porters are your first port of call. They can phone for an ambulance, alert the Junior Dean who's on duty, and ensure that the welfare team are aware.

For those living outside St John's main site, please either call the Lodge, or for an ambulance 999.

### **Financial hardship**

Hardship matters are dealt with by the Senior Dean and the Fellow for Welfare, who prepare cases to go to the Hardship Committee, which makes any decision on support. Please email EITHER [senior.dean@sjc.ox.ac.uk](mailto:senior.dean@sjc.ox.ac.uk) or [welfare.fellow@sjc.ox.ac.uk](mailto:welfare.fellow@sjc.ox.ac.uk) More information, and the application form, can be found at:

<https://www.sjc.ox.ac.uk/current-students/grants-scholarships-and-prizes/>

### **Stand alone pledge: support for estranged and care-leaver students**

Oxford University committed itself to the ‘Standalone Pledge’ to support estranged and care-leaver students.

<http://www.thestandalonepledge.org.uk/champion-institutions/23-south/133-university-of-oxford>

St John’s shares that commitment, and if you are a standalone student, please speak to the Fellow for Welfare about the college and University provisions that are available.

### **Sources of help within the University of Oxford**

#### University Counselling Service

Whilst many people find their welfare needs met in college, some people may prefer to work with support from outside St John’s. The University Counselling Service offers one to one counselling appointments, as well as group sessions and workshops on topics such as digital distraction. Details of the range of services offered, how to self-refer, as well as podcasts and other supportive resources, can be found on the website:

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

#### Togetherall

For those who prefer an online environment, Togetherall is a free online support service open to all Oxford students. Giving access to a global welfare community, moderated by mental health professionals, Togetherall provides a safe space for students to help self-manage their mental health and wellbeing.

To join, visit [www.togetherall.com](http://www.togetherall.com) and register with your Oxford email address.

The college and the University will not be informed if students sign up to Togetherall or know of students’ activities on the service unless Togetherall has serious safety concerns. If there are serious concerns over a student’s safety, Togetherall will alert the central University student support team.

### **Support outside the University**

#### Samaritans

The Samaritans offer a confidential, independent listening service for those in distress which is always staffed. Details of the Samaritans can be found on their website,

<https://www.samaritans.org/> and they can be called free on any phone: 116 123. They have a

useful self-help app for keeping a track of moods, feeling more in control and creating a plan to stay safe in a crisis.

### Nightline

Oxford Nightline is an independent listening service run by students for students. They can be called between 8pm-8am on 01865 270270 from Sunday of 0<sup>th</sup> week through to Saturday of 9<sup>th</sup> week, and there are also message chat options: please see <https://oxford.nightline.ac.uk/>

### Talking Space

TalkingSpace is an NHS service offering a range of talking therapies. Please see their online referral form: <https://www.oxfordhealth.nhs.uk/talkingspaceplus/>

### StudentMinds

Student Minds is an independent charity with some useful resources: <https://www.studentminds.org.uk/>

### Mind

Another independent charity, with some helpful supportive resources, available at: <https://www.mind.org.uk/>

### **Name changes**

You can update your Preferred Name listing directly on Student Self Service. To request the appearance of your e-mail address to be changed (to match your preferred name as displayed on Student Self Service, to reflect a recent official name change, or to reflect your department rather than your college if you are a research student) please contact IT Services: <https://help.it.ox.ac.uk/service-desk>

### **Medical support: College doctors**

All students are required to register as soon as possible on arrival in Oxford with a GP surgery, and most choose the 19 Beaumont Street medical practice, which is located approximately four minutes' walk from the college. Their student page is here:

<https://www.19beaumontstreet.com/student-page>

If you wish to register with another Oxford practice, please let the Academic Office know which practice, so that we have this information on file in case of emergency.

In the UK, access to both general and specialist medical help is via the General Practitioner (GP) surgery, and St John's has a long-standing relationship with 19 Beaumont Street. If you need medical help:

In an emergency: call 999

For general health and basic diagnostic advice: call 111

To make an appointment to speak with a GP or specialist nurse: call 01865 240501

## **Addiction and substance issues**

The 19 Beaumont Street practice is a good starting point for those who need support regarding addiction/dependency issues, as is the college nurse: both will deal with those who seek help under the terms of medical confidentiality. Further information, including a confidential 24 hour chat facility, can be accessed through the independent Talk to Frank website:

<https://www.talktofrank.com/contact-frank>

## **Sexual Health**

There have been recent increases in gonorrhoea, as well as monkeypox, and the best source of information for services in Oxford is <https://www.sexualhealthoxfordshire.nhs.uk/> where you can find details of the clinics in Oxford, which can be accessed through a telephone consultation: 01865 231231. You can order a free STI testing kit online on this website.

Post-exposure prophylaxis after sexual exposure (PEPSE): if you believe you have been exposed to HIV, PEPSE is an emergency measure that may prevent infection. You should seek medical advice as soon as possible, preferably within hours, rather than days, through the College Doctors or the sexual health clinic. Treatment is free to those meeting national guidelines: [www.tht.org.uk/sexual-health/About-HIV/Post-exposure-prophylaxis](http://www.tht.org.uk/sexual-health/About-HIV/Post-exposure-prophylaxis)

## **Sexual Violence**

Whilst this guide does not deal with disciplinary matters, if you have been the subject of sexual harassment or violence, support and advice is available from the University's Sexual Harassment and Violence Support Service, as well as within college.

The Sexual Harassment and Violence Support Service provides a safe place to be heard. It offers free support and advice to any student who has been affected by sexual harassment or violence. All of the specialist advisors are trained to support you at your pace. They will help you explore your options and support you whatever route you choose. All information shared at the Service will also remain confidential (unless there is a risk to yourself or others).

E-mail: [supportservice@admin.ox.ac.uk](mailto:supportservice@admin.ox.ac.uk)

or go to <https://www.ox.ac.uk/students/welfare/supportservice?wssl=1> for more information.

In order to avoid any potential conflicts, support for students who have been accused of sexual misconduct has been separated from support for survivors. There is an additional advisor who works solely with students who have been accused of sexual misconduct. The rest of the team works solely with student survivors.

Accused students are referred to: [caseadvise@admin.ox.ac.uk](mailto:caseadvise@admin.ox.ac.uk)

Students in active criminal justice proceedings or seriously considering reporting to the police following an incident are invited to contact the Service's Independent Sexual Violence Advisor (ISVA) at [oxforduniisva@osarcc.org.uk](mailto:oxforduniisva@osarcc.org.uk)



**Quick guide: who do I contact if:**

**I'm ill?** In an emergency, contact either the Lodge 01865 277300 or 999  
For health advice call 111; for a GP appointment, the college doctors 01865 240501  
<https://www.19beaumontstreet.com/student-page>

**I'm unhappy or lonely/ seeking emotional support?**

*Within St John's:* JCR or MCR peer supporters; JCR or MCR Welfare Officers; Junior Deans; the Fellow for Welfare; the College Psychologist

*Within the University:* the University Counselling Service; TogetherAll

*Beyond the University:* Nightline, the Samaritans, TalkingSpace

**I'm a student with a specific learning difficulty, or mental or physical health issue?**

The Disability Co-ordinator: [elaine.eastgate@sjc.ox.ac.uk](mailto:elaine.eastgate@sjc.ox.ac.uk)

**I'm facing financial hardship?**

[welfare.fellow@sjc.ox.ac.uk](mailto:welfare.fellow@sjc.ox.ac.uk)

**I'm a care-leaver or estranged undergraduate student?**

[welfare.fellow@sjc.ox.ac.uk](mailto:welfare.fellow@sjc.ox.ac.uk)

**I'd like to change my Oxford email name to reflect my identity?**

<https://help.it.ox.ac.uk/service-desk>

**I've been subject to sexual assault, either recently, or in the past?**

If the assault has occurred very recently, please contact the Lodge if you would like to arrange a taxi to the Sexual Assault Referral Service. Appointments at the SARC ***must*** be booked ahead.

Otherwise, please either speak to the Head of Wellbeing, Fellow for Welfare, a college harassment advisor or a Junior Dean, or get in touch with the University Sexual Violence and Assault Service.

**I think I may have been exposed to an STI?**

Either the local sexual health hub 01865 231231 or the college doctors 01865 240501

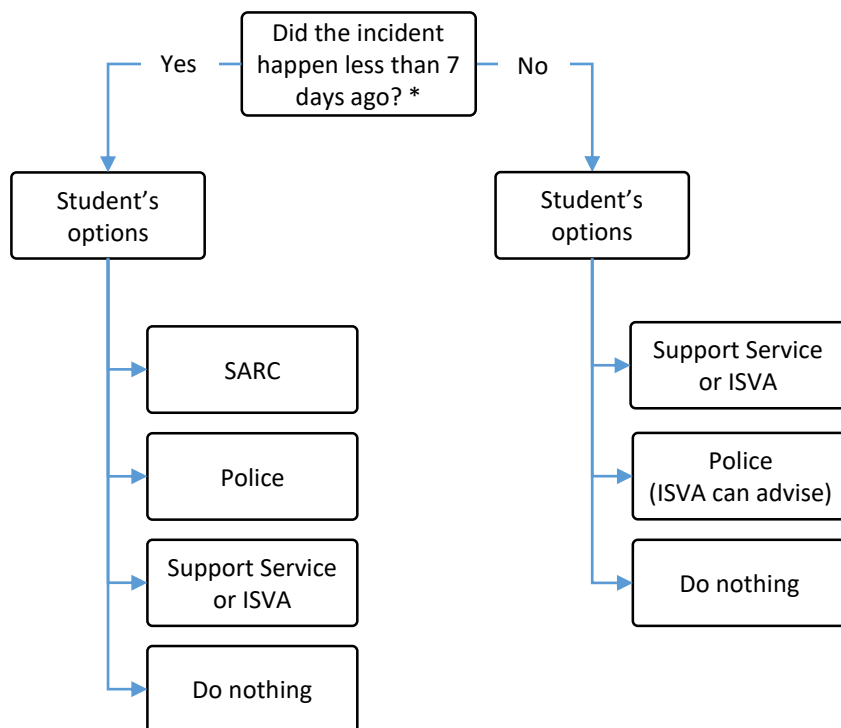
**I'm concerned about issues of addiction/dependency for myself or someone else?**

Confidential advice and help is available from the college doctors 01865 240501

<https://www.19beaumontstreet.com/student-page>

or the independent Talk to Frank website <https://www.talktofrank.com/contact-frank>

# Responding to instances of sexual violence



## Immediate considerations:

- Immediate healthcare needs of student - Emergency contraception, STI testing & HIV Post Exposure Prophylaxis at Churchill Hospital - 01865 231231, or SARC.
- Immediate risks to individual or wider population - 999 for police/ambulance or 01865 289999 for University Security Services.
- Securing forensic evidence (clothing etc.) in case they want to report to the police.
- Be aware that the first time a person makes a full statement about what has happened (a 'first disclosure') the recipient and any notes could be called to Court. If a student wants to provide this, direct them to the Support Service where individuals are trained in taking these disclosures. They can also report straight to the police.

**Advice:** A no-names confidential discussion is available to staff if unsure: Email [supportservice@admin.ox.ac.uk](mailto:supportservice@admin.ox.ac.uk) to arrange call

## SARC (Sexual Assault Referral Centre)

\* Only very recent incidents can be referred to the SARC for a Forensic Medical Examination

0800 9709952  
24/7 all year round  
Located in Bicester or Slough

Calling ahead is **essential**. The SARC team will want as much information as possible in order to advise.

The student can attend the SARC without making a report to the Police. The college lodge may have funds for taxi costs.

## Do nothing

Doing nothing at this stage is a valid choice, and the student's decision must be respected.

Signpost to primary care services (college GP, Churchill Hospital, nurse) for immediate healthcare needs - emergency contraception & HIV Post Exposure Prophylaxis.

Signpost to Support Service:  
[www.ox.ac.uk/supportservice](http://www.ox.ac.uk/supportservice)  
[www.ox.ac.uk/self-refer](http://www.ox.ac.uk/self-refer)

## Support Service & ISVA (Independent Sexual Violence Advisor)

Offers independent and confidential advice on the options available and ongoing support. Available office hours or by appointment.

[Supportservice@admin.ox.ac.uk](mailto:supportservice@admin.ox.ac.uk)  
[www.ox.ac.uk/self-refer](http://www.ox.ac.uk/self-refer)

Students considering criminal justice routes can contact the ISVA direct:  
[OxfordUniISVA@osarcc.org.uk](mailto:OxfordUniISVA@osarcc.org.uk)  
07483 141 059

## Police

101 (999 in emergency only)

Reports of incidents can be made via 101, in person at St Aldates Police Station, or through the SARC.

## Making a complaint to College or the University

The Support Service will be able to advise students on the process, where this is an option.

## Accused students

Are supported separately and independently and can seek advice.  
[caseadvice@admin.ox.ac.uk](mailto:caseadvice@admin.ox.ac.uk)  
<https://www.ox.ac.uk/students/welfare/supportservice/accused>