

Wellbeing Platform

UCSA, UC Student Council, CAR, Wellbeing team & Peer Support

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Introduction

This resource guide mentions sensitive topics such as sexual misconduct, suicide and abuse. It aims to provide you with an overview of resources available to you, whether you are seeking urgent or long-term help. It is recommended that you read this guide in a place you feel comfortable in.

This resource guide is a compiled list of information and references to resources on a large variety of wellbeing related topics. It is targeted to current University College Utrecht students, but includes resources within UCU, UU, as well as external resources. It was developed by the Wellbeing Team, University College Student Association, University College Student Council, Campus Affairs Representatives, and Peer Support. If you would like to add, remove, or rephrase anything in this guide, please contact wellbeingteamucu@gmail.com.

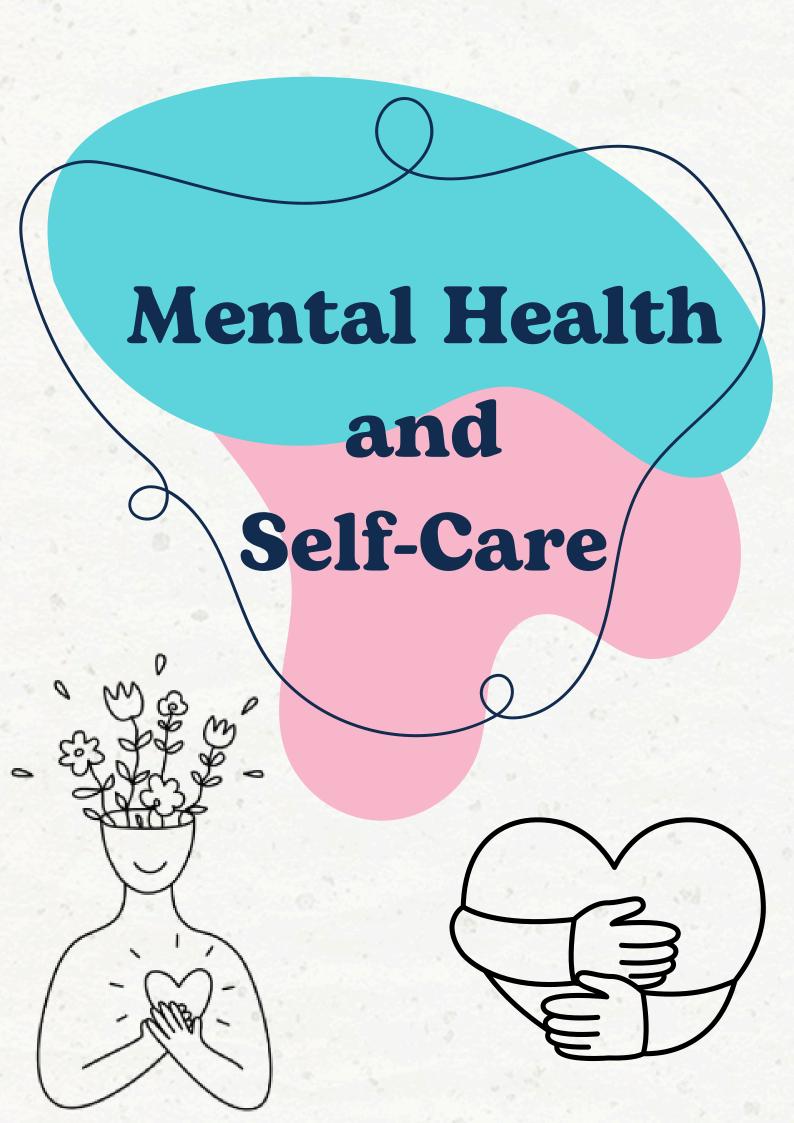
Please note this booklet was finalised on the 20th of June 2024. Any resources are time-sensitive and therefore might be subject to change. If you notice out of date information, please also contact wellbeingteamucu@gmail.com.

Introduction

There are many resources at both the UU and UCU, therefore not all of them will be mentioned in this booklet. For other options we would like to point you to the UCU student website: https://students.uu.nl/en/un iversity-college-utrecht







Resources

Connect Centre:

((UCU resource, broad and informed about UCU, free) The Connect Centre offers counseling on a very wide range of personal matters, relating to young adult life both on and off campus. It also offers support with forming learning agreements. Counselors Mark Baldwin and Annemieke Meijer will gladly meet with you to talk about your needs and how they might be met. Counseling includes guidance for concrete issues in the form of dialogue, over regular meetings if needed. Here, you can raise family circumstances, campus experiences, certain pressures or other personal challenges. Email Ucu.connect@uu.nl to schedule an appointment. The Connect Center also offers creative approaches including art, movement, silence, and going for walks together.https://studenrts.uu.nl/en/university-collegeutrecht/student-life/health-and-wellbeing/connect-centre-forcounselling-and-guidance

Tutor system:

-Each student is assigned a tutor to turn to for academic and personal support. This is your first point of contact for any questions or challenges you might have, and they can guide reflections mid-term or when needed, or refer you to other resources.

-There is a team of senior tutors led by head tutor Dr. Jocelyn Ballantyne (j.c.ballantyne@uu.nl). They are also available for curriculum-related questions, or if you do not get along with your assigned tutor (which rarely happens). -https://students.uu.nl/en/university-collegeutrecht/practical-information/advising-andcounselling/tutor-system

UU student psychologists

-Student psychologists are psychology trained to support students with study problems and/or mild personal problems, such as mental health issues and challenging personal circumstances. Meeting a student psychologist starts with a short online screening which costs 25€. Following meetings are free. You can schedule an appointment at the website in the calendar at

-<u>https://students.uu.nl/en/guidance-and-development/who-to-</u> <u>contact/schedule-an-appointment-with-student-psychologist</u>



Caring universities

-Caring Universities offers free online services to improve student's mental wellbeing.

-Caring Universities offers 9 free online programs: mood, stress, procrastination, get a grip on your life, sleep, general life skills, self-esteem, social life and perfectionism. You can do them anonymously and you even get text-based guidance -<u>https://caring-universities.com/</u>



Psychologist

All significant health matters, including questions regarding mental health or requests for referral to a psychologist, should be presented to your GP/doctor ('huisarts' in Dutch). The GP is a student's essential starting point for all matters of physical and mental health. They are the portal into all other branches of the healthcare system, including all specialists, and can make the necessary referrals. Many practices also have their own in-house specialists, including mental health professionals.

https://internationaltherapistdirectory.com/all-locations/

Events

Nature walks (Connect Centre)

Bus trips to nearby national parks help de-pressurise / re-charge/ take a step back from studies in an informal setting with Connect Center counselors + other students.

Wellbeing activities (meditation, guidance, etc.)

Wellbeing team
 Peer support
 Mindful Co
 ArtsCo
 UCSA study events

Wellbeing week

-https://students.uu.nl/en/wellbeingweek
-The Wellbeing Week(s) offers an extensive program designed especially for you, crafted to be as diverse and inclusive as possible. Our goal is to address various dimensions of wellbeing, encompassing mental, physical, spiritual and social wellbeing, as well as financial, environmental, occupational, and intellectual wellbeing.

-You can sign up for activities free of charge.



UCU Resources

UCU Tutor System:

After being assigned a tutor at the beginning of your studies at UCU, they will help providing guidance about your academic options, about determining priorities, and about keeping your performance in line with your goals.

https://students.uu.nl/en/univ ersity-college-utrecht/practicalinformation/advising-andcounselling/tutor-system

<u>e</u>

UCU Supporting Students groups

UCUWellbeing Team, UCU Peer Support Team, UCSA Committees and Teams (Committees such as LawCo, PoliticsCo, HistoryCo, StemCo... organise events to help students in their studies and organise events to further their knowledge on topics they may be interested in).

https://students.uu.nl/en/univers ity-college-utrecht/student-life/health-and-wellbeing/ucu-students-supporting-students

Resources for students with Disabilities

Learning Accommodation Agreements (LAA's): Students with serious health problems, neural divergence or extenuating personal circumstances can request for agreements for additional flexibility, support, and guidance, which can be permanent or temporary.

https://students.uu.nl/en/university-college-utrecht/organise-your-studies/learning-accommodation-agreements-laas



UC Student Council:

Student Council can help students with figuring out their curriculum, to advising on which courses to take, to how to manage stressful times. Additionally, they can point you in the right direction if you ever need help, and can help facilitate conversations between professors, fellows, or college hall staff.

-They can also put you in contact with the relevant Track Representative for your track who can also help you in advising you about courses, or collect feedback about any courses you may have.

-Office Hours Monday and Wednesday 18.00-19.00
-https://ucstudentcouncil.com

Futures Centre:

UCU's Future's Centre helps you become aware of professional development and which steps to take after graduation.

-Here you may find: advice and guidance on internships, further study, employability, CVs, alumni connections and the labour market.

-There are many special activities:

- -Workshops
- -Cv reviews
- -Practice interviews
- -Work experience
 - -Internships
- -Further study advice
 - -Alumni events

UU Resources

Thesis support:

At the UU skill centre they have many options from webinars and workshops to tips and tools.

https://students.uu.nl/en/guidance-and-development/skills-lab/thesis-support

Writing centre:

In a free and accessible 45minute conversation a
trained writing tutor helps
guide you towards a better
essay, paper or thesis.

https://students.uu.nl/en/s
tudent-
life/workshops/improveyour-writing-skills/skillslab-writing-centre

UU Skill centre:

Skills Lab offers you an overview of workshops, courses and (individual) guidance regarding writing, studying and other academic skills. You can also get free writing tutoring or study coaching. It is available for all UCU students.

https://students.uu.nl/en/guidance-and-development/skills-lab

Career service:

Career Services helps to build the bridge between students, degree programmes and the job market by thoroughly preparing students for working life. We offer tailor-made workshops, personal coaching sessions, several events and CV checks, and provide you with information about alumni and their careers.

https://students.uu.nl/en/careerservices

Studing without limitations:

Studying without Limitations is a peer to peer group for students with a disability.

https://students.uu.nl/en/practical-information/advising-and-counselling/disability-or-chronic-illness/studying-without-limitations

Master choice:

Are you looking for a master's programme, but don't know what would suit you best? Are you still hesitating about your choice or do you not know whether you want to do a master's? The study choice advisors at Utrecht University can help you with that. Follow the workshop or make an appointment.

https://students.uu.pl/en/homenage/guidance-and-

https://students.uu.nl/en/homepage/guidance-anddevelopment/student-guidance/study-choice/masterchoice



UCU Support Groups.

Committees

- Peer Support: Talks & Treats events are themed group office hours occurring every month and centred around mental health related topics such as academic stress, social relationships, loss and grief.
 - o <u>@ucupeersupport</u>
- Ducks & Soup: The committee meets every week to eat soup and walk to Wilhelmina Park to watch the ducks. Everyone is welcome to join and it is a great way to chat with people and make friends.
 - o <u>@ducksnsoup</u>
- FemCo, QueerCo & PoCCo: Group discussions are organised throughout each semester and focus on different topics. Examples of group discussions previously organised are 'confronting the "perfect body" (FemCo), 'asexuality' (QueerCo) & 'what does it mean to be a person of colour' (PoCCo).
 - o <u>@femco.ucsa, @ucuqueerco, @ucu_poc</u>
- All group discussions organised by committees are open to all UCU students and free to join. More information about the events mentioned above can be found on each committee's Instagram account mentioned between brackets.

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UUSupport Groups

· Studying with a disability

- o Studying without Limitations Students UU Students UU
 - Studying without Limitations is a peer to peer group for students with a disability. They also have a Buddy program for personalised help and support.

· Workshops student wellbeing

- o Workshops Students UU Students UU
 - UU organises diverse workshops targeted towards specific mental health topics that students may struggle with. They include topics such as working consciously and effectively, energy management, tackling stress, developing resilience, meditation and more. While some of the workshops are in Dutch, most offer sessions in English as well. Sign up is done via the website and more information can be found on the website page.

Training programmes with Psychological Guidance

- Workshops Students UU Students UU
 - UU also offers training programmes that tackle topics such as 'fear of failure', 'mindfulness', 'negative self-image' (in Dutch) and 'acceptance & commitment therapy'. They are composed of 6 group sessions of around 2 hours for 6 to 8 participants. The sessions are led by a student psychologist and an intake interview (25€) is required prior to signing up. Following the intake session, no further costs are required.
 - More information can be found on the website.



Let's Talk Initiative

• Let's talk - Students UU - Students UU

- Let's talk with a (peer) coach
 - "A bright conversation": In a bright conversation, you can talk to an experienced facilitator about life situations that are currently playing out or that are difficult or challenging for you. These can include (love) relationships, motivation problems, being sick, loss, loneliness, friendship, family, living, making choices, questions about the future. We explore what is going on in you and look for what is beneficial for you in this situation.
 - (<u>https://students.uu.nl/en/student-life/study-wellbeing-and-development/a-bright-conversation</u>)
 - "Walk, Reflect, Act": While walking with a coach, you will explore a topic that's on your mind. Maybe you have a specific question you want to explore, or maybe you just want to reflect upon how you are doing in your daily life. The coach will invite you to slow down and become more aware of what really matters to you in the present moment.
 - (<u>https://students.uu.nl/en/guidance-and-development/student-wellbeing/lets-talk/coaching-in-nature-walk-reflect-and-act</u>)

o Let's talk with a (peer) coach in a group setting

• UU offers access to 4 peer support groups: Good Mourning (loss & grief), Conscious Connections (loneliness & social life), The Inner Critics (self criticism) and the Gifted Student Group. To ensure that participants are a good fit for the group and manage expectations, a brief individual intake may be required upon registration. More information about each of the groups can be found on the website page (Let's talk - Students UU - Students UU)

Activities

Meditation Lab

- Meditation Lab Students UU Students UU
 - The Meditation Lab offers weekly meditation sessions in person for students. Join the Whatsapp group with the following link for up to date information
 - (https://chat.whatsapp.com/c66x9mj9fvdcvb karvndjw)

Students for dinner

- With Students For Dinner, the online matching platform of 'Eet Mee' (Join to eat) offers you as a student the
 - opportunity to organise a dinner meeting, or where you can sign up to join a dinner meeting somewhere.
 - https://app.eetmee.nl /aanmelden/wellbein gprogramme



For support on campus with regards to everyday life, small inconveniences and issues that come up with your units, or housing related concerns, there are a number of places to go/people to reach out to that can help!

House master Maarten Diederix

- ucu.housemaster@uu.nl
- · Reachable mainly through email
- For urgent matters, drop by his office hours (Tues & Thurs 14.00-15.00) or try and find him around campus
- Responsible for all the academic buildings on campus, so if there are any issues within academic buildings, damages etc, he is the person to contact
- He also frequently deals with unit concerns, regarding issues that come up while living together, so is also a good contact person in case you're facing problems within your unit
- Issues with keycards (missing, not working) should also be directed to him

Landlady Tessa van der Tol

- ucu.landlord@uu.nl
- Repair issues or technical problems in units should be reported to her asap, through the repair request form (in her email description)
- She can also be reached during her office hours for more urgent repair matters
- Office hours: Mo. Thu. 8.00 12:00, 13:00 16.00 and Fri. 8.00 11.30

Other sources of support CAR

- Can offer a confidential listening ear for well being issues related to living on campus, and can direct students to further resources and support alongside Maarten and the landlady
- Weekly office hours, email, instagram dms, and the feedback form are all
 ways to get in contact with CAR if you're confused about who to go to for
 specific campus/housing related concerns, or just want to talk



Healthcare



Insurance

- In the Netherlands you are required by law to have basic Dutch health insurance (Basisverzekering), with a few exceptions, listed below.
 - You are a temporary visitor from the EU who is not working in the Netherlands
 - You must also be holding a European Union Health Insurance Card
 - You are a student or non-salaried academic researcher
 - You need to be in the Netherlands for less than 3 years
 - You will be given a European Union Health Insurance
 Card or international declaration form
- If you do not fall under these exceptions nor arrange insurance within the first 4 months after arriving in the Netherlands, you risk receiving a fine.
- Although these are the regulations by law, UU requires all students to have health insurance. As a bachelor's student at UCU your insurance must cover a minimum of the first 12 months of being in the Netherlands. As an exchange student, your insurance must cover the exchange period at UCU. If you are an EEA student this can be the European Union Health Insurance Card, but you must check that it covers the entirety of your stay in the Netherlands.

The basic Dutch health insurance covers:

- Basic medical care (GPs, Specialists, Obstetricians)
- Hospital treatment
- Dental care if under 18 years of age
- Maternity care
- Some therapies (e.g. physiotherapy)
- Check your specific insurance policy
- Medical devices and products

Please note that depending on the insurance policy, some of these healthcare services require a partial personal contribution.

 You must always carry proof of health insurance with you, as you will need it to use any healthcare services other than emergent care.

General Practitioner

This is your initial contact person for any and all medical questions or concerns. They either treat you directly, prescribe medication, or refer you to another medical specialist. To see a specialist at a hospital, you need a referral from the GP, so you must see your GP first. It is strongly recommended to register with a GP as soon as you arrive in the Netherlands, rather than waiting until you need one.

You need to choose a GP nearby, as by law the GP needs to be able to reach your home address within 15 minutes, in case of an emergency.

Recommended GPs near UCU, from nearest to furthest, where international students are often taken, include:

Huisartsenpraktijk Koningslaan, Huisartsenpraktijk
Daltonlaan, Gezondheidscentrum Lunetten, Huisartsenpraktijk
Mariahoek, Huisartsenpraktijk Vogelenbuurt, Huisartsen Oog
in Al, Gezondheidscentrum Het Zand

When registering at a GP you will need to have a proof of identity, your BSN number, and details of your health insurance. It is also recommended to bring your medical record (if you have one) and a list of any medications you are taking, to your first appointment with the GP.

When calling to make an appointment at the GP, the assistant will ask questions regarding your medical situation to assess the urgency of the situation. This information is confidential but essential to assess if immediate action is needed.



Levels of Care

For anything from minor complaints to urgent care, contact your GP.

If you need urgent care outside of your GP opening hours, call your GP and they will inform you how to contact the care provider on call at that moment. This will often be the 'Huisartsenpost' in your area.

If you cannot get a hold of your GP outside of opening hours, the number of the 'Huisartsenpost' in Utrecht is 088 130 9670.

If the situation is life threatening, and/or you need an ambulance, call 112.

Steps to Arranging Dutch Healthcare

Register at municipality. You will receive a BSN number.

Using your BSN number, arrange health insurance.

Register with a GP in the area.

When going to the GP or Emergency Room, bring proof of insurance, and a valid form of identification (drivers license, ID card, passport)





You have the right to understandable information
You must give permission for treatment
You have the right to ask for a second opinion
You can change healthcare provider if you wish
You are allowed to access your medical file and your
provider must keep your medical information
confidential

Medical information and conditions are kept confidential by your healthcare provider

Note: If you are under the influence of any substance, inform your healthcare provider. It is essential to the quality of your care, and there will be no legal consequence to their knowledge that you have used a substance.

For any additional information on healthcare in the Netherlands, please refer to this resource;

https://h4i.nl





The Student Aid Fund

- UCU specific aimed at students in real financial hardship due to circumstances beyond their control
- Most accessible fund and probably the only realistic approach to request short term funds quickly
- This fund can be requested to cover any sudden incidental, study-related costs. Maximum of 250 euros
- Takes 2-3 weeks to approve/receive
- There is only a limited fund, so applying as early as possible is advised
- The money is usually granted on a trust basis, however the Student Aid Fund committee is entitled to ask for further documents if need be
- The student aid fund goes through Mark Baldwin (Connect Centre) and the UCU Finance Office for approval

The following link can be used to access the aid request form: <u>Dutch Government study grant</u>

These grants are available to all Dutch students, and students with E. The form is to be filled out and either emailed to Mark Baldwin or it can be dropped off for him at the UCU Reception desk.

Duo Student Grants

Dutch Government study grant

These grants are available to all Dutch students, and students with EEA passports who work over 32 hours a month.

There are 2 primary kinds of grants

- Basic Grant-
 - This is essentially a gift from the Government to all Dutch university students and EEA students who fulfil the criteria.
 - The grant does not need to be repaid back if a diploma is obtained within 10 years of first receiving the monthly grant
 - The amount received is determined by your living situation, with you earning more if you live away from your parents.
- Supplementary Grant-
 - If there is limited financial support from your family, the supplementary grant can be requested along with your basic grant by demonstrating financial need. This essentially entitles you to more grant money to help keep afloat while studying
 - The grant does not need to be repaid back if a diploma is obtained within 10 years of first receiving the monthly grant.
 - The amount received is determined by your living situation, with you earning more if you live away from your parents.
- Students eligible for the grants are also applicable to receive student travel benefits, enabling either free travel during weekdays or weekends
 - The exact amount of each grant can be found here: https://www.duo.nl/particulier/student-finance/amounts.jsp
 - You can use the link to get more info on how to apply:
 https://www.duo.nl/particulier/student-finance/apply.jsp. All applications are facilitated via DigiD.
 - If you meet eligibility after the start of the academic year, you are entitled to retroactive grant payment.

Duo Loans

- Students eligible for the DUO grants are also eligible to apply for loans
- The key difference is that the loans must be repaid with interest and are not a gift from the government
- Interest rates may vary and apply from the first month of the loan
- Following education, rates are fixed for 5 year periods, and loans must be paid back either within 15 or 35 years after completing your study
- The exact loan amounts can also be found here: https://www.duo.nl/particulier/student-finance/amounts.jsp
- Information about the loans and specific technical details can be found here: https://www.duo.nl/particulier/student-finance/regular-loan.jsp.

The loan application is also through DigiD

Work/job opportunities

- Thankfully, Utrecht is a city with a fair bit of part-time jobs that fit in well with a student workload
- Bars, cafes, restaurants and supermarkets in the city are always on the look-out for new staff, and work can be found by reaching out to them and asking
- Sites like Linkedin and Glassdoor can also be a good avenue for finding part time jobs/internships

IB tutorials are also a popular job for students- Platforms like Lanterna, Superprof and IB Academy can be good avenues for parttime, remote tutoring gigs

> In terms of technicalities, it is important to switch to a Dutch Health Insurance after securing your job (see section 'Health Insurance' for more info)

Work Permits

- Only relevant for Non-EEA students
- The Type I Student Residence Permit (Temporary Regular Residence Permit) allows students to work a total of 16 hours maximum per week throughout the year OR 30 hours during the 3 months that cover summer break.
- This can prove to be a restrictive factor for international students seeking out jobs, since it is the responsibility of the prospective employer to issue the work permit, with the employer also being held liable if the terms of the work permit are not met.
- An important term of the work permit is that you must also be able to display residence, and health insurance that is applicable in the Netherlands



Mental Health Emergency

If you are experiencing a mental health emergency, you can call nonemergency security. They will come to assist you or reach out to Maarten Diederix and/or the appropriate individual to help you navigate your situation. This includes but is not limited to attempts of self harm and/or suicide.

There are various useful hotlines you can call regarding mental health situations. They are listed below, and all provide support in both Dutch and English.

- Slachtofferhulp Nederland
 - Supports victims and witnesses of crime, traffic accidents and calamities.
 - · <u>+31651324615</u>
 - slachtofferhulp.nl
- Centrum Seksueel Geweld
 - Support regarding any kind of sexual assault or abuse
 - o 0800 0188
 - o centrumseksueelgeweld.nl
- Blijf Groep
 - Offers help and advice to victims, witnesses and perpetrators of domestic violence or abuse
 - · **0882342450**
 - o blijfgroep.nl
- Suicide Hotline
 - Can call 24/7 when experiencing suicidal ideation. Also available anytime for topics related to suicide or general mental health and wellbeing
 - o <u>f</u> or <u>113</u>
 - <u>113.nl</u>
- LOS Jellinek
 - Advise regarding sex, sexuality, drugs, and alcohol
 - <u>0885051220</u> or email <u>los@jellinek.nl</u>
 - jellinek.nl

If experiencing a crisis back home that is impacting your mental health, you can reach out to the connect centre and they can help navigate the situation and provide you with additional support and resources.

Medical Emergency

IN CASE OF A LIFE THREATENING EMERGENCY CALL <u>112</u>
IF ON CAMPUS, CALL EMERGENCY SECURITY (0302534444) THEY WILL CALL <u>112</u>

In life threatening situations care will be provided even if you have not yet registered in the Netherlands, arranged insurance, or been registered at a GP.

You are only accepted in the emergency room if you are referred by your GP, brought by an ambulance, or in life threatening conditions. Thus if your state is not life threatening but urgent, call your GP first. If your state is life threatening, call 112 or go directly to the nearest emergency room.

Substance Use & Medical Emergencies

- If you seek medical treatment and are under the influence, you will not be prosecuted for the taking or possession of any substances.
- Drug testing is highly recommended and can be done in various locations, such as the Jellinek clinic in Utrecht. It is free of charge.
- It is additionally advised to track dangerous drugs via apps such as Red Alert and/or Unity on Instagram and Facebook.

Safety Emergency

Emergency Security - <u>0302534444</u>

- when in need of an ambulance, the fire department, or police
- DO <u>NOT</u> call 112, call emergency security (they notify 112)
 - \circ in an emergency also reach out to <u>UCSA, UCSC, and CAR Board Members</u> they are BHV trained
 - o calling <u>4444</u> alerts BHV trained people nearby

Non-Emergency Security - <u>0302531300</u>

- to report any security matters
- alerts the UU campus security patrol

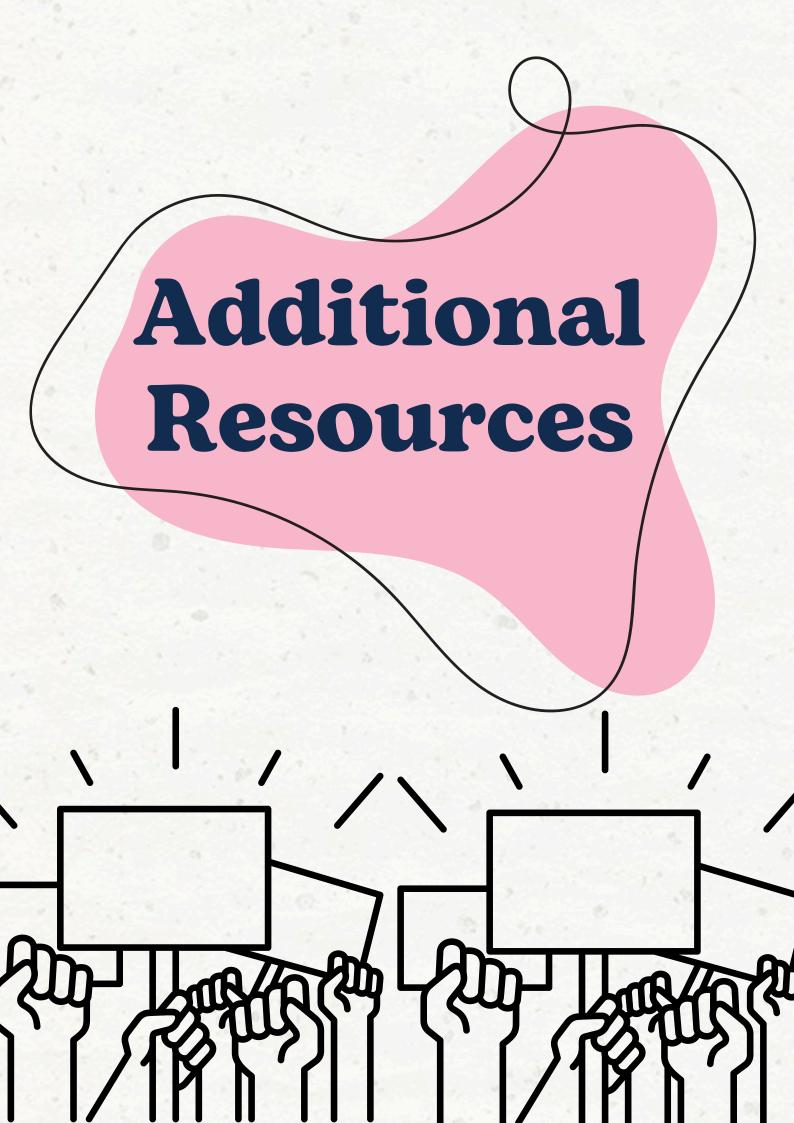
We recommend saving both of these phone numbers so you have quick access to them in case it is needed.

Social Safety Emergency

For social safety emergencies regarding sexual misconduct, please refer to the sexual misconduct resource guide; https://ucu.community/wp-

content/uploads/2023/06/SM-resource-guide-3.pdf

If feeling unsafe on campus, including in your unit, please call non-emergency security at <u>0302531300</u>.

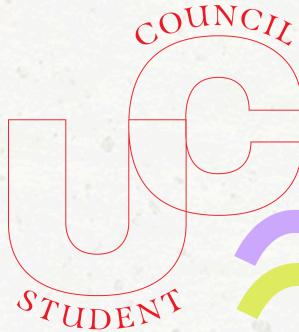


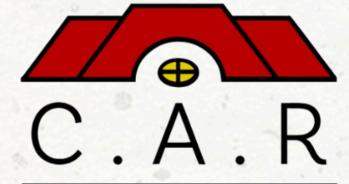
Rights as a Protester

- You have the right to protest, so long as it remains safe and peaceful.
- You can protest in University buildings if that is the target of the protest, however if classes and/or activities are disrupted the protest can be asked to be moved.
- The police is only allowed to use violence if strictly necessary and proportional to the situation. They can never use violence against peaceful protesting, and violence is never allowed without prior warning. The police should always attempt to de-escalate the situation.
 - University security is never allowed to use violence.
- Universities are allowed to set rules, but the right to protest remains.
- You do not have to get a permit to protest, but it is encouraged to inform the government and University where the protest is taking place
- The police is not allowed to ask for your ID unless you are suspected to have broken the law. If the police asks for your ID while peacefully protesting, you are allowed to ask them to supply reasoning for asking for your ID.
- For further information, please see Amnesty International Netherlands.









Campus Affairs Representatives



