



A  
Little  
Welfare  
Guide

*From the Pembroke JPC*

This booklet contains information about welfare and sources of support in Pembroke College, in Cambridge and nationally. It's a good little booklet to keep and refer to. Problems can arise at any time, so if you face a new problem during your time in Pembroke, there are many people available for support or help. Don't feel afraid to get help, however big the problem may seem to you. No problem is too small or too large!

### *In college*

**Tutor** – your tutor is responsible for your personal welfare. They should be your first port of call if you have any problems (e.g. illness, financial difficulties, workload or family problems).

**Director of Studies (DoS)** – Your DoS is responsible for your academic progress and welfare. They can be contacted about any work related issues.

**College nurse** – Jan is the college nurse. She has drop-in surgeries in G10, 10.30-12.30 Monday-Friday during term time. The welfare team strongly recommends going to chat to Jan as she is very approachable and great to talk to about any concerns or health problems you might have.

[Jan.brighting@pem.cam.ac.uk](mailto:Jan.brighting@pem.cam.ac.uk)

**Porters** – The porters can be contacted for help and signposting to other forms of support. It is important to contact them in an emergency at any time (e.g. if an ambulance is called or if you need them to contact an ambulance, or if the safety of you or others is threatened). Their contact number is **01223 338100**. They hold the home numbers for tutors – who can also be contacted in an emergency.

**Dean** – Dr James Gardom is the Dean and Chaplain of Pembroke College - [jtdg@cam.ac.uk](mailto:jtdg@cam.ac.uk).

**JPC welfare officers** – Information about all the individual officers can be found on the JP website (<http://pemjp.soc.srcf.net>). They are there to listen, free of judgement, if you ever want to chat. Some of them hold drop-in sessions that you can go to, otherwise feel free to email!

**GPC welfare officer** – The graduate welfare officer can be contacted via [gp-welfare@pem.cam.ac.uk](mailto:gp-welfare@pem.cam.ac.uk)

**Anonymous email address** – If you'd like to contact a member of the JPC or the college nurse, anonymously, you can do so by using Hushmail. The link and more information is on the JPC website - <http://pemjp.soc.srcf.net/welfare/anonymous-email>

### **Pembroke Listeners**

There are trained Pembroke student listeners (see the posters around College). There will be training opportunities later this term. Look out for details. Contact Loraine Gelsthorpe ([lrg10@cam.ac.uk](mailto:lrg10@cam.ac.uk)) if you think that you might be interested.

### **Disability Resource Centre (DRC)**

The DRC provides a confidential and accessible service for disabled students. Current disabled students can access the DRC for advice and guidance to enable them to access a wide range of services.

The DRC will support individuals with specific learning difficulties, physical/mobility impairments and injuries, sensory impairments, mental health difficulties, Asperger syndrome and autism, and long-standing illnesses/health conditions (including diabetes, epilepsy, HIV, chronic fatigue syndrome).

- You do not need to be defined as “disabled” to access support from the DRC
- 12% of Cambridge students are registered with the DRC

Registering with the DRC means you can get a Student Support Document, which is a summary of recommendations in supporting and teaching an individual, which allows Reasonable Adjustments to be made to meet your needs under the 2010 Equality Act.

**Opening Hours:** Monday to Thursday 9am - 5pm, Friday 9am - 4pm (Appointments can be made at alternative times if your course dictates that you are unable to attend).

**Address:** Keynes House, 24a Trumpington Street, Cambridge, CB2 1QA

**Website:** <http://www.disability.admin.cam.ac.uk/>

**Email:** [disability@admin.cam.ac.uk](mailto:disability@admin.cam.ac.uk)

## College Counsellor

The College Counsellor is Loraine Gelsthorpe (D9a, Old Court, [lrg10@cam.ac.uk](mailto:lrg10@cam.ac.uk))

The College offers some in-house counselling (free) for people who need long term support in particular. But the College Counsellor can also be contacted in an emergency and, when necessary, can see people at weekends.

There are two assistant counsellors used by the College (Ruth Cocksedge and Chris Rowland). The College also utilises the services of external psychotherapists where long term work is required. Referrals should be made via Loraine Gelsthorpe in the first instance.

## University Counselling Service (UCS)

The UCS is a free university-run service for Cambridge students open during term time. You can access this service if you want/need to talk confidentially with a professionally trained listener. It is common for students to use the service, and you don't need to have a pre-diagnosed mental health issue to access it. The counsellors are all experienced in working with people from a variety of backgrounds and cultures, and with a wide range of personal and work related issues.

Before you are allocated counselling, you will fill in a pre-counselling form and have a short preliminary consultation.

- If you need help filling in a pre-counselling form, a member of the Welfare Team in Pembroke can help you
- You don't \*have\* to fill in pre-counselling form (other than contact details) but this will make it more difficult to allocate a suitable counsellor, and your case cannot be prioritized
- You may have to join a waiting list, which varies in duration throughout the academic year, but this has improved in recent years

Individual counselling is available, as well as group sessions on a wide range of topics (you can specify your preference for participation). Self-help leaflets are also available.

**Website:** <http://www.counselling.cam.ac.uk/> - The website provides details of what the service has to offer, together with online help and advice for dealing with common problems.

If you are experiencing moderate to severe mental health difficulties, the counselling service has Mental Health Advisors (MHAs) who provide a range of support to students. Students are referred to the MHAs by staff of the College and University – you can talk to the nurse or your tutor or the College Counsellor about this.

<http://www.counselling.cam.ac.uk/studentcouns/mha>

### **Student Union Advice Service**

The advice service offers free, confidential and independent support to all Cambridge University students. They will be happy to talk to you about any issue or concern you may have as a student, big or small. They can discuss concerns, explore options, represent you at college or University level if necessary and can signpost you to a more suited support service if they can't help. <http://www.studentadvice.cam.ac.uk/>

**Opening Hours:** Monday to Friday, 9.00 am - 5.00 pm.

Advice Drop-in Sessions on Tuesdays and Thursdays from 12pm-2pm

You can book an appointment by phoning 01223 746999 or through [advice@studentadvice.cam.ac.uk](mailto:advice@studentadvice.cam.ac.uk)

Address: Upper Ground Floor, 17 Mill Lane, Cambridge CB2 1RX

### **Cambridge Rape Crisis Centre**

The centre “offers support to women and girls who have experienced rape, childhood sexual abuse or any other form of sexual violence”  
“We listen and believe. We are run by women, for women. We are confidential and non-judgemental. You are not alone.”

The centre also offers counselling in Cambridge, Huntingdon and Ely. And is able to support family and friends of survivors.

**Helpline and Opening Times:** **01223 245888**, open four times a week-  
Wednesday 7pm-9.30pm, Thursday 7pm-9.30pm, Saturday 3pm-5.30pm,  
Sunday 10am-12.30pm)

**Email:** [support@cambridgerapecrisis.org.uk](mailto:support@cambridgerapecrisis.org.uk) (responses to emails will be within 2-7days)

### **Cambridge for consent**

“University wide campaign aimed at celebrating and promoting sexual consent.”

Lots of information, support and contacts for those affected by sexual assault and those looking to help friends.

**Website:** <http://www.cambridgeforconsent.com/>

## National Listening and Information Services

### **HOPELine UK - 0800 068 41 41**

A confidential helpline for young people under the age of 35 and their friends and family. The helpline is staffed by trained professionals who give non-judgemental support, practical advice and information.

Mon-Fri, 10am - 10pm, & weekends, 2pm - 10pm

### **Samaritans - 08457 90 90 90**

A Confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts  
Any time, day or night

### **Sane - 0300 304 7000**

Mental health helpline offering specialist emotional support and information to anyone affected by mental health difficulties, including family and friends.  
Every day, 6pm - 11pm

### **Beat - Beat Youthline (for under 25s): 0345 634 7650**

**Adult helpline: 0345 634 1414**

[www.b-eat.co.uk](http://www.b-eat.co.uk)

An eating disorder charity, which gives confidential advice and support for both people who have and are concerned about others with eating issues.

Mon-Wed, 1pm-4pm

Thurs-Fri, 10am-1pm

### **Mind Infoline - 0300 123 3393**

Provides information on a range of topics including:  
understanding different mental health difficulties, where to get help, medication and alternative treatments, and advocacy.

Mon-Fri, 9am - 6pm, (except for bank holidays)

### **CALM Helpline - 0800 58 58 58**

For confidential, anonymous support, information and signposting for men anywhere in the UK.

Every day, 5pm - midnight,

### **Get Connected - 0808 808 4994**

Confidential helpline for young people under 25 who need help, but don't know where to turn.

Every day, 11am - 11pm

**Nightline** (previously known as Linkline) - **01223 744444**

[email@cambridge.nightline.ac.uk](mailto:email@cambridge.nightline.ac.uk)

An independent listening, support and information service run by and for students.

CU full term, 7pm-7am

### **Talk to Frank - SMS: 82111**

**Phone: 0300 123 6600**

[www.talktofrank.com](http://www.talktofrank.com)

Friendly, confidential advice and information relating to drugs, legal and illegal.

Any time, day or night

## Alcohol Awareness

Not everyone drinks. According to a recent alcohol survey, around a third of Cambridge students don't drink, or rarely drink. If you do drink, it's not advisable to drink more than 14 units of alcohol in a week. One unit of alcohol = 1/3 of pint of beer, 1/2 a glass of wine. A whole bottle of wine contains 10 units of alcohol, which is a lot! For more information on units, see [Drinkaware.co.uk](http://Drinkaware.co.uk).

Many people try alcohol for the first time whilst at university. If this is the case, don't feel the need to 'catch up'. Take it easy and slowly work out your limits.

To reduce the effects of alcohol dehydration (a hangover), hydrate yourselves: water, coconut water, rehydration salts – not coffee. Remember, alcohol is a poison that your liver must remove: drinking a lot often damages your liver. You need to give it time to recover, else you could cause long-term damage.

It's important to watch out for your friends if they are getting drunk, by encouraging them to drink water etc. Also, don't pressure people into drinking (e.g. via drinking game rules) if they don't want to drink: it's their choice, respect that.

Finally, note that alcohol is a depressant; while it can relax you in the short-term, it can increase anxiety and stress in the long-term, and it damages your sleep quality. If you are using it to self-medicate, you should consider talking to your GP, UCS or SUAS; see [Drinkaware.co.uk](http://Drinkaware.co.uk) for further support.

## Alcoholics Anonymous

Alcoholics Anonymous is an organisation which allows members to share common experiences to help others recover from alcoholism. It is free to join and attend.

**Helpline: 0800 9177 650**

**Email:** [help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk)

**Website:** <http://www.alcoholics-anonymous.org.uk> for more information and your nearest meeting

## **Sexual Health**

All sexually transmitted infections (STIs) are treatable, if not preventable. It is important to diagnose and treat them as soon as possible.

Not all STIs have symptoms, e.g. chlamydia. It is important to get tested regularly, especially if sleeping with new partners and having unprotected sex (incl. unprotected oral sex).

Only condoms and dental dams - protect against sexually transmitted infections/ diseases (STIs / STDs).

### **Provisions in College**

Condoms, dental dams, lube and pregnancy tests are always accessible in the pigeon holes of the Women's Welfare Officer (Katy Duff), Men's welfare officer (Ben Walton) and Welfare Officer (Amy Karet).

\*Note\* that these officers will change halfway through the academic year

### **Sexual Health Services**

#### **Lime Tree Clinic**

The clinic provides a free and confidential sexual health services; sexual health testing STIs and HIV, chlamydia testing, free contraception, emergency contraception and support and advice. The clinic is both for routine check-ups and when you have concerns or symptoms.

It's best to book an appointment by calling 0300 300 3030 (between 9am-7.20pm Monday to Thursday, Friday 9am-3.30pm, Saturday 11am-1.20pm)

**Address:** 351 Mill Road, Brookfields Hospital, CB1 3DF

**Website:** <http://www.icash.nhs.uk/where-to-go/lime-tree-clinic-cambridge>

#### **Dean Street (in London)**

There is a main clinic "for people with symptoms or those needing ongoing support. You can use our walk-in service for emergency contraception and emergency appointments."

The sister clinic, Dean Street Express, offers free and confidential sexual health screening (STI/STD and HIV tests) for people who don't show



symptoms. You can book online (<http://express.dean.st/>) or call 020 3315 6699.

If you are trans, you might want to visit ClinQ. This is a specialist clinic at the Dean St sexual health clinic, which is open Wednesdays 5-7pm.

<https://cliniq.org.uk/>

**Address:** 56 Dean Street, Soho, London, W1D 6AQ

**Website:** <http://dean.st/>

### **DHIVerse**

HIV test results in 60 seconds as well as information, advice and support. There is a range of counselling and support services for anyone concerned about their sexual health or sexuality. DHIVerse specialises in supporting LGBT+ and ethnic minorities.

**Address:** Office B, Dales Brewery, Gwydir Street, CB1 2LJ

**Website:** <http://www.dhiverse.org.uk/>

**Phone Number:** 01223 508805

**Email:** [info@dhiverse.org.uk](mailto:info@dhiverse.org.uk)

**Opening hours:** 10am to 5.30pm Monday to Friday- but recommend to call and make an appointment

### **‘Morning after’ Pill**

In emergency cases, where contraception has not been used (or a condom breaks), you can get a ‘morning after’ pill, which works up to 72 after the activity - though decreases in effectiveness. This is available for free from Boots if you see a pharmacist, or from the Lime Tree sexual health clinic on Mill Rd; you can also buy them online.

‘Pulling out’ is not an effective contraceptive method.

You can purchase STI tests online from [myhealthbeauty.co.uk](http://myhealthbeauty.co.uk)  
Free chlamydia tests are available at [www.dontpassiton.co.uk](http://www.dontpassiton.co.uk)

## Campaigns

CUSU are running a number of campaigns – more information is available at <http://www.cusu.co.uk>.

### **BME Campaign**

“The CUSU BME Students' Campaign exists to voice the concerns, address the issues, cater to the needs of, and improve the educational and social environment for Ethnic Minority Students in Cambridge” (CUSU website). The Campaign represents and empowers minority students by seeking to ensure racial equality for all students. Black, Asian and other Minority Ethnic students are typically underrepresented across the university, so the BME Campaign works with students and student officers to provide support and facilitate networking.

Facebook: <https://www.facebook.com/CambridgeBME/?fref=ts>

### **International Students' Campaign**

“iCUSU is the umbrella body for all international societies and students in Cambridge University” (CUSU website). The core purposes are looking out for the well-being of international students, providing a platform for students to connect, and provides access for under-privileged groups abroad. The Campaign works very closely with colleges to improve benefits provided for international students.

Website: <http://www.international.cusu.cam.ac.uk/about/>

Email: [international-general@cusu.cam.ac.uk](mailto:international-general@cusu.cam.ac.uk)

Facebook: <https://www.facebook.com/iCUSU?fref=ts>

### **Women's Campaign**

“The Women's Campaign supports and represents all women (including those who self-define as women) and non-binary students at Cambridge. We work to eliminate all forms of discrimination faced by women in the University, at an institutional, social and cultural level.”

## **Disabled Students' Campaign**

"The DSC is the organised voice of disabled students in Cambridge University" (CUSU website). The word 'disability' is incredibly loaded but in reality disabilities come in a variety of forms. The Campaign is for all students who consider themselves disabled and wish to take part. Some disabilities include:

- Specific learning difficulties (including dyslexia, dyspraxia, ADHD)
- Physical/mobility impairments and injuries (including wheelchair users, Upper Limb Disorder - also known as RSI)
- Sensory impairments (including hearing loss, visual impairment)
- Mental health difficulties (including depression, schizophrenia, anxiety disorder)
- Long-standing illnesses/health conditions (including cancer, chronic fatigue syndrome, HIV, diabetes, epilepsy)
- Asperger syndrome and autism

Website: <http://www.disabled.cusu.cam.ac.uk/>

Facebook: <https://www.facebook.com/CUSUdisabledstudents/?fref=ts>

## **LGBT+ Campaign**

"CUSU LGBT+ is the Cambridge University Students' Union Campaign for LGBT+ students at Cambridge. We seek to represent and support all students who self-identify as LGBT+ (or other, similar identities)." We run regular social events ranging from a club night Kaleidoscope at Kuda (Life) on a Tuesday to coffee meetings every Saturday. We also arrange talks and speaker events."

Check out their website at: <http://www.lgbt.cusu.cam.ac.uk/>