

Peer Guidance – Week 3

Supporting You

Starting at university is a time of great excitement and change. It may be your first time living away from home or you may be starting to learn about a subject that's new to you. Life at university is not always plain sailing and it's important to know that it's okay to not always feel okay.

This is an academic year like no other and there are various services at the university that are able to support your needs. As always, more information about the wellbeing, support and advice services in this document can be found in the [Student Life guide](#) on the Welcome to RH app and on our student intranet pages.

Student Advisory and Wellbeing



Student Advisory & Wellbeing are here to support all students with their general wellbeing. Their advisers will help co-ordinate the right support for you or signpost you to others within the department for longer term or more specialised support. The team also has a number of external support links it can recommend.

Student Wellbeing advisors are able to listen and offer support either by email or by a telephone or video call interview. Lots of different areas make up our Student

Advisory Wellbeing services, including [Student Counselling](#), our [on-campus GP Surgery](#), our [Multifaith Chaplaincy](#), our [International Student Support](#) team, the [Disability and Dyslexia Services](#), [Student Wellbeing](#) (which includes Community issues and the Be a Good Neighbour campaign), [Clinical Mental Health](#) and the [Financial Wellbeing](#) team. All of the contact details for various services can be found via the student intranet pages linked [here](#).

We advise all students to register with our NHS managed GP surgery which is based on the first floor of Founders East. Information on how to register with the GP Surgery can be found [here](#)

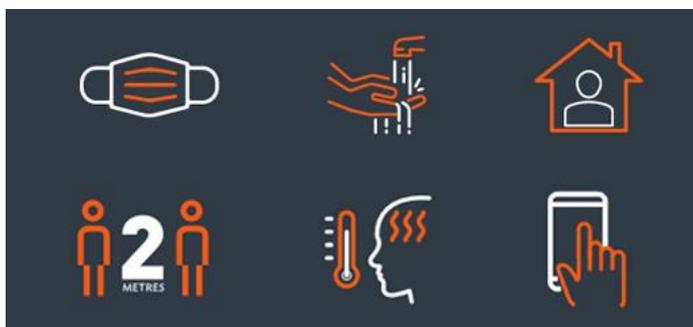
It is important to note that Royal Holloway's Student Wellbeing service does not operate 24/7 and is therefore not a crisis service. Other support services, such as Nightline, are there to listen outside of usual university opening hours. Details on emergency support outside of working hours can be [here](#). In addition, if you are worried about another student, you are able to refer them on to the Student Wellbeing service. The university has a responsibility to our students and will always follow up on a concern expressed to us through our [cause for concern process](#).

The team also runs the Wellbeing on Weekdays programme which is accessible to all students. To view and book onto our workshops please go the wellbeing pages on the Welcome to Royal Holloway app.

Staying Safe and Well

If you are living or commuting to campus, you will have seen a number of measures implemented in order to ensure our campus is a safe environment. This includes hand sanitiser stations at the entrance of main buildings, posters emphasising the importance of 'Playing Your Part' and face masks available at outlets. Social distancing and the 'rule of six' are being emphasised where appropriate.

The [2020/21 Information Hub](#) on the student intranet contains a wide range of information related to our safe campus and lists of frequently asked questions. In addition, [this page](#) lists nine 'dos and don'ts' which will help to ensure your personal wellbeing as well as that of those around you.



Should you feel unwell, have received and need to report a positive test for Covid-19, or require information about the [support available when self-isolating](#), you can learn more via the [student intranet pages](#). If you have specific Covid-19 concerns then please email supportingyou@rhul.ac.uk.

Other Support Available

The Students' Union run a free, independent advice centre that specialises in general and specialist (academic and housing) advice. The [Coronavirus Hub](#) on the Students' Union webpages is a great source of information and links.

Your Peer Guide can be a great source of support too. As second and third students, there's a good chance that they were in a similar position to you when they started university. They will signpost you to other support services when they are unable to help further. For any more personal or sensitive queries communicated to either your Peer Guide or the Peer Guidance team (PeerGuide@royalholloway.ac.uk) it is highly recommend that you use email instead of your Microsoft Teams Peer Support team.