

Supporting you with living in the local community

Our **Community Wellbeing** team support students living in Egham and Englefield Green through our Be a Good Neighbour expectations and our Halls to Home campaign encouraging you to be active, responsible citizens. We value our role in the local community and work closely with Surrey Police and Runnymede Borough Council as part of this.

If you are experiencing issues or have concerns related to community living please contact the team.



community@royalholloway.ac.uk

Supporting you with your disability

Our **Disability & Neurodiversity** team support students with disabilities, mental health, neurodiversity or long standing medical conditions.

They put in place reasonable adjustments to help you achieve your full academic potential and to enjoy your university experience. They can also provide access, via the Disabled Students Allowance, to study skills support and specialist mentoring.



disability@royalholloway.ac.uk

Supporting you with your finances.

Our **Financial Advice** team are here to provide guidance for financial issues you may experience including additional assistance through our Study Support Grant. They can also help with short term loans and help you with budgeting and financial capability skills.



moneymatters@royalholloway.ac.uk

Supporting you with your mental health

Our **Mental Health** Practitioner team help students who require support in primary care. This includes triage and assessment, supporting students on 1-2-1 basis, as well as signposting and referring on to specialist services such as the GP, IAPT and Community Mental Health Recovery Services.



mentalhealth@royalholloway.ac.uk

Supporting you as an international student

Our **International Advice** team lead on support for all international students. This includes visa and immigration advice, processing of US federal loans and support for your transition into study and life in the UK.



internationaladvice@royalholloway.ac.uk

Supporting you with your faith and spirituality

Our **Multifaith Chaplaincy** aims to support you in building supportive communities of faith, where fundamental questions can be explored and a deep personal search for meaning is encouraged.

They offer support to the whole university community - whatever you believe, whatever your background, whoever you love, and whatever your struggles or doubts.



chaplaincy@royalholloway.ac.uk

We're here to help you

We're here to help you and these are our top tips!

No issue is too great or small

It is always better to seek advice at an early stage.

Maintain your wellbeing

Aim for 8 hours sleep or rest, 8 hours study and 8 hours social, sporting or fun activity.

Get involved with campus life

Sign up for a club, society, sport or volunteering.

Be realistic

There will be good days and bad days; busy days and quiet days and it's all about the balance.

Ask for support

It is what we're here for and we encourage you to reach out to us if you are struggling or are unsure about aspects of your life at university.

Your Personal Tutor can help with your academic wellbeing and questions about your studies.

Wellbeing: Supporting you at Royal Holloway

All our **Wellbeing** teams are committed to supporting you by:

- helping you transition to university life
- empowering you to successfully engage with your academic studies
- encouraging you to embrace opportunities to make the most of your Royal Holloway experience
- helping you to seek guidance and advice at the earliest opportunity

Contact our teams if you are worried about your mental health and wellbeing or if you are concerned about another student at the university.

Our teams are based in Founder's East 1st floor and offer drop in sessions each day for students or you can contact us by email.

We can offer in person or online appointments to suit your need.

intranet.royalholloway.ac.uk/students/help-support/help-and-support.aspx

Supporting you through counselling

Our **Counselling team** provide personal and emotional support to help you succeed in your academic studies. The most frequent therapeutic approach offered by Counselling is the 'One at a Time' model, which moves you to a solution-focused goal and supports you in drawing on your existing inter strengths.



counselling@royalholloway.ac.uk

Supporting you with wellbeing guidance

Our **Support & Guidance** team of Wellbeing Advisers are our triage team who can help with a range of wellbeing issues and offer advice on maintaining a balanced lifestyle. They can also signpost you to a more appropriate specialist service.

Within the team are our Harassment & Wellbeing Advisers who have a focus on supporting students with concerns about harassment and violence.



wellbeing@royalholloway.ac.uk

Supporting you in an emergency

Crisis Mental Health hotline: 0800 915 4644

Papyrus HOPELINE UK: 0800 068 41 41

Samaritans: 116 123

Shout Crisis: Text Shout to 85258

In an emergency you may need to call 999 for the Police, Ambulance or Fire service.

University & SU support services

Campus Security: 01784 443338

Student Services Centre: 01784 276641 / studentservices@royalholloway.ac.uk

Students' Union Advice Centre: advice@su.rhul.ac.uk

Hall Life: hall.life@royalholloway.ac.uk

Wellbeing: Supporting you at Royal Holloway

