

Health and Welfare at University College Utrecht

We hope your years at UCU are smooth and healthy, but it's very likely that you'll encounter a few health or welfare issues during that time.

For all health concerns, including mental health, the best starting point is always your own doctor.

University Medical Practices

- If you are not already registered locally, the University has its own medical practice where you can register in person or online, and where English is spoken. It's called the Campus Uithof Huisartsenpraktijk. One of its clinics is located on the Uithof campus in the Casa Confetti building – around 10 minutes away by bike. As with all medical practices, the doctors may refer patients to specialists if necessary, for physical, psychological or other issues. Further information, including how to register and how to make an appointment, is at <https://www.huisartsdeuithof.nl/en/>
- The other university branch is the Galgenwaard clinic, located next to the Galgenwaard football stadium behind our campus, around 5 minutes by bike. The practice also offers appointments to discuss psychological issues and, if necessary, can refer patients to other psychologists and counselors. English is spoken. Further information, including how to register and how to make an appointment, is at <http://www.artsenzorg.nl/Galgenwaard>

Off-Campus Medical Practices

Other medical practices are located throughout Utrecht. Some of the closest include...

- Huisartsenpraktijk Koningslaan
<http://www.koningslaan61.nl/english/>
- Huisartsenpraktijk Bosboomstraat
<http://hapbosboomstraat.praktijkinfo.nl/pagina/89/general-practitioner-utrecht-english/>
- Huisartsenpraktijk Burgermeester Reigerstraat
<http://hapburgreigerstraat.praktijkinfo.nl/>
- Huisartsenpraktijk Homeruslaan
<http://homeruslaan.praktijkinfo.nl/>

If you need medical assistance outside your doctor's office hours, you can contact a 'Huisartsenpost' (central doctors point) : 0900-4501450.

**For emergencies, you should call campus security on 030 253 4444
As well as providing essential security services, they can make first responses to medical and other emergencies.**

University Counselling Services

The University has its own team of psychologists within the Student Services division, who are experienced in counselling students from the Netherlands and abroad, in a range of personal and psychological issues, including stress. The meetings are strictly confidential and free of charge (though the first 'intake' session for Dutch students costs €25). After your initial intake meeting, and depending on the nature of your case, you will be advised on further treatments.

Further information, including how to make an appointment, is at <http://www.uu.nl/EN/informationfor/students/studentcounselling/Personalandstudyrelatedproblems/Pages/Intake.aspx>

Student Services also offer sessions in 'fear of failure' and 'Mindfulness' (in Dutch only).

Off-Campus Psychologists

There are, of course, many other healthcare professionals in Utrecht who offer sessions in psychology and various therapies. The University does not make specific recommendations, though a basic internet search reveals a number of practitioners, including some with experience in counselling UCU students (in English or Dutch)...

- <http://internationaltherapistdirectory.com/utrecht/>
- Dr Geny Visbach MD, psychotherapist & psychiatrist
Praktijk voor Psychotherapie, Supervisie en (personal) Coaching
Hobbemastraat 14, 3583 CX Utrecht,
Tel: 030-2543699 / 06-10.11.08.59 (English, Dutch, French, German, Spanish, and Kiswahili spoken)
E-mail: visba002@planet.nl
- Dr. Loek Schuurs
Prins Hendirklaan 94
Utrecht
Tel. 030 251 1862
- [Altrecht](#) is the Utrecht municipality's mental health clinic.
Students may be referred there by their doctor or by the regular emergency services
Telephone 030 230 8585
<http://www.altrecht.nl/ggz/INT/52/941.html>

Insurance

It is legally required to have health insurance during your stay in the Netherlands. In fact, all residents of the Netherlands are required by law to have health insurance. Students need proof of health insurance to make use of the health services in the Netherlands. EEA students can ask their insurance companies for the European Health Insurance Card. Please note that if you have an EHIC, you are covered by the standard package of the Dutch [basisverzekering](#) while in the Netherlands

UU encourages international students to insure themselves through AON, a company offering a comprehensive insurance package including health, liability, household contents, and more.

For more information about coverage, costs, and how to apply, visit www.myaon.nl/students or get in touch with the UCU Admissions Officer.

If you have a job in the Netherlands, even if just for a few hours a week, you are **required** to take out the Dutch *basisverzekering*. If you do not, you will be fined.

Substance Abuse & Addiction

Students with concerns over their own drug or alcohol (ab)use , or that of others, can make direct contact with [Victas](#) (substance abuse support centre) and their specialist youth branch, [B Open](#) , based nearby in Utrecht. Professional guidance and advice is offered in Dutch or English. The UCU Student Life Officer can also bring you into contact with drugs and addiction counsellors.

Sexual Health

Students with concerns about sexual health can access all kinds of support from professional organisations, including Rutgers WPF.

<http://www.rutgerswvf.org/content/Sexual-health-care-in-the-Netherlands>

Here you will also find local clinics who can advise on sexually transmitted diseases, birth control, sexual identity, cultural attitudes towards sex, and other issues.

The organisation 'Sense' offers free, confidential consultations for young people in Utrecht. The site <http://www.sense.info/utrecht/> is in Dutch, though sessions are also offered in English.

The UCU Student Life Officer can also bring you into contact with counsellors.

UCU Campus Support

Like all good universities, Utrecht takes students' health and welfare seriously and understands its obligation to provide guidance, counselling and other welfare services, often in partnership with external specialist agencies. This is partly because young people in higher education are likely to experience many different challenges such as: dealing with new workloads; entering a new phase in life; leaving home; cultural adjustment; handling health issues; managing priorities; questions of personal identity and growth; etc.

An individual's health may be an issue at any stage from the point of application to UCU (where, for example, they may choose to disclose a learning disability) right through to graduation, and this may concern their academic or social well-being.

UCU has developed an infrastructure of support and care, where several staff co-operate to offer the best support possible for those in our study and living environment

- **Student Life Officer**

There is a Student Life Officer as a point of contact for all students to discuss any aspect of their personal UCU experience. The SLO speaks, on average, with around 200 individual students per semester, on a variety of topics including health, workload, finances, new campus initiatives, planning, family circumstances, making effective decisions, or simply putting things into perspective and making it through the next semester. He can quickly connect with several other support-providers throughout UCU, UU and the city. He is available to meet by appointment or spontaneously – all meetings are confidential (unless disclosure is agreed with the student) and there is no topic off limits! m.p.baldwin@uu.nl

- **Personal Tutors**

UCU has a personal tutor system oriented towards every student, and a Senior Tutor Team who can co-ordinate special attention for any student in further need. Tutors are there for all academic-related concerns, though you may also raise any personal issues which may be affecting your studies or broader UCU life. As part of that discussion, your tutor may also decide to refer you to other UCU staff or external support services.

- **Further support**

There is a residence Housemaster whom students may call upon for practical or other support which may affect a student's safety or wellbeing. There is a Housing Officer and an Exchange Officer who are frequently involved in addressing a student's settlement and adjustment issues here or abroad, particularly when these are raised in advance. The Admissions Team gather information voluntarily declared by new entrants with mental or physical health issues, and passes it to the Student Life Officer who can make advance preparations for students' care. The Finance department helps respond to special cases of financial hardship which may be affecting a student's welfare. The Managing Director and Dean are readily available to both students and colleagues to talk about any aspect of their UCU experience, from academic, welfare and practical perspectives, and are frequently involved in the support given to students in special need. There is a Reception Team at College Hall who can steer any student with special concerns to the right member of staff. And don't forget our two excellent student organisations (UCSA and ASC) who meet structurally with the UCU Management Team and Student Life Officer, and who also act as peer-to-peer advisors on a variety of issues.

Personal Responsibility

When a student begins a program of study, he/she enters a kind of partnership with the university, and there are rights and responsibilities on both sides of that partnership. Above is a summary of just some of UCU's responsibilities for welfare. For this to be truly effective students must demonstrate the kind of personal responsibility which allows them to take up the support on offer, or call for extra support when it's not there. Facing up to the daily challenges of life, integrating with the world beyond oneself, and keeping things in proportion are indeed tricky (though usually very positive) parts of emerging adulthood. We all react differently to these challenges, and for some it's harder than others, but there is no evading the accountability that we each have as individuals to seek out and accept the support we need to reach our full potential.

Links...

- Utrecht University's web page on **Health and Safety**
<http://www.uu.nl/university/international-students/EN/arrivingandliving/healthandsafety/Pages/default.aspx>
- Utrecht University's web page on **Insurance**
<http://www.uu.nl/university/international-students/EN/arrivingandliving/healthandsafety/Pages/healthinsurance.aspx>
- Nuffic page on **Health insurance**
<http://www.studyinholland.nl/practical-matters/insurance>
- Interesting TED talk on stress
http://www.ted.com/talks/kelly_mcgonigal_how_to_make_stress_your_friend.html
- Interesting recent articles on mental illness
<http://www.independent.co.uk/life-style/health-and-families/features/jonathan-trott-and-the-problems-of-describing-mental-illness-9275507.html>

<http://www.volkskrant.nl/vk/nl/2844/Archief/archief/article/detail/2847880/2011/08/13/Wie-dit-leest-is-gek.dhtml>