

CUBC Welfare Policy
2018-19

CUBC Welfare Policy

Welfare: the maintenance of members of a group or community in a state of wellbeing (physical and economic) as provided for and organized by legislation or social effort. *Oxford English Dictionary*

INTRODUCTION

1. Arrival at university is a major life transition, a period when psychological stresses are likely to be high. Successive generations of increasingly diverse student populations bring fresh welfare challenges that demand close attention. Problems may occur, or reoccur, to inhibit study, or sport, or any other aspect of life, by day or night.
2. CUBC is a diverse community incorporating undergraduate and graduate students who combine intensive academic study with elite sporting activity. Many student athletes, whether they are from the UK or overseas, are likely to experience significant transition impact. CUBC athletes are as susceptible to welfare problems as any other group of students.

AIM

3. **The aim of this policy is to identify effective care pathways for CUBC athletes in order to alleviate welfare problems at the earliest possible time.**

ASSUMPTIONS

4. CUBC's Welfare policy is based on the following set of assumptions:

- A. It is reasonable to suppose some athletes will suffer welfare problems, of varying degrees, every year. Students who combine intensive study and elite sport are subject to more intense and various pressures than many others.
- B. Vigilance is key to the timely identification of potential welfare problems. CUBC staff are ideally placed to exercise close oversight of athletes in the normal course of training activity. Staff receive training for this purpose.
- C. Quick referral along designated care pathways will expedite satisfactory outcomes.
- D. Welfare provision must be clearly defined and well understood by all. A welfare induction process is mandatory for all athletes before selection activity commences.
- E. Optimal welfare provision is heavily dependent upon existing internal resource: College; CUBC; University.

WELFARE RESOURCES

PRIMARY

College

5. Each College has access to a Nurse, sometimes shared with another College, and access to Tutors.
6. A College Nurse is available to deliver limited medical care, advice, and onward referral to NHS resource.
7. Every athlete has a nominated Tutor, notified in the database known as the Cambridge Student Information System (CAMSIS). www.camsis.cam.ac.uk The role of a Tutors is provide welfare advice, guidance on academic-related matters, and he/she may refer the athlete to other resources within the College and beyond. An athlete should expect to be seen by his/ her College Nurse and/or Tutor within twenty-four hours of requesting an appointment.

CUBC

8. CUBC retains access to two specialist counsellors, on a limited basis, to support athletes with welfare issues. Athletes may request a consultation via the Senior Member or, on occasion, they may be offered this provision. (See: **Annex A**)

University

University Counselling Service (UCS) www.counselling.cam.ac.uk

9. UCS is available to all students for support with problems at any level of severity. Staff are qualified, experienced, accredited/registered counsellors, psychotherapists, and/or cognitive therapists. UCS retains a dedicated Mental Health Advisor.
10. UCS supports students with counselling for a range of personal, emotional, and psychological problems: anxiety; stress; depression; family and/or relationship difficulties; sexual problems; identity issues; addictions; eating difficulties; transitional difficulties and other. Appointments are prioritised. Most initial consultations take place within seven to ten days.

Cambridge University Student Union (CUSU) www.cusu.co.uk

11. CUSU is a federal organization that, in conjunction with the Graduate Students' Union, represents the interests of all students to the University. CUSU also provides the Students Union Advice Service (SUAS) which offers independent advice and support on academic and welfare issues. www.studentadvice.cam.ac.uk

Disability Resource Centre (DRC) www.disability.admin.cam.ac.uk

12. The DRC provides advice and guidance for prospective and current disabled students to enable them to access a wide range of services. Support is given to students with: SPLD; sensory impairments (including hearing loss, visual impairment); mental health conditions (including depression, schizophrenia, and anxiety disorder); Asperger syndrome; Autism; Epilepsy.

SECONDARY

National Health Service (NHS) www.england.nhs.uk

13. The NHS coordinates health care provision in England. Care is delivered locally by GPs, pharmacists, dentists, and local health services (clinics, hospitals and emergency services).

GP Appointments

14. An athlete may book an appointment with his/her GP by contacting the surgery directly or via his or her College Nurse. Waiting times vary but same-day appointments are sometimes available.

15. International students may not be able to obtain all medications through the NHS. Overseas athletes reliant on medication are advised to research availability in the UK before arrival.

TERTIARY (See Annex D).

EMERGENCIES

In any emergency: dial 999 and call an ambulance immediately.

16. If an athlete poses immediate danger to himself/herself or to others, dial 999. Remain with the athlete until help arrives. Remove any potentially dangerous objects. Inform the student's College via the Porters' Lodge. Inform the Senior Member CUBC. jwk23@cam.ac.uk 07976077045.

Urgent Cases

17. If an athlete's mental health, or wellbeing, is a cause for urgent concern but there is no emergency, suggest to the athlete that he/she contacts his/her GP. Inform the Senior Member CUBC.

Athlete at Risk

18. If an athlete appears to be at risk for any reason: consider speaking to his/her GP with the athlete's permission, or refer the student to the UCS Mental Health Advisor 01223 (7)68566. Inform the Senior Member CUBC.

CUBC WELFARE: CARE PATHWAYS

19. This policy describes three care pathways. Each represents the quickest route to appropriate support for most likely welfare needs: financial; physical and mental health; academic.

20. Financial welfare considerations focus on sufficient financial resource for subsistence and ancillaries to facilitate study, and recreation including travel.

21. Physical welfare considerations focus on disability, physical health, mental health, emotional wellbeing, and it responds to unforeseen and unforeseeable alterations in these states.

22. Academic welfare considerations focus on academic performance and underperformance. Academic underperformance can be a function of many factors: financial; physical and mental health; learning disabilities; other.

Financial Welfare Pathway (Annex B).

23. All student must pay the University composition fee by specified due dates to avoid penalties. If an athlete runs short of money for this purpose, or for any other purpose, for any reason (including simple mismanagement) the athlete should take the following action:

- arrange to see his/her College Tutor to explain the level of hardship
- send the tutor written reasons for shortfall in advance of meeting
- prepare a simple balance sheet: income - expenditure = shortfall.

24. Likely outcomes:

- the Tutor may facilitate relief through the disbursement of a grant or loan
- fee deadlines may be extended (composition and/or accommodation fees).

25. The Tutor may refer the athlete to the Senior Tutor and it is open to the athlete to request a meeting with the Senior Tutor at any time after first contact with the Tutor.

26. If a College resolution is not achieved the athlete may write to the CUBC Senior Member to request an appointment to meet him or to meet a CUBC Counsellor. It is open to the athlete, at any stage, to resort to other likely sources of support: UCS; CUSU.

Health & Mental Health Welfare Pathway (Annex C).

27. If an athlete has concerns over his/her physical health, mental health, or emotional wellbeing there may be a detriment to academic and rowing performances if the issue is neglected. Mental illness may be broadly divided into anxiety disorders, mood disorders, and psychotic disorders. Overlapping conditions often make it difficult to distinguish between types. Mental health issues are often very complex and it is important that appropriate support is sought without delay. Where concerns exist the athlete should take the following action:

- arrange to see his/her College Nurse to explain the problem.

28. Likely outcomes:

- the College Nurse may book the athlete an appointment to see his/her GP
- the GP may treat the athlete and refer him/her back to the College Nurse
- the GP may refer the athlete to a specialist medical practitioner or therapist.

29. At any stage the College Nurse may also refer the athlete to his/her College Tutor, and the Tutor may refer onwards to the Senior Tutor. It is open to the athlete to request a meeting with the Senior Tutor at any time after first contact with the Tutor.

30. If a satisfactory resolution to the problem is not achieved the athlete may write to the CUBC Senior Member to request an appointment with a CUBC Counsellor.

31. It is open to the athlete, at any stage, to resort to other likely primary sources of support: UCS (including the UCS Mental Health Advisor); NHS services or the range of tertiary support services available nationally.

Academic Welfare Pathway (Annex E).

32. An athlete may develop concerns over his or her academic performance. Alternatively, a Supervisor or the Director of Studies, or the athlete's Tutor, may express concerns over underperformance by formal or informal means. If concerns are raised the athlete should take the following action:

- arrange to see his/her College Tutor to explain the problem and to seek advice.

33. Likely outcomes:

- Tutor will explore possible reasons for underperformance and may engage academic specialists to recover parts of the curriculum or arrange extra support of some other kind
- Tutor may refer the athlete to the Senior Tutor if there is a likelihood of academic failure
- Tutor may book the athlete an appointment to see the College Nurse if a physical welfare issue is suspected and from this point the Physical Welfare pathway might apply
- Tutor or the College Nurse may refer the athlete to the Disability Resource Centre (DRC) if a specific learning disability (SPLD) is suspected
- the DRC will screen the athlete for SPLD and it may refer onwards to the Dyslexia Assessment Centre (DAC) in London for full diagnostic testing.

34. At any stage the College Tutor may refer the athlete to the Senior Tutor. It is open to the athlete to request a meeting with the Senior Tutor at any time after first contact with the Tutor.

35. If satisfactory resolution of the problem is not achieved the athlete may write to the CUBC Senior Member to request an appointment with him.

36. It is open to the athlete, at any stage, to resort to other likely primary sources of support: UCS (including the UCS Mental Health Advisor); CUSU (SUAS).

37. Occasionally, an athlete may develop concerns over the conduct or performance of his/her Supervisor or Director of Studies. In such a case the athlete should contact the Senior Tutor directly, without delay.

CUBC SPECIAL PROVISIONS

Staff Training

38. Training for CUBC staff is delivered by two consultant Counsellors and the Senior Member in the first week of September annually. Topics covered include: active listening; referral options (when and where); confidentiality; record-keeping; contact from next-of-kin; emergencies; the PREVENT Duty.

Athletes' Induction

39. A standard letter is sent to all athletes trialling for selection by 1 September each year setting out their obligations, with a copy of this policy. (See **Annex F**).

40. A welfare induction briefing for all athletes is delivered by two consultant Counsellors and the Senior Member in advance of selection activity. All athletes are required to register with a Cambridge GP before the briefing.

CONFIDENTIALITY

41. Welfare issues concerning individuals may be shared with explicit consent of the individual concerned, or on a strictly need-to-know basis in accordance with the perception of grave risk. In exceptional circumstances it may be necessary to pass information without the athlete's consent, if there is risk to life.

42. If an athlete refuses to consent to disclosure, when his or her personal safety is at risk, or others are at risk, or disclosure is required by law, disclosure should be made.

43. Requests for information about an athlete's health received from family or friends, from the press, or from any other source must be refused. CUBC has no authority to provide information regarding the health of any athlete without his/her explicit consent.

DATA PROTECTION

44. Written information held about an athlete is governed by the provisions of the Data Protection Act 1998. Information on an athlete's health amounts to 'sensitive personal data' under the Act and must be processed accordingly. An athlete must give explicit consent to data processing, or CUBC will need to justify retention to protect the vital interests of the athlete and/or others.

KEY CONTACTS LIST

PRIMARY

College

Senior Tutors

www.seniortutors.admin.cam.ac.uk/senior-tutors-committee/contact/senior-tutors

CUBC

Senior Member jwk23@cam.ac.uk 07976077045

University

CUSU www.cusu.co.uk (01223) 333313

Students' Unions' Advice Service www.studentadvice.cam.ac.uk (01223) 746999

Graduate Students' Union www.gradunion.cam.ac.uk

SECONDARY

NHS Services

GP Surgeries:

Newnham Walk www.newnhamwalksurgery.nhs.uk (01223) 366811

Trumpington Street www.trumpingtonstreetmedicalpractice.co.uk (01223) 361611

York Street www.yorkstreetmedicalpractice.nhs.uk (01223) 364116

Hospital

Addenbrookes Hospital www.cuh.nhs.uk (01223) 245151

TERTIARY

Alcohol and Drug Addiction

Alcoholics Anonymous www.alcoholics-anonymous.org.uk (01223)234286

Mental Health

Depression Alliance www.depressionalliance.org (0207) 6330557

Mental Health Foundation www.mentalhealth.org.uk (0207) 5357400.

National Schizophrenia Fellowship www.nsf.org.uk (01223) 311911

General

Samaritans www.samaritans.org.uk

(01223) 364455
0345 909090

Miscellaneous

Emergency Services

999

Police (Non-emergency)

101

Taxis

Panther www.panthertaxis.co.uk

(01223) 715715

CUBC Executive Committee

1 November 2017

List of Annexes:

- Annex A. CUBC Counsellors
 - Annex B. Financial Welfare Pathway
 - Annex C. Health and Mental Health welfare Pathway
 - Annex D. Tertiary Support Services
 - Annex E. Academic Welfare Pathway
 - Annex F. Annual Letter to all CUBC Athletes
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CUBC COUNSELLOR



Ms Jenny Schiller

Qualifications

- Registered Nurse (Mental Health)
- BSc (Honours) in Health and Social Care
- Postgraduate Diploma in High Intensity Psychological Therapies (CBT). BACP Registered.

Skills & Experience

- Extensive experience in the NHS (both in Primary and Secondary Care)
- Psychiatric Nurse working across the Addictions field for fifteen years.
- CBT therapist using both diagnosis-specific formulations and trans-diagnostic formulations for more complex problems.
- Extensive experience in the development and facilitation of workshops aimed at improving self-esteem and building resilience for young adults.

Special Interests

- Eye Movement Desensitisation and Reprocessing Therapy (EMDR)
- Compassionate Mind Training
- Harnessing Willpower as an adjunct to CBT
- Building Resilience

CUBC COUNSELLOR



Mr Richard Geddis

Qualifications

- Registered Nurse (General)
- MSc Psychodynamic Counselling (BACP Registered)

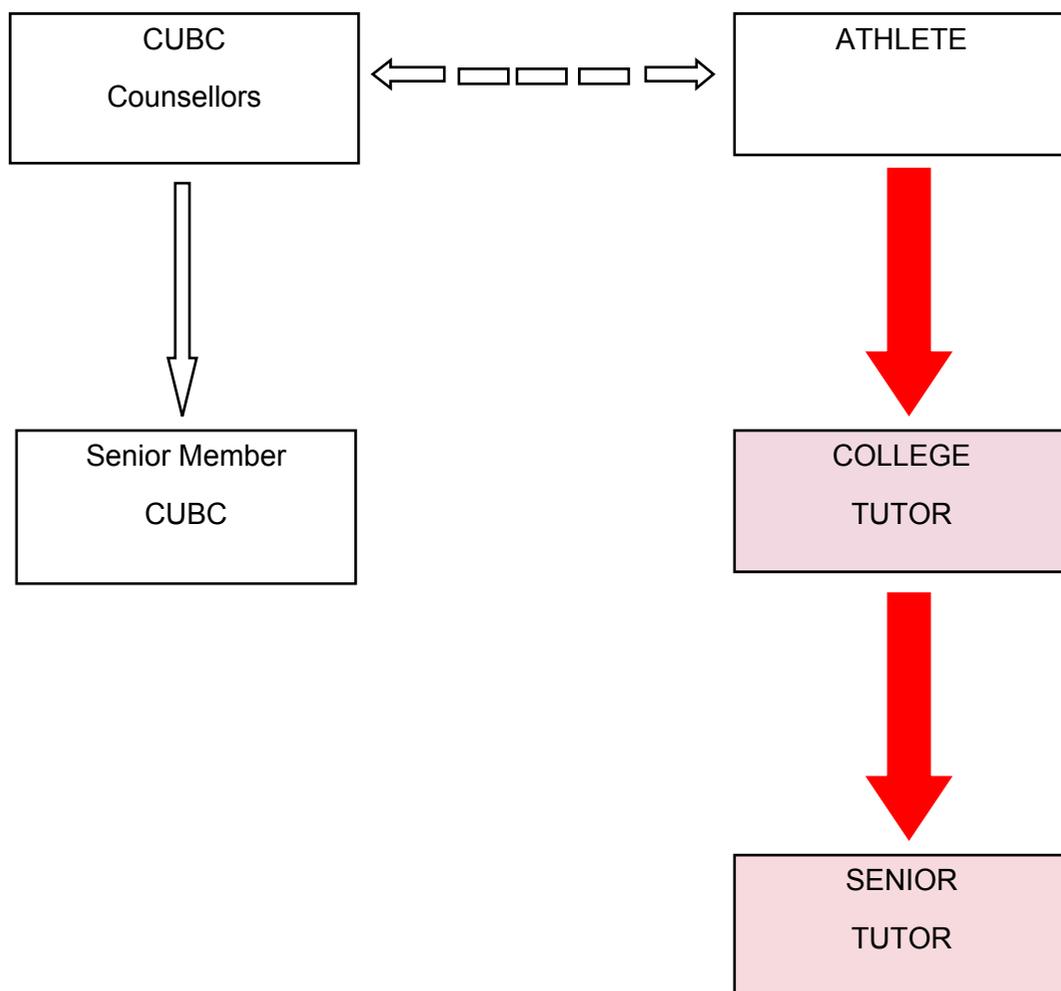
Skills & Experience

- Extensive experience in the NHS (both in Primary and Secondary Care)
- Senior Staff Nurse in adult intensive care
- Psychodynamic psychotherapist within a range of settings: physical health; mental health (suicidality; addictions; anxiety; depression)
- Extensive experience in wellbeing counselling in an educational environment.

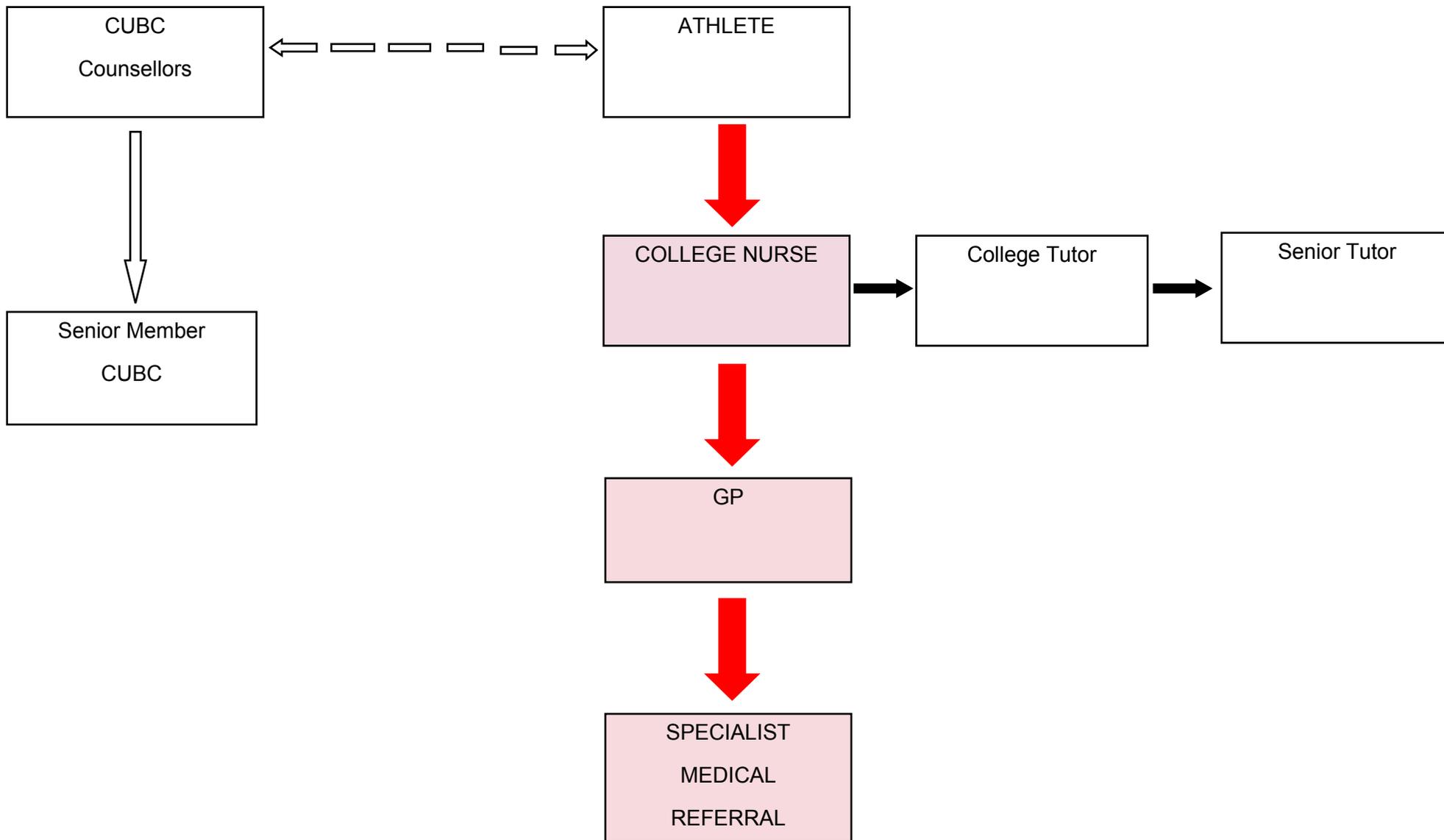
Special Interests

- Grief and trauma counselling
- Rehabilitation after counselling
- Building Resilience
- Transition difficulties within the student experience.

Financial Pathway



Physical & Mental Health Pathway



TERTIARY SUPPORT

CAMBRIDGE

Alcoholics Anonymous (AA)

AA offers support for drug and alcohol rehabilitation. Station Road, Histon, Cambridge, CB24 9NP. (01223)234286

Mind (www.mind.org.uk)

Mind is a leading mental health charity in England and Wales, working for better life for everyone with experience of mental distress. 100 Chesterton Road, Cambridge (01223)311320.

National Schizophrenia Fellowship (NSF) (www.nsf.org.uk)

NSF is the largest severe mental illness charity in the UK, dedicated to improving the lives of everyone affected by severe mental illness. The @ease web-site is designed for young people. 19 Sturton Street, Cambridge (01223)311911

Samaritans (www.samaritans.org.uk)

The Samaritans exist to provide confidential emotional support to any person who is suicidal or despairing, and to increase public awareness of issues around suicide and depression. It offers a 24-hour UK helpline for anyone experiencing emotional distress. 4 Emmanuel Road, Cambridge CB1 1JW. 24-hour help line: 01223-364455 or 0345 909090.

UK

Eating Disorders Association (www.edauk.com)

Support and information on anorexia and bulimia for sufferers, family and friends. Helpline: (01603)621 414

Depression Alliance (www.depressionalliance.org)

Depression Alliance is a UK charity offering help to people with depression, run by sufferers themselves. National Office: 0207 633 0557

Manic Depression Fellowship (MDF) (www.mdf.org.uk)

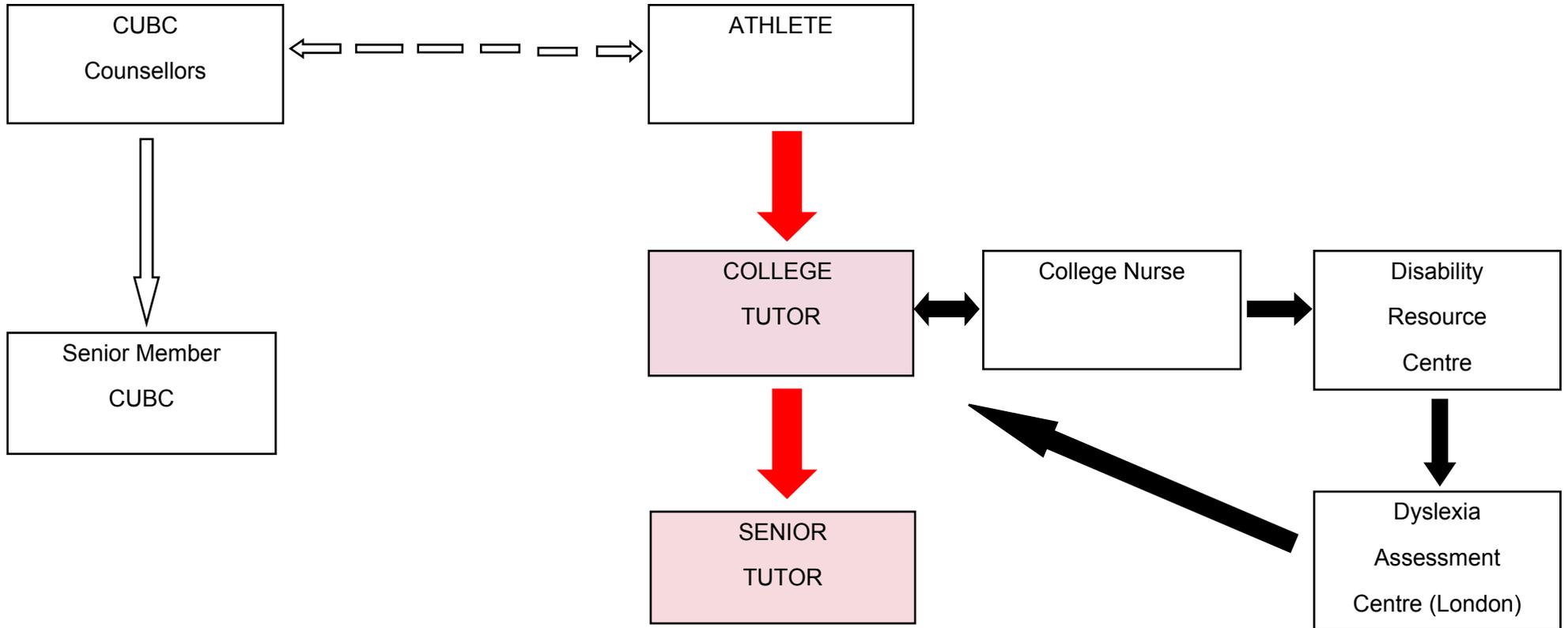
The Manic Depression Fellowship is a national user-led organisation and registered charity for people whose lives are affected by manic depression (bi-polar affective disorder).

MDF National Office: (0207)793 2600

Mental Health Foundation (www.mentalhealth.org.uk)

Mental Health Foundation aims to improve the lives of everyone with mental health problems or learning disability. UK Office: (0207)5357400.

Academic Performance (and Underperformance) Pathway



ANNUAL LETTER TO CUBC ATHLETES

Dr James Kelly
Senior Member CUBC

Dear Trialist,

Welcome to Cambridge whether you are a new student or a returning student.

I am writing on behalf of CUBC to give you important information concerning welfare provision at Cambridge. You will be commencing rowing activity prior to the official start of the academical year so the following guidance is offered pending formal induction processes in Colleges.

I strongly advise you to write to the Senior Tutor of your College, before you arrive. Inform him/her of your contact details in Cambridge and of your involvement with CUBC. Request the name and contact details of your College Tutor and retain these carefully. (Your Tutor is appointed to oversee your general wellbeing throughout the year). Once terms starts you will be invited to meet your Tutor according to arrangements that College will notify.

You are required to attend a welfare induction session at CUBC (Goldie Boathouse) commencing at 1400 on 5 September. Prior to this meeting you should study CUBC's Welfare Policy which is attached to this letter. Further guidance on welfare provision will be given at the meeting.

It is important that you register with a General Medical Practitioner in Cambridge prior to the welfare induction session. There are two practices that we recommend:

Newnham Walk www.newnhamwalksurgery.nhs.uk (01223) 366811

Trumpington Street www.trumpingtonstreetmedicalpractice.co.uk (01223) 361611.

Before coming to Cambridge are requested to read the University's policy on harassment and sexual misconduct which can be found at: <https://www.breakingthesilence.cam.ac.uk/>

I much look forward to meeting you,

Yours sincerely,

James Kelly.