

CONFIDENTIAL CONTACT PERSONS



THE HANDBOOK

FEB 2022

TU/e

Project Leader: Lara
Hofstra

Training by: Winston &
Partners

Confidential contact persons (CCP) have been set up within the TU/e to serve as a lower threshold of support for our student community. This draaiboek provides further information on what the CPPs are, how to hold a confidential conversation and the support landscape of the TU/e. It should be used as a guide for all CCPs to refer to.

CONTENTS

1. What are CCPs?
 - The domain
 - The CCP
2. Principles
3. Data Protection
4. What is unwanted behaviour
5. Forms of unwanted behaviour
 - Aggression
 - Sexual Harassment
 - Discrimination
 - Bullying
6. Consequences of unwanted behaviour
7. Conducting a conversation as a CCP
 - Conversation tools
8. Route of a CCP
9. The TU/e support landscape
 - Academic Advisors
 - Student Counselors
 - Student Psychologists
 - Other support
 - Wellbeing course portal
 - Study management
 - Study choice advisors
 - Student Mentors
 - Career academy
 - Skills lab
 - Group training sessions
 - Confidential counselors
 - TINT
 - SSCE Health and Vitatliy
 - Study associations
 - Student associations
10. Social Safety Flowchart
11. Student Guidance Flowchart
12. External source of support
 - The General Practitioner (GP)
 - In case of suicidal thoughts or actions
 - In case of emergency
 - Other
13. Taking care of your own wellbeing as a CCP

THE FRAMEWORK

The Domain: The Confidential Contact Person (CCP) is the point of contact within the university for any student who would like to discuss something confidentially. This could be because they are confronted with unwanted behavior, or because they experience issues or concerns related to their or another students wellbeing.

The CCP

- Offers support, a listening ear, guidance and will arrange a follow up if necessary
- Provides information or advice on what steps a person seeking support can take to resolve the issue (such as filing a formal complaint, or referring to professional counsellors within or outside of the university).



What is a confidential contact person?

Confidential contact persons (CCP) have been set up within the TU/e to serve as a lower threshold of support for our student community. The contact persons serve as a listening ear for students and a safe space to talk about whatever is on their mind. Contact persons are not responsible for solving the students issues or getting involved in their situation, rather they are there to provide guidance on next steps that can be taken within the support landscape available, both within and external to the TU/e.

Data Protection

The CCP arranges a careful and secure way of storing information. This information will not be kept for longer than is necessary in order to deal with a matter and will then be safely destroyed, following GDPR rules and regulations.

The CCP ensures that the privacy of all parties involved is always protected. No personal information is shared at any point. This includes the caller and any other parties or people involved.

CCPs follow GDPR rules and regulations regarding data protection and handling personal information.

Principles

The CCP is bound by confidentiality. The conversations that the CCP conducts are confidential. For example, what a person discusses with the CCP cannot without their explicit consent be shared with other members of the TU/e community including members of their association.

Only in exceptional situations, in case of greater interests may the CCP break their duty of confidence against the will of the caller (eg: if there is a serious criminal offense or in case of a very unsafe situation).

The CCP can consult the confidential counsellors of the university, especially in the event of serious situations or incidents. These confidential counsellors are usually well-trained professionals working as part-time confidential counsellors.

The CCP is easily accessible, is visible and can be reached via e-mail.

The project team ensures that the CPPs are visible to the whole community through various means.

The association boards play a large role in this and ensure that the role of CCP is well known among the members of the association. For example, by providing information orally and in writing about the role of the CCP to members of the association.

The university, including the associations have an established complaints procedure, which can be referred to if needed.

FORMS OF UNWANTED BEHAVIOUR

Aggression

When a person is physically or verbally (mentally) harassed, threatened or attacked, we define this as aggression. Aggression causes a negative, unsafe atmosphere in the organization. Examples of verbal aggression are: insulting and threatening, intimidating remarks or consistently exerting enormous pressure on someone. Physical forms of aggression include kicking and hitting.

Sexual Harassment

Sexual harassment refers to all kinds of sexually oriented verbal, non-verbal or physical behaviour. This behaviour is experienced by the person undergoing it as undesirable and unpleasant. The sexually harassing behaviour can be intentional or unintentional. Sexual harassment ranges from asking inappropriate intimate questions about one's private life, repeated invitations to engage in sexual acts, making suggestive or abusive comments, stalking, groping to sexual assault and rape.

Discrimination

Discrimination is defined by unequal treatment of people or groups. Discrimination involves unequal treatment on the basis of gender, religion, disability, age, origin, skin colour, race, marital status and sexual preference. Distinguishing between people is not always discrimination. If someone is not allowed to join a study association because they do not study in that department, this is not discrimination. But if someone is excluded from joining a study association because they are female, or have specific religious beliefs, then this is discrimination.

What is unwanted behaviour?

When a person considers another person's actions/behaviour as undesirable and suffers emotionally or physically as a result of the behaviour, this behaviour is considered "unwanted behaviour". A person may or may not be aware that they are hurting, insulting or causing another person trouble.

There are various forms of unwanted behaviour such as: bullying, (sexual) harassment, aggression and discrimination. These forms can stand alone, but also often occur together. So, for example, someone can bully another through intimidating, aggressive and/or discriminatory remarks.

Bullying

By bullying we mean forms of humiliating behaviour with a structural character, from one or more persons directed against another person or against a group that cannot defend themselves against this behaviour. An important element is the repetition of this type of behaviour over time. Bullying is therefore not a one-off behaviour. This behaviour manifests itself in various ways, for example through words, gestures, actions. Often the target of the perpetrator is to intentionally hurt and humiliate another person.

For example by:

- socially isolating: shutting someone up, ignoring them, or emphatically showing contempt.
- making someone's work difficult: constantly giving them the crappy jobs, deleting files on their PC,
- not providing them relevant information
- placing a wet sponge on their chair, etc.
- mocking: because of appearance, behaviour, way of speaking, a different lifestyle.
- gossiping: consistently talking about someone behind their back or in a negative way
- cyber bullying, for rude or harmful comments in whatsapp groups, or the sharing of discriminating memes.
- constantly insulting and ridiculing the same person.

Usually there will be bystanders who witness this behaviour. Some of them can be frightened of the perpetrator(s) and might join in or laugh along with the bully. Others might not want to have anything to do with the bullying and will try to avoid the problem. And finally there may be some who would like to speak up, but don't know how.

CONSEQUENCES OF UNWANTED BEHAVIOUR

The consequences of unwanted behaviour on health and well-being can be severe. For example, the following complaints may occur: headaches, stomach and intestinal complaints, shaking, perspiration, heart palpitations, tension and anxiety, sleeping problems.

In case of persistent unwanted behaviour, complaints can become permanent (chronic). In this case we are dealing with Post Traumatic Stress Syndrome (PTSD). People can suffer from nightmares, amnesia, loss of concentration, avoidance behaviour and flashbacks of the bad events. Ultimately, this can lead to long term illness.

In case someone experiences perpetual unwanted behaviour, they will be constantly on guard, living in constant uncertainty of what might happen next, and therefore might also become suspicious of others. This is a gruelling process, and can result in severe depression and physical exhaustion.

What is wellbeing?

Wellbeing is defined as “a state in which a student is able to utilize their abilities, cope with the normal stressors of student life, work productively on their own personal and academic development and monitor the balance between positive and negative aspects of student life.”

Conversation Tools

USE LSD

LSD stands for **Listen, Summarize and Delve further**. Listen well to what the person is saying, then provide a short summary of what you just heard. Allow the person to react to your summary. Delve further by asking clarification questions if necessary.

NEVER ASSUME

To **ass-u-me** makes an “**ass**” out of “**u**” and “**me**”. In other words, don't assume you will instantly understand what someone is trying to tell you. Always check and ask whether you understood them correctly.

CONDUCTING A CONFIDENTIAL CONVERSATION AS A CCP

Preparation

Determine the urgency of the appointment and agree on a date. Meet in a neutral and quiet place where no one else can listen in or disturb. You may also agree to have a chat over the phone if this is easier.

Introductory Conversation

Inform the person that you are bound by confidentiality right at the start of the conversation. Also ask about expectations in order to avoid disappointment later in the conversations about what you can and cannot do as a CCP.

A certain amount of formal distance is needed in the conversation depending on the nature and seriousness of the issues at hand.

- *Always ask yourself:* What is my role/mandate, and what is not? Can I handle this issue myself or should I seek help or advice and if so, from whom? What information can/can't I share when I need to seek help for myself?
- *Conversation.* First, explore the situation as much as possible with *open questions*, without making assumptions (think of ASSUME and not being judgmental).
- *Ask* what attempts to resolving the issue have already been made by the person concerned: for example, have other people been informed?
- *Summarize* regularly what is said. This allows the person to notice that you are listening carefully and that you understand the situation. Only when the person feels that you understand their perspective will they be open to advice. So don't give advice too quickly!

An **empathetic, open attitude** ensures that the person concerned will feel more at ease and feel safer to share things with you.

CONDUCTING A CONFIDENTIAL CONVERSATION AS A CCP

Completion

1. Formulate (if necessary again) which steps can be taken.
2. Agree on: who will take which action and when? Does the person conduct conversations with third parties independently (with tips and advice from the CCP) or does the CCP accompany them? And if so, what is the exact role of the CCP in this and for what cause?
3. If necessary, indicate to which key persons/ authorities/governing bodies the caller can turn for help. Who can you refer to? For example, a student psychologist, confidential adviser, student support services etc.
4. Agree on how the person will be kept informed of any actions taken by the CCP. Ultimately, the person decides for themselves which next steps they want to take.
5. Record data (type of issue and amount of people) , store in a safe, password protected folder on the cloud. Destroy data 1 year after processing and ensure no personal data is written down elsewhere.

Recording Data

After a conversation as a CCP, we kindly ask you to record this in the CCP logging system. This is to be able to keep track of how many students are making use of the CCP's and to see what types of issues are being addressed. To record a conversation, fill in the log by selecting the best fitting topic of conversation. Do not record any personal information or data that can identify the caller, and make sure to not record any other information outside of the logging system.

Conversation Tools

BE OPEN, HONEST AND CURIOUS

Be open towards the person, be honest with them and show them you are interested in what they have to say.

LISTEN WITHOUT JUDGEMENT

If you refrain from passing your judgment, sharing your opinions and advice, you will be better able to maintain an open attitude and to really hear what the person is saying.

THE ROUTE OF A CCP

1. Inform that you are a CCP
2. What is the caller's concern? What is their question?
3. Point out your duty of confidentiality
4. Does the question fit within the domain of a CCP?
5. Listen, be open, don't judge, summarize.
6. What is their goal?
7. Are they requesting information? Provide them as much information as you can (i.e. about their rights or about the landscape of care).
8. Do they want to take next steps? Give advice and information on steps they can take.
9. Do they want help taking the next steps? Offer them your support (i.e. help them reach out to the next source of support, go with them to their first appointment, etc.)
10. Is one conversation enough? If not, agree on meeting again - when and where?
11. Follow up with them if necessary.
12. Completion. Register the case in the system.

THE TU/E SUPPORT LANDSCAPE

At the TU/e we have various sources of support that work with different areas of focus. These include official support staff such as academic advisors, counselors and psychologists, but also unofficial initiatives organized within the community that provide further support to students.

As a contact person you may want to refer a student to both the official support landscape and/or the various community initiatives that can also be of help to students wellbeing. These initiatives can be very useful sources of support, especially when it comes to creating a socially supportive network and community.

It is important to be familiar with the available sources of support within the TU/e to ensure we are able to best support our students. Below you can find further information on the various sources of support and their main target areas to help you understand who to contact for what. You can also use the student guidance flowchart, and the social safety flowchart as extra reference as well.

Important to note: TU/e sources of support (i.e. psychologists, counselors, advisors) are only available on weekdays until 17:00, if a student needs support outside of these hours then contact external services.

TU/E EDUCATION GUIDE

The TU/e education guide provides a wide range of information on the available sources of support within the university. Please use this as an additional tool.

USEFULL LINKS

- [The Wellbeing Page](#)
- [The Wellbeing Infographic](#)
- [The student guidance page](#)

ACADEMIC ADVISORS

Each department has multiple academic advisors (studieadviseur in Dutch). They are the first point of contact for students with any issues related to making study progress; which can be academic or personal.

Academic advisors can help with study related questions such as issues of study delay, wanting to switch courses, registering for electives or making an appeal to the exam committee. Yet they are also available for discussing more personal issues such as stress, dealing with grief, pressure to perform, boredom, being under stimulated, etc. and can help students take the appropriate next steps.

As a contact person you can may want to refer to an academic advisor if a student is experiencing struggles with their studies, has questions related to their study program, or experiences general concerns that need further discovery by a member of staff. Academic advisors can be contacted directly to make an appointment, which can be done by the caller themselves or with you as a supporting agent. Details of their contact information can be found [here](#).

STUDENT COUNSELORS

Student counselors are the people to contact about extra needs or facilities during your study time. They provide information and advice about a range of matters that are not directly related to the content of the study program.

If a student is in doubt about whether or not they would like to continue their studies, needs to combine work and studying simultaneously, has specific needs to be able to follow their studies ranging from financial support to studying with functional impairments, the student counselors are here to help.

They can advise, act as an intermediary, or refer students to other services, also outside of the TU/e. Even if someone is not exactly sure what the matter is, speaking to a student counselor can help clarify things and enable them to engage with their studies in such a way that fits their needs.

Some of the issues you can refer students to the student counselor to are:

- Study grants
- Financial support due to study delay caused by extenuating circumstances
- Enrollment and termination of enrollment
- Postponement of the binding recommendation on the continuation of studies (BSA)
- Administrative grants
- Lodging a complaint or objection, or starting an appeal procedure
- Provisions for studying with a functional impairment or chronic illness
- Combining study with top-level sports
- Admission with a non-regular diploma

Appointments with a student counselor can be made [here.](#)

Financial Support

Is a student struggling with financing their studies?

The TU/e offers some financial support. To find out more, check out the [education guide](#) or the [TU/e financial support program](#). Alternatively you can also refer them to the Student Counselor.

STUDENT PSYCHOLOGIST

Student psychologists at the TU/e work with students who experience **minor** psychological complaints that impact a student's study experience.

Keep in mind that they are not health care professionals or GZ psychologists. If a student needs more long term support, is dealing with more serious issues, or cannot wait please refer them to their general practitioner (Huisarts) who will be able to refer them to a professional. If it is an immediate emergency call campus safety and security (2222) or 112.

The student psychologists will first always do an intake session to establish what type of support fits the student's needs best. Following this, there are various options including:

- A one off consultation
- Short term counseling sessions (max five sessions per student)
- Participation in one of the courses offered
- A referral to external support (General Practitioner)

To find out more information on how to make an appointment with the student psychologist click this [link](#).

As a CCP you can help the caller make an appointment with the appropriate source of support as long as you have their consent. You can guide them by providing them with the correct information, or by being with them when the appointment is made. In specific cases you may, if consented, make the appointment for the caller.

Examples of issues that student psychologists deal with include:

- Depressive complaints or low mood
- Anxiety issues like:
 - Fear of failure
 - Social anxiety
 - Fear of public speaking
 - Worrying
 - Stress
- Problems related to autism or ADHD
- Struggles with being a highly gifted student
- Negative thoughts about yourself / low self-esteem
- Problems with assertiveness
- (Study) Stress related issues
- Personal circumstances (e.g. the death of someone close to you, relationship problems)

OTHER SUPPORT

If a student is experiencing symptoms other than those listed above, or needs more long term support, please refer them to their general practitioner who will be able to help them find the appropriate support externally to the university.

Sometimes making an appointment with the GP can seem like a big step, it may be helpful if you offer them your support in doing so, such as by offering to go with them to their first appointment by being present when the appointment is made, or in some cases also offering to call the GP on behalf of the student.

Topics for which to refer to the GP include but are not limited to:

- Addiction problems
- Eating disorders
- When the complaints are considered urgent and/or serious; for example recurrent thoughts of suicide, extended periods of feeling sad or unhappy; not being able to get out of bed all day, feeling afraid to leave the house to go outside
- Self-harm / auto-mutilation
- Recurrent complaints for which previous treatment has not been sufficiently effective
- When there is a request for further psychological assessment or making a diagnosis.

In case of an emergency, call 112. The suicide help line is 113. For more information on emergency support, click [here](#).

Finding a GP

If a student does not have a general practitioner yet, they can find one [here](#). For more information click [here](#).

Wellbeing course portal

Some students may not feel the need to see a psychologist, in that case they may want to work on developing skills and reflecting on their own.

This can be done via the [wellbeing course portal](#) on gezondeboel. Here students can follow wellbeing courses to help with many different types of topics in their own time as well.

STUDY MANAGEMENT ADVISORS

Is someone struggling with managing their studies?

Are they experiencing difficulty with time management, procrastination, or more specific skills such as essay writing or exam taking?

Then the **study management** advisors are the perfect point of contact for them. Study management consists of various forms of support: you can make use of individual coaching from one of the study management advisors, or work in a group. Next to that, you can participate in trainings which focus on specific subjects such as managing your time, becoming confident with your studies, etc. Check out the **education guide** for updates on the trainings available, and to make your appointment.

STUDY CHOICE ADVISORS

Study choice advisors help with questions pertaining to the study choice process. Questions can be related to doubts about present or future choices of study, and about figuring out what to choose. Study choice advisors can also help with figuring out which studies best match a student's interests and abilities.

STUDENT MENTORS

Each first year (bachelor or master) student has the possibility to join a student mentor group within their studies.

Student mentors can help with study related questions or practical questions students may have when first starting out at the TU/e, but they can also help with more personal questions or serve as a familiar face / social contact within the first few weeks as the TU/e.

If a first year student comes to you with questions that a student mentor group can help with, you can help them get into contact with their mentor.

If a student does not know who their mentor is, or if they have a mentor, they can contact the academic advisor to be allocated to a mentor group.

CAREER ACADEMY

Does the student have questions about their career path, the job application process or do they want help finding out what kind of career would suit them best?

The [TU/e Career Academy](#) is here to help all students find their way to the labor market by providing information, workshops and individual career coaching.

You can find Career Academy every Tuesday, Wednesday and Thursday between 12:00 and 15:00 in the EnergyForum (MF building, 1st floor).

During these walk-in sessions you can easily get a free CV, cover letter or LinkedIn check. Additionally you can make an individual appointment with one of the career coaches to discuss your questions or concerns independently.

To make an appointment with a career coach, check out their page on the [education guide](#).

Refer a student to the career academy should they have questions about their future and what comes after their studies.

The Skills Lab

The [TU/e Skills Lab](#) offers training courses to students on topics ranging from professional skills to dealing with future uncertainty. Check out their [course offerings](#) together with the students to see if there is anything that may be suitable.

Group training sessions ESA

ESA (Education and Student Affairs) offers training sessions for all students with focus on three specific areas:

- **Student management:** Would you like to study better?
- **Career coaching:** would you like to enter the job market well-prepared?
- **Personal development:** would you like to work on your personal skills and maximize your capacities?

You can sign up for any of the training courses on offer for free via the [education guide](#).

You can discuss this with the students directly and check out the trainings on offer to see if this is something that they could benefit from.

Internal confidential counsellors

Ms. Tineke van den Bosch
Working days: Tuesday
and Thursday
Phone: 040 247 3475
m.m.v.d.bosch@tue.nl

Mr. Hjalmar Mulders
Working days: Monday
through Friday
Phone: 040 247 4509
h.c.j.mulders@tue.nl

Ms. Henny van Alphen
Working days: Monday,
Tuesday, Thursday, and
Friday
Phone: 040 247 4097
h.a.m.v.alphen@tue.nl

CONFIDENTIAL COUNSELLORS

The [confidential counsellors](#) can help if there are problems and/or conflicts between students and staff and/or with supervisors or teachers. They are here to help anyone at the university who is confronted with undesirable or unwelcome behavior. In addition, they can offer support when filing a formal complaint.

You can see further information for what confidentiality counsellors can help with via the [social safety flowchart](#).

If you as a contact point need help with a certain topic a student came to you with, and it is something you are not able to discuss during your Intervention groups, please contact the confidentiality counsellors further to discuss this matter.

Note: There are internal and external confidential counselors, so if a student feels more comfortable speaking with someone outside of the TU/e, you can refer them to the external counselors.

TINT

TINT supports students in the field of personal development and life questions. TINT organizes events with a focus on meeting new people, learning from others and developing new insights and life skills.

You may want to refer a student to TINT to either join one of their activities, or to sign up with sessions with a life coach. More information can be found [here](#).

SSCE HEALTH AND VITALITY

As a member of the **SSCE**, students have access to various sources of support that go beyond just staying physically fit. Students are able to access a physio therapist or a sport masseuse, make an appointment with a food coach for help with diet related questions, and have the possibility to join multiple courses related to stress prevention, increasing concentration, or positive thinking.

These may also be interesting sources of support for students at the TU/e, however please keep in mind that should a student suffer from a *physical injury or physical health problems*, they should contact their GP. The sources of support at the SSCE are for minor complaints only. Check out their [health and vitality](#) page for further info.

Other reason to refer to the SSCE could also be for social reasons – is a student feeling lonely or left out and interested in playing a sport? Then joining a mix and meet sport session, or a sports association could be a great way to meet new friends.

Note that the SSCE also have trained confidential contact persons, so if there is a concern about something related to the sports center, you can refer a student to those contact persons.

STUDY ASSOCIATIONS

Each department or field of study has a study association. Joining a study association is a great way to get in touch with other students within your field of study. Moreover study associations also offer exam trainings to help with your exam performing, and wellbeing discussion hours to provide a safe space to discuss topics related to your wellbeing. It is always a good idea to let students know about these offers and to encourage them to join.

Find an association that fits your needs and interests [here!](#)

STUDENT ASSOCIATIONS

We are lucky to have such a vibrant student community at the TU/e and so many different associations and groups to join. Especially given current circumstances connecting with other students may not be as easy as it used to be. Some students may feel a higher barrier to reach out to others, or find it difficult to meet new people outside of the classroom.

Joining an association, or an activity via an association can be a great way to meet people through common interests. You can find a list of all the associations we have available at the TU/e via [the website](#).

You can go through the list together and see if there are any associations or student groups within the university that the student may be interested in. Reaching out to associations or new people can be intimidating. In this case, make sure you support the student in a way that is most comfortable for all parties.

Student teams are also a great way to get involved in the TU/e community and to join in on a passion project.

Find a student team [here!](#)

SOCIAL SAFETY FLOWCHART



SOCIAL SAFETY SUPPORT GUIDE FOR STUDENTS



Collectively responsible for a positive working and learning environment

TU/e

Social safety is a matter that concerns all of us. All employees, students and guests of TU/e are collectively responsible for a safe and positive working and learning environment. TU/e expects everyone - employee, student or guest - to deal responsibly with the ethical aspects of the working and learning environment. But what if you suspect that something inappropriate is going on, have a conflict of interest yourself or are confronted with undesirable behavior?

Where can you turn?

Preferably, you can first discuss an undesirable situation with the person involved. If this is not possible, discuss it with your **academic advisor**. If this is not possible either, you can ask your confidential advisor for advice or use the other options in this overview. Do not hesitate to contact the person who you think can best help, even if you have doubts about the (seriousness of the) situation. Your report will always be treated **confidentially**.

Are you dealing with undesirable behavior?

If you are faced with undesirable behavior, such as (sexual) harassment, aggression, violence, bullying, discrimination, or if you are accused of such behavior, you can contact one of the **confidential advisors for undesirable behavior**. They offer support and help you find a way to end the undesirable behavior. They can also help you to file a formal complaint with the complaints committee for undesirable behavior.

Do you have a dilemma or conflict with other students, staff or with supervisors/teachers?

Discuss it with your **academic advisor**. The academic advisor can give you tips to resolve the conflict. If necessary, the academic advisor can refer you to one of the **confidential advisors**. You can also contact one of the confidential advisors yourself.

Do you have questions or complaints about scientific integrity?

If you have questions or complaints about scientific integrity, you can contact the **confidential advisor for scientific integrity**. This confidential advisor can mediate between parties. The confidential advisor can also help you to file a formal complaint with the complaints committee for scientific integrity.

Do you want to report an irregularity?

If you want to report a harmful activity at TU/e, you can turn to the **confidential advisor for irregularities** for advice. This could involve, for example, a serious criminal offence, a gross violation of regulations or a danger to public health, safety or the environment.

Do you disagree with a decision regarding your study program?

If you disagree with a decision made by a teacher or staff member concerning your study program you could **file a complaint**. You can also object or file an appeal.

Have you come across harmful ICT-related incidents?

You have come across harmful ICT-related activities, such as a data breach, disproportionate workload or disruption of system stability, a violation of license rights, the falsifying of emails or a hacking. The **Computer Emergency Response Team (CERT)** would like to receive your report as soon as possible.

Are you experiencing personal problems that affect your study?

If, due to personal problems (such as loneliness, anxiety or stress), you are experiencing psychological or physical effects that have an influence on (the progress of) your studies, you can contact the **student psychologist** or **student counselor**. This can be done free of charge and in confidence.

Do you have questions about your rights and obligations as a student?

The **student statute** states the rights and obligations of both students and the university.

EMERGENCY NUMBERS

If you need immediate assistance (emergencies), call the TU/e emergency numbers 2222 (internal) or 040-247 2222 (external/mobile).

Outside of TU/e:
Your family doctor or psychologist

If it involves a criminal act, you can report this to the police.

In case of an emergency, call the emergency number 112. If it is not urgent, call 0900 8944.

Value statement
TU/e has a **value statement** that applies to all staff and students. It states our core values.

Want to know more about social safety?
Visit <https://tu.nl/social-safety> or scan the QR code!



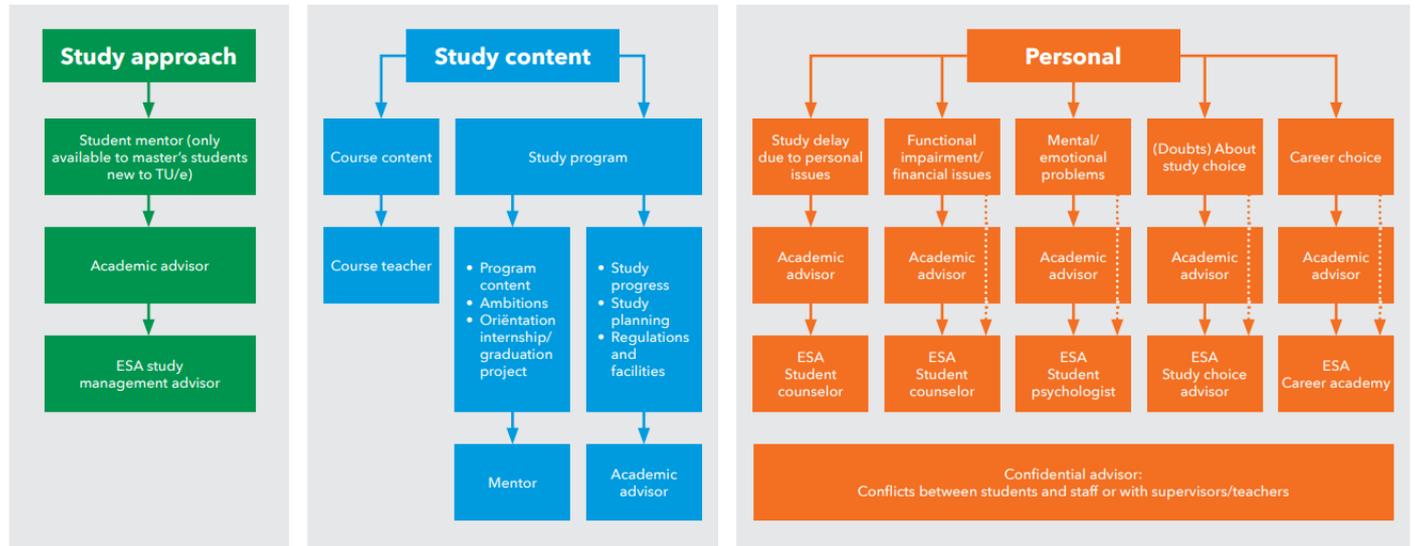
SCAN HERE!



Social Safety, a matter for all of us!

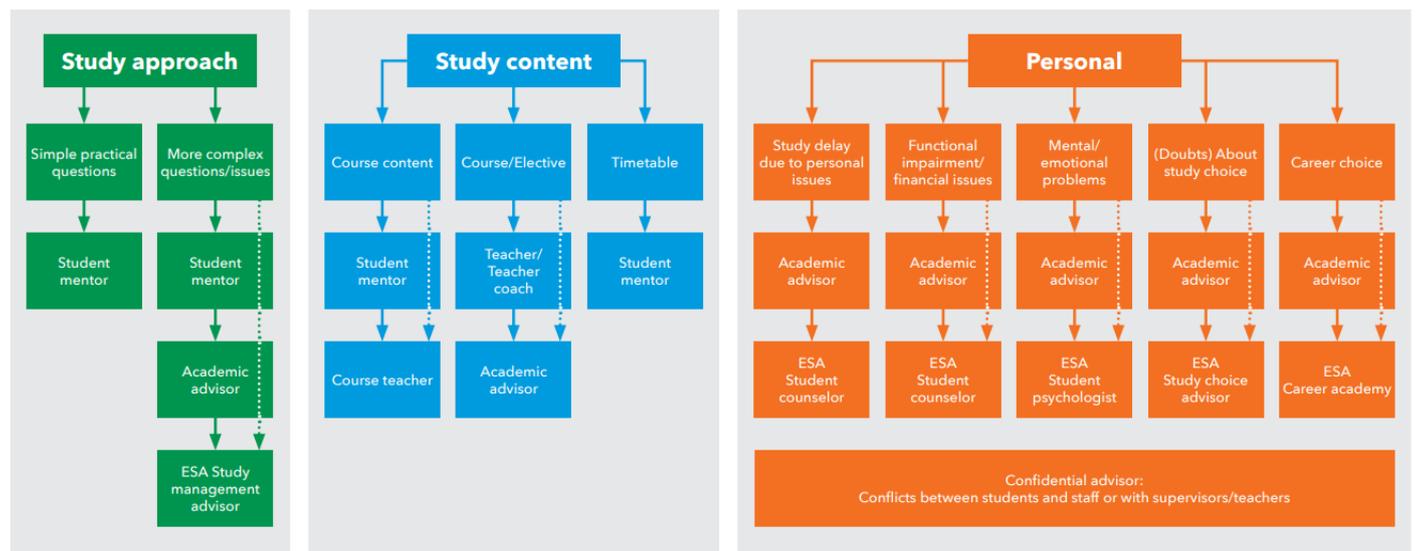
STUDENT GUIDANCE FLOWCHART

Student guidance for master's students



More information? Check it on the [student guidance page](#). Also have a look at the [group training sessions](#) we offer. Not sure where to go? Contact your academic advisor.

Student guidance for bachelor's students



More information? Check it on the [student guidance page](#). Also have a look at the [group training sessions](#) we offer. Not sure where to go? Contact your academic advisor.

EXTERNAL SOURCE OF SUPPORT

The TU/e offers a vast range of support services but support remains limited to minor issues or study related concerns. Therefore it is also important to help redirect students to the external support landscape within Eindhoven. Check out the [social card](#) (sociale kaart) for further information on external support.

GENERAL PRACTITIONER (GP)

If a student is concerned about their physical or mental health / wellbeing, then they need to get in contact with their general practitioner (GP). If they are not yet registered with the GP, they can find out more [here](#) or access an online doctor via hellodoc.nl. For more information click [here](#).

The public health care system works in such a way that the GP is the first point of contact for issues related to one's health in general, they will be able to refer their patients to the appropriate source of support later on, such as a specialist or psychologist.

If it is difficult to find a GP, or to register at a GP practice, you can contact your health insurance. Each health insurance has a duty of care and a care mediation department (zorgbemiddeling). A GP is not obliged to register you in their patient group, but they are obliged to provide care when it is necessary. If this is the case, care may not be refused. The GP or the assistant will assess if the need for care is acute and then they are allowed to charge a passer-by fee (passanten tarief). This you may need to pay up front but you can get it reimbursed by your health insurance.

If there is a medical emergency, if someone is in severe danger, or if you think immediate action is necessary then please call the emergency line 112!

If you are on campus and need emergency care within the grounds of the TU/e, please contact the TU/e safety and security line **2222** first. Further information about safety and security on campus can be found [here](#).

*Incase of an
emergency call
112!*

***Are you on campus?**
Call the TU/e emergency
number first: **2222!***

IN CASE OF SUICIDAL THOUGHTS OR ACTIONS

It may be that someone comes to you with issues related to suicide, either suicidal thoughts they have experienced themselves, or from someone they know.

In this case, please know that it is not your responsibility to deal with this or to solve their issues.

If a student is coming to you because of suicidal thoughts they experience themselves, you can either encourage them to call their **GP**, who will be able to help them access appropriate support, or encourage them to call the **suicide helpline 113**. If it is an immediate emergency, call **112!**

If a student is coming to you because they are concerned about someone else, then you can inform them on the sources of support available: In this case the suicide helpline 113 (they are also able to give more specialized advice), the GP of the person experiencing these thoughts, or 112 in case of a medical emergency.

You are not responsible for the students who come to you. You are merely there as a listening ear and to help them take the next steps and to guide them towards receiving care from a professional.

If you are in doubt about how to handle a situation, seek help from a confidential counselor or academic advisor!

Finding a GP

If a student does not have a general practitioner yet, they can find one [here](#). For more information click [here](#).

*INCASE OF AN
EMERGENCY ON
CAMPUS CALL
2222!*

*INCASE OF AN
EMERGENCY OFF
CAMPUS CALL
112!*

*SUICIDE HELP
LINE: 113*

OTHER

Alternatively there are also support groups and helplines that operate throughout the Netherlands and/or Eindhoven that can be of further use.

De Luisterlijn (The listening line): The listening line is a number you can call if you would like to chat with someone about anything and everything. They are here to listen to you, make you feel heard and provide a safe space you can turn to if you need someone to talk.

Frisse Gedachtes: Frisse Gedachtes is a student wellbeing support network. They provide the possibility to anonymously chat with a trained member of their team to provide support on any issues related to mental health and wellbeing. They also organize regional events and walk and talk sessions for those who are interested.

Weeples (Aka Activitree): This is an app you can download on your phone that helps connect you to others within Eindhoven through similar interests. Are you looking for someone to play basketball with, or to go to the movies with to see the new Spiderman? Check out Weeples to find your buddy!

Mind Support: Mind support is a mental health support platform that connects students who experience similar complaints. The aim of this is to share best practices, have someone to talk to who may know what you are going through, and feel more supported.

The Self-help Network in Eindhoven: The self help network in Eindhoven offers a lot of interesting wellbeing groups. Are you dealing with stress, ADHD, Grief or anything else and would like to chat with others who experience the same? Then connect with one of the peer support groups on the self-help network.

Mood Space: Mood space is a place for students. Packed with reliable information, tips and self-help tools to tackle emotional problems or to help you study confidently. It offers room for student stories, peptalk and helps you find the help you need. It can be a great source of information if someone is interested to learn more about their wellbeing.

TAKING CARE OF YOUR OWN WELLBEING AS A CCP

Taking care of your own wellbeing as a CCP is just as important as helping someone else out, if not more important. Only when you are feeling well are you able to provide the right support to others, therefore it is very important that you take care of yourself as well.

Note that all the support mentioned in this handbook equally applies to you, so please do make use of it if you feel the need to.

If you are unsure of how to deal with a situation as a CCP, you have various options:

- You can discuss it in a confidential and anonymous manner within your intervision group, to get their advice and communally come to an agreed best practice.
- You can reach out to an academic advisor for advice.
- You can reach out to an confidential counselor for advice.

Please keep in mind that you are bound by confidentiality and need to follow the GDPR data protection rules. This means that you at no point are allowed to disclose any information that can lead to the identification of the caller. Thus when seeking advice, be sure to keep things anonymous.

If at any point in time you feel a case is too difficult to deal with, know that you can refer a student directly to another source of support. If you think the case does fall within the scope of a CCP, but you don't want to handle this case for whatever reason (i.e. you know the person involved too personally, you are impacted by the case, etc.) you can always refer a caller to another contact point.

If you have any questions or concerns about your role as a CCP, please reach out to Lara Hofstra as any point in time.