

THANK YOU FOR CONTACTING THE STUDENT COUNSELLING UNIT (SCU).

We are proud of you for prioritising your mental health.

We would like to ensure that you have access to as many resources as possible, to help you resolve the problem you may be experiencing.

Remember that connecting with resources in your environment is an important resilience skill. Before you book a one-on-one session, or while you wait for an appointment date at the SCU, please ensure that you have explored various other options and resources.

BEFORE YOU BOOK OR WHILE YOU WAIT:



Online Resources

- Our podcast series BounceUP together with TuksFM. We have podcast episodes on how to improve your general mental wellbeing (general anxiety, stress, uncertainty, relationship issues, depression)
- Read up on any mental health issue from a reliable site.



Telephonic Counsellors

- Call the UP Careline on 0800 747 747 who are available 24/7.
- It is free of charge for all UP students.
- It is a toll-free number and no airtime is required.
- Our mental health practitioners will be able to assist you immediately.
- SADAG has additional support programmes available to cover a vast array of mental health topics.



SCU Support Group Sessions

Support group sessions are presented at the SCU boardroom at 12:30 on:

- **MONDAYS:** General stress and anxiety support.
- **TUESDAYS:** SADAG online support group 18:30 (send a WhatsApp to 076 022 2775 to attend).
- **WEDNESDAYS:** MindUP group (emotional intelligence skills).
- **THURSDAY:** Gender Based Violence (GBV) support group.
- **FRIDAY:** Beyond Grief.

or

- Remember to explore reputable sites where contributions are made by credible mental health professionals.
- Consider resilience training at SCU on how to continuously improve your mental health.



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Academic-induced or related stress?

Speak to your Academic Success Coach

- Your Academic Success Coach (ASC) will be able to assist you with how to manage academic-based stress.
- They will answer all your academic related queries.
- You can arrange a direct appointment with any of the ASC's by logging onto your student portal and going onto the Student Support @UP tile - follow the prompts to directly book an appointment with the specific ASC.



General University inquiries or uncertainties?

- **This includes: financial queries, any university related queries or registration issues.**
- Please contact the Student Service Centre (SSC) at 012 420 3111 or visit them on campus (SSC offices, Humanities Building, Hatfield Campus).



Peer Volunteers

Peer Volunteers (PV) are on duty on a daily basis at the SCU from 08:30 - 15:30. If you feel like you need to speak with someone immediately, come into the SCU and ask at reception. They will connect you with our one of our Peer Volunteers.

PVs can assist you with practical questions, help contain emotional distress and assist with non-emergencies – thereby providing you with brief peer support if you are distressed and guide you to your next steps (e.g., booking a session, contacting SADAG, referring you to your ASC).

PV's are not registered mental health professionals and are only there to assist you during your time of need and guide you to the next best step. They offer non-judgemental, confidential listening and action-based advice and to assist with your problems.

Stars Mentors and other peer structures on campus are available in the Faculties and in Residences – please ask your representatives for the information.



Student Affairs

If you have trouble socialising and acclimatising to University and wish to integrate with individuals who share the same interest as you, consider a student society, faculty house, day house, a sports or culture club. UP has many resources where you can find like-minded individuals. Google the Department of Student Affairs, and link to Student Governance and Leadership for information about the many activities and structures related to Student Life.



Student Residence Activities and Residence Life

There are various student bodies in each UP residence that will be able to assist you with regards to any issues you may face during your stay at UP accredited residencies. **Speak to your Wellness Committee leaders or the residence manager for advice and information.**



Student Health Services

If you need medical attention or primary health care support, please visit the Student Health Services. You can call 012 420 2500 or email student.health@up.ac.za to schedule an appointment.

