

## Support Contact Information

### Crisis support

If you are feeling suicidal, please tell someone.

NHS 24 and Samaritans are available 24 hours a day to take your call.

Alternatively, you can visit your GP or your local hospital (Accident and Emergency department).

NHS 24	<b>111</b>
Samaritans Glasgow	<b>0141 248 4488</b>
Samaritans UK	<b>08457 90 90 90</b>
	<b>116 123</b>
Breathing Space	<b>0800 83 85 87</b>
UoG Crisis Support Team	<b>+44 (0) 141 330 4444 (ext. 4444) (24hr)</b>

## Services available through the University of Glasgow

### Support for Students: Counselling & Psychological Services

*67 Southpark Avenue, Glasgow, G12 8LE. Tel: 0141 330 4528*

There are two routes to accessing Services at the University of Glasgow's Counselling & Psychological Services: 1. The drop-in consultation service if you wish to book an appointment on the same day you would like to attend here: <http://www.gla.ac.uk/services/counselling/dropin/>. This would give you a one-off, 50 minute appointment.

2: By registering with us here: <http://www.gla.ac.uk/services/counselling/yourappointment/>.

Once you are registered, you will receive an assessment appointment and then be placed on the waiting list for ongoing sessions. This may be CBT, person-centred counselling or psychology appointments depending on what transpires from the assessment.

We also have information on self-help materials and courses/groups on our website. Please feel free to have a look.

### Big White Wall for Students

University of Glasgow students going through a tough time can now access free online support with Big White Wall. Whether you're struggling to sleep, feeling low, stressed or unable to cope, Big White Wall can help you get support, take control and feel better.

You will have access to a 24/7 online community and professional support from trained counsellors. Big White Wall provides a safe space online to get things off your chest, explore your feelings, get creative and learn how to self-manage your mental health and wellbeing.

Big White Wall is totally anonymous, so no one will know you've chosen to use it unless you tell them!

93% of members feel better as a result of using the service, and nearly 90% use Big White Wall as an out-of-hours support.

To join, simply go to [www.bigwhitewall.com](http://www.bigwhitewall.com) and sign up under 'organisation' with your university e-mail address.

## Peer Support – available in certain schools as identified on next page under Local Support

- Peer supporters are students who are interested in providing a listening ear to their peers, as well as providing both emotional and practical support.
- Peer supporters apply for and are selected for the training.
- An effort is made to encourage applications from all areas of the University.
- Peer Supporters adhere to the programmes code of confidentiality

For further information, please contact Pamela Orr at [studentpeersupport@glasgow.ac.uk](mailto:studentpeersupport@glasgow.ac.uk), or call +44 (0) 141 330 4528/7193.

### Local Support

Adam Smith Business School -  
Peer Support Group – University of Glasgow Business School  
<https://www.gla.ac.uk/schools/business/students/undergraduate/peersupport/>

School of Social & Political Studies –  
<https://www.gla.ac.uk/schools/socialpolitical/studentinfo/peersupportnetwork/>

### College of Medicine, Veterinary & Life Sciences

School of Medicine -

Student Support  
[Med-Sch-Welfare@glasgow.ac.uk](mailto:Med-Sch-Welfare@glasgow.ac.uk)  
0141 330 7488

Peer Support Group – University of Glasgow Medical School  
<http://www.gla.ac.uk/myglasgow/counselling/peersupport/medicalschoo/>

School of Veterinary Medicine -

Peer Support Group – University of Glasgow School of Veterinary Medicine  
<https://www.gla.ac.uk/myglasgow/counselling/supportprovided/peersupport/vetschool/>

## Chaplaincy

The Chaplaincy Service is a non-denominational service, committed to offering support to staff and students and their relatives. Chaplains are available to people of all faiths (and to those of no faith) and can be contacted 24 hours a day, seven days a week.

## **Other helpful websites/ contacts**

<http://www.gla.ac.uk/studentlife/support/>

<http://wellbeing-glasgow.org.uk/booklets/>

<https://www.nhsinform.scot/healthy-living/mental-wellbeing>

Karen Morton, Head of Student Support and Wellbeing 0141 330 4067

## Support for Employees:

### Employee Assistance Programme (Including counselling)

PAM Assist are our Employee Assistance Provider. They offer a 24hr, 365 day **confidential** telephone and face to face counselling service, and also provide staff with full access to helpful on-line information and self-help resources via their secure website. PAM Assist is delivered by fully accredited counsellors and provides personal support and practical assistance to help staff through difficult and challenging times both at work and in their personal lives. Their counselling service is based in Glasgow, in fully accessible premises, to help provide ease of access for staff who need face to face counselling. For further information and access to counselling services, call their Freephone number 0800 882 4102

For further information on PAM Assist's services, and access to their extensive self-help resources please consult their website at [www.pamassist.co.uk](http://www.pamassist.co.uk), using the log-on details available via this secure link (username - UoG and password -UoG1)

### Big White Wall for Staff

All staff at University of X can now access free online support with Big White Wall. Whether you're suffering from work-related stress, are struggling to sleep or simply need someone to talk to, Big White Wall can help you get support, take control and feel better.

You can get things off your chest, express yourself creatively, and access a library of self-care resources, including clinical tests, tips and guided group courses with topics ranging from Managing Stress & Anxiety to Quitting Smoking. Trained counsellors are online 24/7 to keep all members safe and provide extra support. Big White Wall can help you with adopting useful coping strategies and behaviours to improve your experience at work.

Big White Wall is completely anonymous, so no one needs to know you are using the service unless you tell them.

To join, simply go to [www.bigwhitewall.com](http://www.bigwhitewall.com) and sign up under 'organisation' with your staff e-mail address.

### Occupational Health

<https://www.gla.ac.uk/myglasgow/occupationalhealthunit/staff/occupationalhealthreview/>

The Occupational Health Unit is an advisory service whose role is to provide impartial advice regarding fitness for work to line managers responsible for the monitoring and control of sickness absence, and staff. It is part of [Health, Safety and Wellbeing Services](#).

The OH clinical staff are all trained health professionals and are governed by the same moral, professional and ethical codes of conduct to which all medical and nursing professionals have to adhere. Confidentiality is fundamental.

However, because Occupational Health has a dual role - to advise both employees and managers - access to Occupational Health is via a management referral, either by your line manager or local HR Adviser, so you will first need to discuss your mental health issue with one of those in order for this to happen.

Please be assured that your best interests and wellbeing are of primary concern to all of us in the OHU. Therefore we will try to make your visit to the department as straightforward and comfortable as possible.

This advice is aimed at assisting employees to regain and retain their good health and remain in or return to a suitable job as soon as their recovery allows.

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## Respect at Work & Study (Bullying & Harassment)

### Respect Advisers' Network

The Respect Advisers Network (previously known as the Harassment Volunteer Network) can provide support and guidance to staff and students throughout the informal process and is intended to complement existing support structures within the University.

<https://www.gla.ac.uk/myglasgow/humanresources/equalitydiversity/policy/dignityatwork/ran/>

## Useful Websites

<http://wellbeing-glasgow.org.uk/booklets/>

<https://www.nhsinform.scot/healthy-living/mental-wellbeing>

## Other External Glasgow Counselling & Support Services Contact Information:

<b>Alcohol and Drug Misuse</b>	
<b>NAME</b>	<b>Drink line</b>
📞	<b>0300 123 1110</b>
<b>ABOUT</b>	Drinkline's aim is to offer free and confidential information to callers who are concerned about their own or someone else's drinking regardless of the caller's age, gender, sexuality, ethnicity or spirituality.
<b>NAME</b>	<b>Glasgow Council on Alcohol (GCA)</b>
📞	<b>Telephone: 0141 353 1800, Helpline: 0808 802 9000</b>
<b>ABOUT</b>	With trained counsellors, either the person who feels they are drinking too much, or a friend/family member, can discuss the situation. The advisors offer help, advice and information and can help refer clients to the service.

<b>NAME</b>	<b>Families Affected by drug and alcohol use (FASS)</b>
📞	<b>0141 420 2050</b>
<b>ABOUT</b>	FASS is a confidential support service for parents and adult family members affected by or concerned about a loved one's drug or alcohol use.
<b>NAME</b>	<b>Addaction</b>
📞	<b>0141-558-3230</b>
<b>ABOUT</b>	A UK wide treatment agency, helping individuals, families and communities to manage the effects of drug and alcohol misuse and support individuals in recovery.

### Any reason for distress

<b>NAME</b>	<b>Breathing Space</b>
📞	<b>0800-83-85-87 - 1800 – 0200hrs.</b>
<b>ABOUT</b>	Breathing Space is a service for people in Scotland whose helpline is staffed by advisors from a range of mental health and social work backgrounds. It aims to give people who feel overwhelmed by their emotions and in distress a space to talk and a resource to find out about further services in their area.
<b>NAME</b>	<b>Samaritans</b>
📞	Helpline: 116 123 (24hrs) Email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> Text: 07725909090
<b>ABOUT</b>	Provides confidential non-judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress, despair or suicide.
<b>NAME</b>	<b>Nightline</b>
📞	0141-353-1050, 1900 – 0700 (SRC listening and information service)
<b>ABOUT</b>	Nightline is a confidential telephone support and information service run for students, by trained student volunteers. They are available <b>Monday to Friday from 7pm till 7am</b> and offer <b>confidential listening</b> and <b>information</b> to all students from Glasgow University.

### Anxiety/phobias/panic attacks/Stress

<b>NAME</b>	<b>No Panic</b>
📞	<b>0808-808-0545</b>
<b>ABOUT</b>	A confidential helpline that is staffed by trained volunteers on 0844 967 4848 and is available from 10am to 10pm every day of the year. After 10-00pm this number plays a recording of a Breathing and Relaxation Technique.
<b>NAME</b>	<b>Lifelink</b>
📞	0141 552 4434
<b>ABOUT</b>	Lifelink is there to offer a space for people to discuss stress and distress and coping-strategies. They aim to reduce people's need for further assistance going forward by assisting them in creating positive changes in their lives which will increase their quality of life

## Assault

**NAME** Archway Glasgow (for victims within past 7 days)

📞 **0141-211-8175 (6pm – Midnight)**

**ABOUT** The Archway is a specialist service in Glasgow and is made up of a team of experts experienced in caring for people who have been raped or sexually assaulted within the past 7 days. This can include advice, a physical exam and specialist counselling.

**NAME** Rape Crisis – General

📞 **0141 331 4180 Helpline 08088 01 03 02**

**ABOUT** Rape Crisis Scotland provides a national rape crisis helpline and email support for anyone affected by sexual violence, no matter when or how it happened.

**NAME** Breakthrough for women

📞 **0141 552 5483**

**ABOUT** The service offers counselling on pregnancy, post-abortion, sexual violence and abuse.

## Bereavement

**NAME** Cruse Bereavement Care

📞 Helpline – **0845-600-2227**

**ABOUT** The Cruse Bereavement Care Freephone National Helpline is staffed by trained bereavement volunteers, who offer emotional support to anyone affected by bereavement.  
Our volunteers are here to help you talk things through. They can also help you find your local Cruse service, or signpost you to other services and useful sources of information.

**NAME** Muslim Bereavement Support Service

📞 **0141-585-8026**

**ABOUT** The Muslim Bereavement Support Service is a registered charity, serving the Muslim community by supporting bereaved women who have lost a loved one. The confidential service is provided by trained volunteers.

## Domestic Abuse

**NAME** Scottish Domestic Abuse And Forced Marriage Helpline

📞 **0800-027-1234**

**ABOUT** A confidential and sensitive service with trained staff and volunteers which support people with experience of forced marriage or domestic abuse.

**NAME** Men's Advice Line

📞	<b>0808-801-0327</b> Monday-Friday 9am-5pm or email <a href="mailto:info@mensadviceline.org.uk">info@mensadviceline.org.uk</a>
<b>ABOUT</b>	For men, irregardless of sexual orientation, who are experiencing domestic abuse or concerned about their own behaviour
<b>NAME</b>	<b>Shakti Women's Aid Edinburgh</b>
📞	0131 475 2399
<b>ABOUT</b>	Help for black minority ethnic (BME) women, children and young people who are experiencing, or who have experienced, domestic abuse.
<b>NAME</b>	<b>Glasgow Women's Aid</b>
📞	0141 553 2022 / 2411
<b>ABOUT</b>	Women's Aid offers a listening ear, practical and emotional advice and, if required, a safe space to go for women suffering from domestic abuse.

### Drug Misuse

<b>NAME</b>	<b>Drug line Scotland</b>
📞	<b>0800-776-600</b> - 1000 – 1400hrs
<b>ABOUT</b>	A free, confidential drugs information and advice helpline open from 8am to 11pm, 7-days a week. Trained advisors listen to your concerns and help you decide what to do next. They won't call the police, parents, schools or any other authorities unless you ask them to (or unless they think someone's life is in immediate danger).

### Eating Disorders

<b>NAME</b>	<b>B-eat beating eating disorders</b>
📞	<b>0845-643-1414</b> (adults) <b>0845-643-7650</b> (youth)
<b>ABOUT</b>	Beat provides helplines for adults and young people offering support and information about eating disorders. These helplines are free to call from all phones. The helpline is staffed by trained support workers with experience of speak to and advising people with eating disorders.
<b>NAME</b>	<b>Gerbera Eating Disorder Support (GEDS)</b>
📞	0141 221 1535
<b>ABOUT</b>	Gerbera Eating Disorder Services or GEDS (previously Glasgow Eating Disorder Support) runs support groups both on campus and Charing cross and initial contact should be made via the number above.

### Forced marriage

<b>NAME</b>	<b>Forced marriage unit helpline</b>
📞	020 7008 0151



<b>ABOUT</b>	The FMU operates a public helpline to provide advice and support to victims of forced marriage as well as to professionals dealing with cases.
<b>General Counselling Service</b>	
<b>NAME</b>	<b>REACH Community Health Project</b>
📞	0141 423 2289/2894
<b>ABOUT</b>	Focusing on Black and Minority Ethnic people, this project aims to promote and improve healthcare provision tailored to the needs of BAME populations.
<b>NAME</b>	<b>Tom Allan Counselling Centre</b>
📞	0141 221 1535
<b>ABOUT</b>	Counselling service which offers a range of support. While there is no fixed fee they do ask for a donation or, if you want their fast track counselling service, the sessions cost £45 per session.
<b>NAME</b>	<b>Youth Counselling Service Agency (YCSA) *** check if still working</b>
📞	0141 420 6600
<b>ABOUT</b>	Based in Glasgow, the organisation aims to provide counselling, support and information/advice to young people up to 25 years old from an ethnic minority background.
<b>Gambling</b>	
<b>NAME</b>	<b>Gamblers Anonymous Scotland</b>
📞	<b>0370 050 8881</b>
<b>ABOUT</b>	A Scotland based free and confidential service open from 8 am to midnight 7 days a week, which offers advice and support for people suffering from problem gambling or worried about someone who is.
<b>NAME</b>	<b>GamCare</b>
📞	<b>0808 8020 133 (8am to midnight, 7 days a week)</b>
<b>ABOUT</b>	A free and confidential service open from 8 am to midnight 7 days a week, it offers advice and support for people suffering from problem gambling or worried about someone who is.
<b>Pregnancy Support</b>	
<b>NAME</b>	<b>Glasgow Pregnancy Choices</b>
📞	0141 248 2667
<b>ABOUT</b>	The service seeks to allow time a free and confidential space for discussing topics and offering practical information around pregnancy – for example unplanned pregnancy, baby loss through miscarriage or adoption, and abortion recovery.
<b>NAME</b>	<b>ARCH (Abortion Recovery Care &amp; Helpline)</b>
📞	0141 226 5407

<b>ABOUT</b>	ARCH is dedicated to providing emotional, psychological and spiritual support through counselling and supportive help. They offer support to anyone affected by abortion, personally or professionally - parents, grandparents, siblings, nurses or doctors.
<b>Sexual health</b>	
<b>NAME</b>	<b>Sandyford Initiative</b>
📞	<b>0141-211-8130</b>
<b>ABOUT</b>	An NHS service which provides a range of sexual, reproductive and emotional health services and is open during weekdays. The number above is active between 8.30am and 4.30pm although it can be busiest during the morning. It provides assistance for emergencies around sexual and reproductive issues.
<b>LGBTI+</b>	
<b>NAME</b>	<b>LGBT Youth</b>
📞	<b>0141-552-7425</b>
<b>ABOUT</b>	Focused on young people in Scotland, this organisation offers advice and support for LGBT young people themselves as well as information for organisations and individuals.

Many of these, and others, are also listed in your MHFA Handbook, in convenient locations at the end of each chapter