

# MENTAL HEALTH GUIDE

IT'S  
OKAY  
TO ASK  
FOR  
HELP.

We're here for you.



**Second edition, approved by the Student Council, Peer Support, and the Student Life Officers (May, 2023)**

**In case of emergency, find helplines on page 3.**

## **Foreword**

Welcome to the Mental Health Guide. In collaboration with the AUC Student Council and the AUC Well-Being Team, this guide provides initial resources and outlines preliminary steps to help lead students to finding support they may need.

In a demanding and tumultuous environment like AUC, it is normal to feel stressed, sad or lonely every now and then. Sometimes talking to your friends and family is not enough. A useful marker for deciding whether you need to see a professional is whether the issues you are experiencing affect your ability to execute daily tasks, such as taking care of your hygiene, making food for yourself, or keeping up with deadlines. However, there are no criteria for when or why you reach out for help. Even if you function well, think your issue is "small", or just like to talk through something that's been bothering you for a while: all reasons are valid and enough.

If you suspect or know one of your friends is struggling with their mental health, this guide might also help you understand how to support them. Remember, though, you are not a professional, nor should you be their only point of reference or bear the responsibility in case of a serious problem. You can inform them of several ways they can seek help, encourage them to contact the SLOs, and refer them to this Mental Health Guide to begin finding support. AUC students can find help within AUC, UvA or VU, or even within the Dutch healthcare system, which the SLOs can help with too. For long-term issues or diagnosed disorders, it may be advisable to seek more specialized care. An overview of the possibilities can be found on the next page; however, it is not an exhaustive list.

There are many resources available and it can be hard to know where to start or how to navigate the choices. The objective of this document is to provide clear and detailed information, and to facilitate finding mental health support as AUC students. This guide came into being using our experience in AUC bodies, input from students and online sources. It is intended to be a starting point for finding information on getting help. We hope the following information proves useful to you and serves as a reminder that you deserve support and are not alone.

As a disclaimer, please remember that this guide is written by and for students, aided by the Student Life Officers. Therefore, this guide should not replace professional help. The authors and AUC are not liable for any actions that you take based on the information here. Financial decisions made based on this document are at your own risk and the writers of this document are not responsible for any errors and omissions. Nonetheless, we have tried our hardest to make sure all the information is accurate, timely and reliable.

With care,  
**Student Council**  
**Peer Support**

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## 1. Emergency Helplines

**If you fear that you might hurt yourself, or you are experiencing suicidal thoughts or know of someone who is, please call this anonymous hotline: +31 (0)800 0113 or 113**

### Medical Services

Police, fire brigade, or ambulance: 112 (emergency)

If you are in need of urgent medical care during the evening, night, or weekend:  
**+31 (0)88 003 0600 (emergency)**

- The above is the Huisartsenposten Amsterdam (central doctors' line).
- For life-threatening situations immediately enter a 9, you will then have priority over all other incoming calls.
- Have insurance information ready.
- They will ask you questions and decide based on your answers whether to refer you to the Emergency Room, instruct you to call an ambulance, send a doctor to your home, or provide you with other (less urgent) solutions.

UvA General Practitioners: +31 (0)20 525 2889 (emergency)

- Monday to Friday, 08:00 - 17:00
- Answered within 30 seconds.
- For emergencies only. For example:
  - sudden onset serious health problems
  - accidents
  - life-threatening situations and acute crisis situations

Hospitals with Emergency Centres

- Onze Lieve Vrouwe Gasthuis, Oosterpark 9: **+31 (0)20 599 9111**
- VU Medisch Centrum, De Boelelaan 1117: **+31 (0)20 444 4444**
- Academisch Medisch Centrum (AMC), Meibergdreef 9: **+31 (0)20 566 9111**

### AUC, UvA and VU Campuses

Concerning the dorms, contact the resident assistants: **+31 (0)65 044 9338**

UvA's Central Control Room/UvA Security: +31 (0)20 525 2222 (emergency)

- If you observe that a threatening or dangerous situation is developing, or if you feel unsafe, anywhere on campus, including the AUC student residences, you can contact UvA Security
- Available 24 hours, 7 days a week.
- Contact point for reporting incidents within UvA and AUC. For example:
  - a fire or a burning smell
  - a gas smell
  - a big leak that could cause a short-circuit and power failure
  - a power outage

VU Campus

- **+31 (0)20 598 2222 (emergency)**
- Theft or loss: **+31 (0)20 598 5854**
- General: **+31 (0)20 598 9898**

## 2. AUC, UvA and VU Services

### a. AUC: Well-Being Team, Tutor System, and Student Council

#### Who can you reach out to at AUC?

AUC offers a variety of support services for students related to (mental) health and well-being. The AUC Well-Being Team is the main source of mental health support. Secondly, informing your tutor of any issues that could affect your academic performance may help with obtaining extensions, exemptions, and dropping courses. Lastly, since AUC is a joint programme of the UvA and the VU, students can make use of all their services offered.

#### The AUC Well-Being Team

The Well-Being Team consists of the Student Life Officers (SLOs, the Graduate Assistant (GA) to the SLOs, Peer Supporters, and the Resident Assistants (RAs).

#### Student Life Officers

The SLOs are the first point of contact at AUC in case you are struggling with any health or well-being issues. The SLOs are trained mental health workers with a background in psychology. They are available for individual meetings to provide a listening ear or help you find other resources. The SLOs do not function as a psychologist and they cannot provide therapy, but they are available for regular meetings (one on one) and regular check-ins. They are knowledgeable about the support systems you can find. During the semester, the SLOs also have daily Open Hours in their office room 3.22 between 12:30 and 13:30. Keep an eye out on the Student Newsletter for when the Open Hours are held or inquire by contacting the Student Life Officers.

- SLOs email: [studentlifeofficer@auc.nl](mailto:studentlifeofficer@auc.nl)
  - Aino Kekkonen
  - Lisa van Berkel
- Instagram account of the Well-Being Team: @aucwellbeingteam
  - Here you can find information about the Well-Being Team and upcoming events. This account is run by the Graduate Assistant to the SLOs; it is not a means to contact the SLOs.

If you would like to get in contact with the SLOs, you can email them or use this [link](#) to book an appointment.

#### Peer Support

Peer Support is a group of AUC students that offers informal support to other students, and, as part of the Well-Being Team, closely collaborates with the SLOs. The Peer Supporters are trained by a psychologist in active listening and can offer you their support in one or recurring one-on-one meetings. These meetings provide a safe space to talk about mental health related topics pertaining to yourself or somebody you may be concerned about. Additionally, Peer Support can support your search for the right help (such as finding a therapist) or some bureaucratic questions you might have. To sign up for an individual meeting you can use the link below (or find the link in our Instagram bio). For questions or other concerns, you can also reach Peer Support through the Instagram DMs, via email, or during their open hours. Moreover, Peer Support organises events in and around the dorms that relate to wellbeing and community building and raises awareness about mental health-related topics.

- Instagram: @aucpeersupport
- Email: [peersup.auc@gmail.com](mailto:peersup.auc@gmail.com)
- Open Hours: Peer Support holds weekly open hours. You can find more information on their Instagram.
- Individual meeting sign-up [form](#)

## Resident Assistants

The RAs are four graduated AUC students that live in and supervise the dorms. You can contact them in case you or another feels unsafe in the dorms, or if there is (noise) nuisance. In case of a (mental) health emergency, you can contact the RAs at any time while you wait for emergency services to arrive. The Resident Assistants are trained in active listening and first aid. They are always available via phone only for emergencies, including noise complaints past midnight (as per their Instagram), and during office hours, you can message them for questions and requests via Facebook, Instagram, or email.

- Office hours: 19:00-0:00, daily.
- Facebook: Carolina MacGillavrylaan (AUC Resident Assistants)
- Call: +31 (0)65 044 9338
- Instagram: @auc.ra
- Email: [aucresidentassistant@gmail.com](mailto:aucresidentassistant@gmail.com)

## Confidentiality and the Well-Being Team

All of the Well-being Team members have to remain confidential, which means that they will not disclose what you told them to others. This confidentiality is broken, though, when there is a clear indication that you might harm yourself or another. Well-Being Team members will notify you in case they are to break confidentiality.

## Tutor System

While the tutoring system is mainly in place for academic support, informing your tutor of any issues that could affect your academic performance can help with obtaining extensions, exemptions, and dropping courses. Keep in mind that your tutor will be able to oversee all requests you make via the digital service desk and the Board of Examiners (BoE). The extent to which you share personal matters depends on the relationship you have with your tutor. You are under no obligation to share personal matters with your tutor. If you feel like your tutor is not helping you in the way you need, you can contact the Senior Tutor (Huan Hsu) or the SLOs. Tutors are not trained in psychological support, so it is possible that their reaction may not be as you hoped. Nonetheless, talking to tutors can be very helpful, as long as you're aware of your own boundaries and what they can offer you.

- Senior Tutor, Huan Hsu: [h.hsu@auc.nl](mailto:h.hsu@auc.nl)
- [Digital Servicedesk](#)

## Student Council

The Student Council is helpful for various things pertaining to AUC life, outside of social activities. They have regular meetings with management and are in contact with most staff members. Any new policy must be approved by the Student Council, so they have a lot of say in the changes made at AUC. In this manner, you can contact them with issues relating to academia, lecturers, tutors, and more.

- Instagram: @auc.student.council
- Facebook: AUC Student Council
- Email: [info@aucsc.nl](mailto:info@aucsc.nl)
- Website: [aucsc.nl](http://aucsc.nl)
- If you would like to know more details about your rights as a student, you can ask the Student Council, and refer to the Academic Standards and Procedures on the Student Information Canvas page [here](#).

## b. UvA: Psychologists, Workshops, Trainings, and more

### **UvA Psychologists**

The UvA has student psychologists that offer individual therapy sessions and group training. They specialise in issues typically related to student life, lack of study motivation, or studying with AD(H)D and ASD, and they can also help with any personal problems that stand in the way of studying. All sessions and trainings are free of charge and you do not need a referral from a general practitioner (GP).

If you are struggling with mental health and it is affecting your studies, you can sign up for an individual 15-minute consultation with a UvA psychologist. At this consultation, you and the psychologist will decide whether they can help you by referring you to workshops or with 5 individual sessions, or, if you need more long-term treatment, in which case they will refer you to your GP.

However, the UvA cannot service long-term support, as they have a maximum of five individual sessions per student. They can help you short-term or refer you to the type of support that fits you best, but they cannot help you with a pre-existing mental health condition or if you have an issue that requires more in-depth treatment. In these cases it is better to consult with your GP.

The sessions take place on the Roeterseiland campus or online. The waiting time after signing up for the initial 15-minute consultation meeting is usually short.

For information on how to sign up for a consultation, please see this [link](#).

### **Workshops and Trainings**

Workshops offered by the UvA include “stress relief”, “social blues”, “study motivation”, and more. They currently have no waiting list and you can sign up for these workshops via [UvA Corsizio](#). In addition, the UvA psychologists provide training in the form of multiple group sessions, spread across several weeks. In English they can cover topics such as dealing with grief and loss, stress management or mindfulness training. For Dutch speakers, the topics include negative self-image, public speaking, self-confidence in social situations, coping with the fear of failing, and more.

Although group training about difficult topics might seem daunting, it can be nice to find peers with similar experiences to yours. There might be waiting times depending on the type of group and the current demand. Both the workshops and training may take place online or at the Roeterseiland campus.

### **All Ears**

[All Ears](#) is an initiative for UvA students by UvA Psychology students intended to be an empathetic ear in case you want to discuss an argument with a housemate, had a nightmare, or find difficulty in organising your days.

### **Voiced Vulnerabilities**

Seung Ju Kim, an UvA Psychology student, launched a special [podcast](#) series in which students discuss subjects such as mental health and loneliness.

## c. VU: Psychologists, Workshops, Trainings, Wellbeing Point, and more

### **VU Psychologists**

The VU student psychologists specialise in study-related issues and can offer up to five individual sessions, free of charge. In addition, they offer short consultation sessions and trainings. Follow this [link](#), and sign in with your VUnet ID to access the complete information. You can send an email to the VU service desk if you don't know your VUnet ID.

For individual sessions, you can first book an appointment through their online agenda and then you must send a completed intake form to the student psychological counselors with whom you have an appointment. Both the agenda and form can be found via the previous link. Appointments can take place on-campus or online (via video call or telephone), based on your preference. New appointment options are available every Tuesday.

For short consultation sessions up to 10 minutes, students can use the counselors' virtual walk-in hours every Monday and Thursday between 14:00 - 15:00. For this, send a completed registration form before the walk-in hour to [psychologists@vu.nl](mailto:psychologists@vu.nl). The walk-in hour Zoom link can be found using the previous link as well.

### **Workshops and Trainings**

VU counselors offer [workshops](#) to optimize studying. One initiative to highlight is the Back on Track study group, which you can join after following the Study Wise workshop or ask for a starter package. Besides this, VU students have access to [Gezondeboel](#), a free online platform that allows you to work on strengthening your mental health in your own time. They also organize online workshops, for example regarding coping with stress.

### **VU Student Wellbeing Point**

The VU Student [Wellbeing Point](#) offers both virtual and physical meetings with trained students ("Point Peers") ready to answer any questions or help manoeuvre your way through VU Amsterdam's services and opportunities.

### **Caring Universities**

VU Amsterdam is part of the [Caring Universities](#), aimed at improving the psychological wellbeing of students. An anonymous online questionnaire can provide insight into your own mental health by offering personalized feedback about your mood, stress, and anxiety based on your answers. Additionally, offering free online programmes, completely anonymously, and with an online coach to guide you through the process.



### 3. The Dutch Health Care System: GP, BGGZ, and SGGZ

#### a. GP and GGZ: what they are and how it works

In the Netherlands, the mental health care system is referred to as "Geestelijke Gezondheidszorg" (GGZ) and can be divided into three levels (*Basis GGZ of Specialistische GGZ?*, 2022).

#### **Level 1: General Practitioners (GPs) and Practitioners Assistant (POH)**

When you are worried about your mental health and would like to talk to someone outside of the university, your GP (or "huisarts" in Dutch) is the first point of contact. You can register at a local GP or with the [Huisartsenpraktijk UvA](#), a GP practice that is specialised in student health care. The latter has two locations: one in the city center and the other on Roeterseiland. You can usually get an appointment with your GP within one or two weeks. Please check if a consultation with the GP is covered by your insurance.

Together with your GP, you decide the best course of action. Often, a GP has a **practitioner assistant ("praktijkondersteuner" in Dutch, or POH)**. At the Huisartenpraktijk UvA, they have two types of practitioner assistants, a **POH Somatiek** and several **POH GGZ**, which usually are also covered by insurance. The POH Somatiek can help patients with physical complaints or chronic conditions, such as diabetes mellitus, asthma/chronic obstructive pulmonary disease, and cardiac and vascular diseases. The POH GGZ is an in-house psychologist, who can treat patients with 'mild' symptoms. Your GP must refer you to the POH GGZ. However, you can also ask your GP to refer you to another professional. An overview of different mental healthcare professionals can be found in **Table 1**.

Symptoms are considered 'mild' when they have a negative but not severe impact on your everyday life. Examples are having occasional depressive episodes, feeling overwhelmed with stress, or experiencing excessive loneliness or social anxiety. Your GP and POH GGZ may be able to help with resolving your concerns. If this is not the case, they can guide you to the right help, which could include referring you to primary or secondary mental healthcare providers. Remember, if you are seeing a POH GGZ, the final responsibility still remains with your GP.

**Table 1.** Overview of different mental healthcare professionals (Sherman, 2011).

<b>Psychotherapists</b>	may include psychologists, psychiatrists, or welfare workers, depending on their degree
<b>Psychologists</b>	studied psychology and are able to provide non-medical treatment
<b>Clinical Psychologists</b>	hold a doctoral degree and may give a diagnosis
<b>Psychiatrists</b>	have a medical degree and therefore may be permitted to prescribe medication
<b>Welfare workers</b>	can help with problems that are not somatic (physical)

## **Level 2: Primary/general mental healthcare ("Basis GGZ" in Dutch, or BGGZ)**

The BGGZ is meant for people who have mild to moderate psychological concerns. This includes a **general** psychotherapist ("basis GGZ psycholoog" in Dutch) or psychiatrist. In addition, it may also include some form of online mental health support (e-health) or a combination of both.

## **Level 3: Secondary/specialised mental healthcare ("Specialistische GGZ" in Dutch, or SGGZ)**

The SGGZ is for the people whose concerns have such a negative impact on their life that basic functioning has become significantly impaired. This may consist of complex psychiatric disorders such as personality disorder or post-traumatic stress disorder, or complex issues caused by neurodivergence such as autism or ADHD. Here, you are cared for by **specialised** psychologists ("specialistische GGZ psycholoog" in Dutch) or psychiatrists; if it is a clinical psychologist, they may also provide you with a diagnosis.

**Reminder:** a good GP will listen to your needs and if you (both) think it could be helpful, refer you. We encourage you to do some research and think about your preferences, but finding the right path is not your responsibility alone. Remember that **you come to them with a problem, not a plan**. You don't have to have it all figured out! Talking with your GP (and perhaps POH GGZ) can help with deciding which route of action is best and works with the type of insurance you have and your financial situation. The SLOs can also answer any insurance-related questions.

### b. Rights, waiting times, and diagnosis

#### **Referrals and Waiting Times**

After selecting which mental health provider you need, your GP will usually make some suggestions. You can then choose one (or more) yourself and contact them to be put on a waiting list. It is possible to be on multiple waiting lists if you want, but this can be discussed with your GP as well. It is also important to check whether your health insurance will cover the costs.

The waiting times for getting mental health treatment (in Amsterdam) can vary greatly and possibly last several months. When it is clear someone needs treatment immediately, exceptions can be made. Therefore, it is important to be honest with your GP about how urgent you feel the situation is. Once there is space for an intake, the psychologist will contact you.

If you are on a waiting list, you can always make another appointment with your GP to get some more advice or to talk to a professional even if they won't be the one giving you the full treatment. Waiting for treatment can be very difficult, so even when you're not talking to a psychologist yet and don't have a treatment plan, it is still good to keep the conversation going with the people that are close to you, and make use of other support systems available. You can also ask your GP if they have any online resources or exercises for you to work on while you wait for your next appointment. Additionally, you can set up weekly meetings with the SLOs and/or Peer Support, and try something outside of the AUC bubble.

## Your rights

As a student living in the Netherlands, you always have the right to consult with your GP for mental health related issues. If your GP thinks your concerns aren't severe enough to warrant a conversation, you can request a discussion with a different GP. If you feel like you could potentially benefit from any kind of treatment or just from talking to a professional, you are entitled to have that conversation with your GP in person. If you and your mental health care professional decide that treatment is the right option for you, it is important to know that **you have the right to information, consent, change your mind, and confidentiality**. You should know any relevant information about which treatment plan you wish to follow, but you may also stop the treatment. In addition, any information shared with your mental health professional will not be shared with a parent or guardian, unless you ask for this. However, confidentiality may be broken if someone is in danger to themselves or others.

## Diagnosis

When, where, and how you will get a diagnosis differs from person to person. First of all, not all psychological concerns eventually lead to a diagnosis. However, not getting a diagnosis does not mean you can not get psychological support. Treatment can also be given without a diagnosis. The best treatment route can be discussed with your GP. Please check whether or not your insurance will cover the (different) treatment(s).

### c. Health Insurance, Benefits, EU, EEA, Swiss, or International

#### Health Insurance

Health insurance is your main way of getting access to the Dutch healthcare system, including mental health resources. It is also compulsory and you could get fined around 425€ if you do not have active insurance. The types of health insurance accessible to students depends on their residence status (EU, EEA, Swiss, or Internationals).

#### EU, EEA, Swiss Residents

European Health Insurance Card (EHIC) - In order to get this card, you need to apply for it from your local healthcare provider back home. This process takes a couple of weeks, so we advise you to apply for it well in advance, before moving to the Netherlands. The validity of the card depends from country to country, so you need to check with your local healthcare provider how often you need to reapply. [Here](#) you can find country-specific information about the EHIC.

In the Netherlands, you can get the following medical costs covered with the EHIC:

- Visits to a doctor/general practitioner, maternity care, and hospital care
- Medical care for pre-existing conditions
- Diabetes
- Medicines

You can get access to mental health services with the EHIC, but you need a referral from your GP and what exactly gets covered depends on what kind of coverage you have back home. However, please keep the working clause in mind. **For students who do not have a job, the EHIC is enough to cover your medical costs, and you won't be fined for not having Dutch health insurance. If you start to work, you need to apply for Dutch health insurance.** Find more information [here](#).

### **International (outside the EU, EEA, and Swiss)**

As an international resident, you are not eligible for an EHIC; therefore, you need to arrange your own private insurance (even if you are unemployed). There are many ways to do so. If you are already insured in your home country, check whether your insurance covers your stay abroad. Provided it does, it might be eligible in the Netherlands and you won't need to get a new one. If you are not insured in your home country, you will need to arrange a health insurance in the Netherlands. This can be arranged through different healthcare insurance providers. The best option, which is advised upon both by the UvA and VU is the AON insurance. This covers up to 9 therapy sessions in most cases. You can find more information on their [website](#) or [here](#).

If you have further questions, like whether you have sufficient coverage, you should contact the [Zorgverzekeringslijn](#).

### **Healthcare Insurance Benefits**

If you have to take out a Dutch health insurance because of work, you are entitled to a healthcare benefit (zorgtoeslag). You can apply for it after you get your BSN number, you are an EU citizen or you have a residence permit, and you don't earn more than 30 000 euros per year. The maximum amount you can receive is 107 euros per month (2021). You can apply for the benefit either online, or through post. Please check [mijn.toeslagen.nl](#).

## 4. Types of Psychotherapy

Psychotherapy is a form of therapy that treats mental or emotional conditions, or related bodily ills by psychological means. According to the American Psychological Association there are five broad approaches in which psychotherapy falls into. **Table 2** presents a simplified overview of the different approaches to psychotherapy, and examples of certain types of therapy that loosely fall into each branch.

**Table 2.** Simplified overview of different types of psychotherapy (Vink, 2020; *Different approaches to psychotherapy*, 2009).

<b>Psychoanalysis and Psychodynamic Therapy</b>	<b>Mentalization-based Therapy (MBT)</b> is a form of therapy that focuses on getting a better understanding of your own as well as others emotions and reactions. It is mainly used for treatment of personality disorders.	
	<b>Interpersonal Psychotherapy (IPT)</b> is a form of therapy that focuses on improving relationships with others in order to reduce complaints.	
<b>Behavior Therapy</b>	<b>Cognitive Behavior Therapy (CBT)</b> is a form of therapy that focuses on the relationship between your thoughts, emotions and behavior. It focuses mainly on the present: what you think, feel and do in current situations. It's a very effective therapy for depression, anxiety and addiction (and more).	<b>Acceptance and Commitment Therapy (ACT)</b> , focuses on changing things that you can change and setting goals that matter on one side, and accepting parts of you and the world that you can't change on the other side. It combines techniques from CBT and mindfulness.
		<b>Schema Therapy</b> is used to gain insight into ones past experiences in order for the patient to obtain a better understanding of how to cope with their complaints.
		<b>Exposure Therapy</b> is a type of behavioral therapy intended to aid persons suffering from phobias and anxiety problems. It entails a person confronting their fears, whether imagined or real, but under the supervision of a competent therapist in a secure atmosphere.
<b>Cognitive Therapy</b>	<b>Cognitive Processing Therapy (CPT)</b> , is a specific type of cognitive behavioral therapy that helps patients learn how to modify and challenge unhelpful beliefs related to the trauma.	
<b>Humanistic Therapy</b>	<b>Client-Centered Therapy</b> is a therapeutic technique, also known as <u>person-centered therapy</u> , where the therapist uses a non-directive approach to the therapeutic process. The individual participates on an equal footing, while the therapist provides empathy and unconditional positive respect.	
<b>Integrative or Holistic Therapy</b>	<b>Eye Movement Desensitization and Reprocessing (EMDR)</b> , is an effective therapy for PTSD and other trauma-related complaints. It helps process negative memories and helps restore self-esteem.	

**Reminder:** the above is a finite amount of possible treatments for psychological ailments and complaints, one might treat this along with pharmacotherapy, whereby the patient is prescribed medication to treat their issues. However, one should note that this form of treatment needs to be done with the supervision of a psychiatrist and not only a psychologist.

## 5. (Learning) Disability, Chronic Illness, Neurodivergence, Sexual Misconduct, and Diversity

Along with the aforementioned, Student Council and Peer Support thought it was crucial to also highlight the following documents and resources. In a diverse and large community, as you will find at AUC and in Amsterdam, it is important for students to be familiar with the existing procedures, policies, and resources surrounding (learning) disability, chronic illness, neurodivergence, sexual misconduct, and diversity.

**Reminder:** for the following section, please remember, if you run into any difficulties with how AUC, UvA, or VU is treating you and/or your needs, please reach out to the AUC Student Council. The Student Council knows the intricacies of what happens behind the scenes of AUC and can be an additional resource to assist you.

### a. (Learning) Disability, Chronic Illness, and Neurodivergence

#### **AUC Resources**

Students are encouraged to reach out to the SLOs and personal tutors as the first step with finding support you may need regarding your (learning) disability, chronic illness, or neurodivergence. It is helpful to understand, due to the small university nature of AUC, that our institution works on a case-by-case basis. Usually, AUC will also follow UvA policies regarding this, which can be found [here](#). In addition, AUC may ask students to provide documentation from a professional if you need certain provisions such as exam accommodations. Another resource available for AUC students are the UvA psychologists, as mentioned previously, who offer training for students with AD(H)D and can offer an individual counsellor for students on the autism spectrum.

#### **External Sources**

##### Disability Handbook

AUC alumni, Lisa Dondainas, created the Disability Handbook and published it online to provide guidance for persons navigating disability-related challenges in higher education. Another aim is to raise awareness regarding disability, accessibility, and inclusivity in academia. For any questions or general comments, feel free to contact Lisa Dondainas.

- Website: [disability-handbook.com](http://disability-handbook.com)
- Email: [disabilityhandbook@outlook.fr](mailto:disabilityhandbook@outlook.fr).

##### UvA IDEAs

This is a disability platform created by the UvA and the name stands for "Inclusivity, Disability, Equity, and Accessibility, for and by students". Their aim is to ensure students are able to maximise their learning experience without any obstacles arising from their disability. Please visit the UvA page, Facebook page, or contact their email.

- Website: <https://student.uva.nl/en/topics/uva-ideas>
- Facebook: [facebook.com/uvadisability](https://www.facebook.com/uvadisability)
- Email: [ideas-sts@uva.nl](mailto:ideas-sts@uva.nl)

## b. Harassment, Discrimination, and Sexual Violence

### **AUC Resources**

First and foremost, we apologise if you have experienced instances of harassment, discrimination, or sexual violence. Please prioritise checking in with the SLOs, Peer Support, a therapist, or any care provider that can support you in the way you need. Secondly, if the instance happened to you, or someone else, we encourage you to report it to AUC using this form, [here](#). Any reports or complaints submitted through the form are handled **confidentially** by the SLOs. **Please note that you do not need to state your name and contact details in the form if you wish to remain anonymous.**

AUC has also published a Policy for Instances of Harassment, Discrimination and Sexual Violence (PHADISE). The document can be found on the Student Information Canvas page or using this [link](#), and provides a detailed description of the procedure at AUC for handling reports of this nature. In order to file a complaint or report inappropriate behavior, it is not necessary to read this document, though it might provide helpful information about the exact policy behind how your report or complaint is supposed to be dealt with.

### **External Resources**

#### UvA Confidential advisers for undesirable behaviour

The UvA has confidential advisers who can be contacted if you experienced undesirable behaviour whilst studying at UvA (or AUC) such as discrimination, sexual harassment, bullying or other forms of misconduct by staff members or other students. Furthermore, there is also a confidential advisor who specifically focuses on complaints about academic integrity or your individual legal position.

- [List](#) of confidential advisers and their contact information.
- The contact information for the confidential advisor for individual legal position, academic integrity and PhD can be found on this [website](#).

#### Sexual Assault Centre Amsterdam-Amstelland

Available 24/7 and provides first-response support for anyone who has experienced rape or sexual assault within the previous 7 days. They will answer any questions and can also help contact the police. (if the incident was longer than 7 days ago, call between 9am and 5pm for advice and information).

- Call: +31 (0)800 0188 (available 24/7)
- [Website](#)
- Email (for questions, not for reporting assaults): [csg@ggd.amsterdam.nl](mailto:csg@ggd.amsterdam.nl)

#### Abortion Clinic Amsterdam

Up to 17 weeks of pregnancy, this clinic provides treatment Monday to Thursday. You can call them for questions about treatments or costs. They work to provide a safe, non-judgmental environment in which your decision is always respected. Also they are able to help advise you in choosing the right contraception.

- Call: +31 (0)20 693 2151 (Mon-Thu, 8:30-16:45; Fri, 09:00-16:45)
- [Website](#)
- Address: Sarphatistraat 620, 1018 AV Amsterdam

#### Our Bodies Our Voice (OBOV)

This non-profit foundation aims to prevent sexual violence and establish consent culture at universities in the Netherlands through workshops and trainings. Moreover, OBOV wants to dismantle stigma and improve social safety, among other goals.

- Instagram: [@ourbodies.ourvoice](#)
- Website: [ourbodies-ourvoice.com](http://ourbodies-ourvoice.com)
- "AIM for CHANGE" [Podcast](#)

## c. Diversity, Equity, and Inclusion

### **AUC Resources**

In regard to Diversity and Inclusion, AUC created the Framework and Action Plan for Diversity, Equity and Inclusion (FAPDEI). Please visit this [link](#) to read what is outlined and which measures AUC is taking. The full document can be found in the [Student Information Canvas page](#). In addition, via this [link](#), they outline several other initiatives. Please contact the Student Council and Diversity Commission if you have questions, complaints, or concerns.

### **VU Ombudsman**

For issues where you feel your social safety has been violated you can contact the VU ombudsman. This person is an impartial confidant who can listen and give independent advice, have an investigation carried out, or refer you to other support staff who can help. [Here](#) you can find more information on how to contact them.

### **External Resources**

#### CARE

This UvA initiative is aimed at building support for victims/survivors of sexual violence, students and staff struggling with their mental health, and BIPOC students, through creating safe spaces for discussion and offering group activities all guided by licensed psychologists. For more information and how to participate, check out their website below.

- Email (BIPOC): [saferamsterdambipoc@gmail.com](mailto:saferamsterdambipoc@gmail.com)
- Email (Mental Health/Sexual Assault victim-survivors): [saferamsterdam@gmail.com](mailto:saferamsterdam@gmail.com)
- Instagram: @care\_supportgroups

#### Discrimination Helpline

To report a case of discrimination to the government, you can call the helpline below. More information regarding this hotline and reporting discrimination can be found on their [website](#).

- Call: +31 (0)90 023 5435 4

#### Meldpunt Discriminatie Amsterdam

Way to report discrimination: "We take every case equally seriously. We listen to your story and work with you to find the best solution. This all happens discreetly and carefully. We support, offer help and mediate. Oftentimes we act on your behalf and contact the discriminator. It is also possible to report without pursuing further action."

- Call: +31 (0)20 638 5551
- Email: [discriminatie@mdra.nl](mailto:discriminatie@mdra.nl)
- Website: <https://mdra.nl/en>



## 6. Additional Resources

### a. Support Groups and Helplines

#### **Narcotics Anonymous**

Focusing on problems of addiction (illegal/legal drugs, alcohol). Open meetings (to the public) and closed meetings (for addicts only). No dues or fees required. Does not follow any religious belief system.

- Amsterdam hotline: +31 (0)62 234 1050
- Website: [www.na-holland.nl](http://www.na-holland.nl)

#### **Alcoholics Anonymous**

24/7 available on the AA Netherlands helpline. Meeting locations on the website. No dues or fees required. Does not follow any religious belief system

- Call: +31 (0)20 625 6057
- Website: [www.aa-netherlands.org](http://www.aa-netherlands.org)

#### **Jellinek**

Support for alcohol and drug abuse, and gambling. They can answer any questions you may have related to this.

- Call: +31 (0)88 505 1220 (on Mon-Fri from 08:30-17:00)
- Chat service Mon-Fri: 13:00-17:00
- Website: <https://www.jellinek.nl/english/>

#### **De Luisterlijn**

24/7 available by phone and email for confidential conversation about any problem you might be facing at the moment.

- Call: +31 (0)88 076 7000
- Email: [ehul@deluisterlijn.nl](mailto:ehul@deluisterlijn.nl)
- Anonymous Chat: <https://ehulp.deluisterlijn.nl>

#### **Alles Oke?**

The title in English translates to "Everything okay?". This service is intended for when you need to get a problem off your chest and just need to vent. It is intended for 18-25 year olds. You can chat or call for free and anonymously with a trained volunteer. It is 100% confidential.

- Call: +31 (0)800 0450 (daily from 14:00-22:00)
- Chat service daily: 14:00-22:00
- Website: <https://www.allesoke.nl/en>

#### **Veilig Thuis**

Support for domestic violence and abuse of youth & elders. If you are concerned about the safety of yourself or for someone else. Call their helpline 24/7 for free.

- Call: +31 (0)80 020 00
- Website <https://veiligthuis.nl>

## **Blijf Groep**

Offer help to those experiencing domestic violence (victims, children, perpetrators). They have several domestic violence shelters throughout North-Holland and Flevoland.

North Holland domestic violence shelter group

- Call: +31 (0)88 234 2450 (help & advice, 09.00 - 23.00)
- Call: +31 (0)88 234 2400 (general)
- Website: <https://www.blijfgroep.nl/>
- Address: Tollensstraat 59a, 1053RS Amsterdam

## **Slachtoffer Hulp**

They offer support for threats, theft, fraud and scams, burglary, abuse, robbery, sexual abuse, stalking, and traffic accidents. On their website, they have a separate section for emotional help. You can reach them from Mon-Fri, 08:00-20:00, and Sat, 10:00-17:00.

- Call: +31 (0)900 0101 (General phone number)
- Call: 116-006 (in the Netherlands)
- Call: +31 (0)88 746 0000 (outside of the Netherlands)
- Website: <https://www.slachtofferhulp.nl/english/>

## **MIND Korrelatie**

A national organization that offers anonymous, professional, psychological, and psychosocial help from psychologists and social workers. This organization can provide free, individual advice and help to anyone, which can be done by telephone, online chat, WhatsApp, and email. It is intended to be a one-time, emergent point of contact. Only the aid worker can decide whether a follow-up is needed or that they will refer you to other organizations. You can contact them via email, please keep this to 250 words or half an A4 page. You can also contact them via telephone or Whatsapp.

- Call: +31 (0)90 014 50 (Mon-Fri, 09:00-21:00)
- Chat: accessible via a button on the website. (Mon-Fri, 09:00-20:30)
- WhatsApp: +31 (0)61 386 3803 (Mon-Fri, 09:00-17:30)
- Mail: also accessible via a button on the website.
- Website: <https://mindkorrelatie.nl>

## **Empower Psychotherapie**

If you are looking to speak to a psychotherapist for the long-term, Empower might be able to help you (based in Amsterdam and Groningen). This team of professional therapists can speak multiple languages and may be able to help your mental ailments and issues through various forms of therapies. The wait times for a non-committal introductory meeting in Amsterdam are around one month and then therapy can start around 1-2 months after that (updated on 24-04-2023). Forms of therapy: running therapy, ACT-group, person-centered therapy, CBT, psychomotor therapy, drama therapy, music therapy, EDMR, group therapy, individual therapy

- Languages (Amsterdam): Dutch, English, German, Spanish and Papiamentu
- Website: <https://www.empower-pt.nl/en>

## b. LGBTQIA+ support

### **Pink in blue Police Amsterdam**

For those who face a direct or indirect Anti-LGBTQIA+ offense, the pink in blue offers assistance. It is a specific department of the Amsterdam police force, focused on improving the climate of Amsterdam for members of the LGBTQIA+ members. Please note that this is not an emergency service. They can help victims through the process of pressing charges. When immediate help is necessary, contact 112.

- Call: +31 (0)88 169 1234
- Email (of the Amsterdam department): [rozeinblauw.amsterdam@politie.nl](mailto:rozeinblauw.amsterdam@politie.nl)
- Email (of the Noord-Holland department): [rozeinblauw.noord-holland@politie.nl](mailto:rozeinblauw.noord-holland@politie.nl)
- Website: <https://www.politie.nl/informatie/contact-met-roze-in-blauw.html>

### **Gay & Lesbian Switchboard (helpline)**

For members of the LGBTQIA+ community, seeking information, advice, support or just a listening ear. Their motto: 'For all questions regarding homo-, bi-sexuality, and gender identities.' Via chat, phone, or email, they are available for confidential and anonymous contact on Mon, Thu, Fri, 13-17; Tue, 13-15:30 & 19-20; Wed, 10-12 & 13-19.

- Call: +31 (0)20 623 6565
- Chat service: <https://switchboard.coc.nl/chat/>
- Email: [info@switchboard.nl](mailto:info@switchboard.nl)

### **Student association for LGBTQIA+ students in Amsterdam**

A.S.V Gay, is a student association for students in Amsterdam who identify as a member of the LGBTQIA+ community. They host events to provide a larger social network to its members. Additionally, they have a team of student informants (the advisers committee) who can be contacted via email. After reaching out, a student will reach out to you for an (online) chat. External to AUC, this committee offers student-to-student informal support.

- Website: <https://www.asvgay.nl/>
- Email: [vertrouwenspersonen@asvgay.nl](mailto:vertrouwenspersonen@asvgay.nl)

### **Transgender Infopunt Nederland**

This is an information point in the Netherlands welcome for everyone who has questions about gender, just wants more information, or just needs a listening ear. Transgender Infopunt Nederland is a resource created by the Transgender Netwerk Nederland and Transvisie.

- Call: +31 (0)85 130 3846 (Mon - Fri, 10:00 - 17:00)
- Email: [infopunt@transvisie.nl](mailto:infopunt@transvisie.nl)
- Website: <https://www.transgendernetwerk.nl>
- Website: <https://transvisie.nl/>

### **Trans united Europe Trans-led Clinic**

Trans United Europe/ Trans European Black and People of Color (BPOC) network was founded in order to unite the networks of European operating Trans BPOC NGOs and individual BPOC trans activists living and working in Europe. The organization offers policy advice on BPOC trans issues, safe spaces, and cooperation with social work, lawyers, police, and mental health care. Additionally, it has its own trans led health clinic by and for trans sex workers, with special focus on non-binary and trans men. The services it provides include STD and HIV Blood testing, PEP and PrEP therapy access as well as direct links with hospitals and the gender clinic in Amsterdam.

- Call: +31 (0)61 566 0858
- Email: [contact@transunitedeurope.eu](mailto:contact@transunitedeurope.eu)
- Facebook: <https://www.facebook.com/TransUnitedEurope>
- Website: <https://transunitedeurope.eu/>
- Address: Nieuwezijdsvoorburgwal 292, 1012 RT Amsterdam

## **Veilige Haven**

Veilige Haven is a resource in Amsterdam for young people who struggle with their homosexual, bisexual, lesbian, transgender or intersex+ feelings. In addition, they help young refugees who have similar issues too. Below, you can find a part of their page that has an overview of their resources.

- Website: <https://veilighavenamsterdam.nl/organisaties-en-hulpverlening/>

### **c. Sexual Health Helplines**

#### **AIDS healthcare Foundation**

- Offer free, anonymous, rapid HIV testing and counseling services.
- Call: +31 (0)20 626 6267
- Website: <https://www.aidshealth.org/global/netherlands/>

#### **AIDS Info-line**

Offers information about preventions, detecting and treating STDs and offers a call info-line that gives information and suggestions on when to get tested. Also provides testing information, for example where people aged below 25 can get free testing.

- Call: +31 (0)900 204 2040 (English: Mon-Wed 09:30-15:30; Thu & Fri 13:30-15:30)
- Chat: <https://www.soaaids.nl/nl/contact> (Mon-Fri, 15:30-17:30)
- Email: [infolijn@soaaids.nl](mailto:infolijn@soaaids.nl)

#### **Dutch foundation for STI and AIDS Control - SOA AIDS Nederland**

- Call: +31 (0)20 626 2669
- Website: [soaaids.nl/en](http://soaaids.nl/en)
- Chat: [soaaids.nl/nl/contact](http://soaaids.nl/nl/contact) (Mon-Fri 15:30-17:30)
- Email: [infolijn@soaaids.nl](mailto:infolijn@soaaids.nl)

#### **GGD Center for Sexual Health**

If you are looking to test for HIV or STIs, need PEP treatment, or a Sense consultation, you can come to the GGD Center for Sexual Health. Sense consultations are for any questions about sex or STIs. These services are free, but the consultations are intended for people who are under 25 years old. They have 5 locations in Amsterdam.

- Call: +31 (0)20 555 5822 (Mon-Fri, 08:00-10:00 & 13:30-16:30)
- Website: <https://www.ggd.amsterdam.nl/english/sti-hiv-sense/>
- Website: <https://sense.info/en>
- Appointment: <https://afspraak.ggdaphrodite.nl/?lang=nl>
- Address (City Center): Nieuwe Achtergracht 100, 1018WT Amsterdam
- Other related website: <https://www.mantotman.nl/en>
- Other related website: <https://www.soaaids.nl/en/sti-test>

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