

# MENTAL HEALTH GUIDE

**IT'S  
OKAY  
TO ASK  
FOR  
HELP.**

We're here for you.



## **Final version, approved by the Student Council, Peer Support, and the Student Life Officers (August, 2022)**

### **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 guide 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 suffices, but some students suffer mental distress that surpasses the everyday. 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 SLO’s, 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 SLO’s 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. In this manner, the objective of this document is to re-enforce clear and detailed information, to facilitate finding mental health support as AUC students. Over the course of 2020 and 2021, this guide came into being as a starting point, by using our experience in AUC bodies, input from students and online sources. Thankfully, in 2022, we have published the first version. 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, guided by the Student Life Officers. Therefore, this guide should not replace professional help, and the authors and AUC are not liable for any actions that you take based on the information here. Especially, when it comes to financial matters, they are at your own risk and we cannot be held 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**

# Contents

<b>Foreword</b>	<b>1</b>
<b>1. Initial Helplines</b>	<b>3</b>
<b>2. AUC, UvA and VU Services</b>	<b>4</b>
a. AUC: Well-Being Team, Tutor System, and Student Council	4
b. UvA: Psychologists, Workshops, Trainings, and more	6
c. VU: Psychologists, Workshops, Trainings, Wellbeing Point, and more	7
<b>3. The Dutch Health Care System: GP, BGGZ, and SGGZ</b>	<b>8</b>
a. GP and GGZ: what are they and how does it work	8
b. Rights, waiting times, and diagnosis	9
c. Health Insurance, Benefits, EU, EEA, Swiss, or International	10
<b>4. Types of Psychotherapy</b>	<b>12</b>
<b>5. (Learning) Disability, Chronic Illness, Neurodivergence, Sexual Misconduct, and Diversity</b>	<b>13</b>
a. (Learning) Disability, Chronic Illness, and Neurodivergence	13
b. Harassment, Discrimination, and Sexual Violence	14
c. Diversity, Equity, and Inclusion	15
<b>6. Additional Resources</b>	<b>16</b>
a. Support Groups and Helplines	16
b. LGBTQIA+ support	18
c. Sexual Health Helplines	19
<b>References</b>	<b>21</b>

## 1. Initial Helplines

If you fear that you might hurt yourself, or are suicidal, or know of someone who might be either, please call this anonymous hotline: **+31 (0)800 0113** or **113 (non-emergency)**

### Medical Services

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

Medical help 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.

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

- During office hours, 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: **+31 (0)20 525 2222 (emergency)**

- 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 (serious) injury requiring first aid
  - in case of aggression or threatening behaviour
  - a big leak that could cause a short-circuit and power failure

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 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 (SLO's), the Graduate Assistant (GA) to the SLO's, Peer Supporters, and the Resident Assistants (RA's).

#### **Student Life Officers**

The SLO's are the first point of contact at AUC in case you are struggling with any health or well-being issues. The SLO's are trained mental health workers who are available for one or more individual meetings to provide a listening ear or help you find other resources. The SLO's do *not* function as a psychologist and they cannot provide therapy, but they are available for regular check-ins and are knowledgeable about the support systems you could appeal to. During a regular semester, the SLO's also have weekly Open Hours in their office room 3.22. Keep an eye out on the Student Newsletter for when the Open Hours are held or inquire by contacting the Student Life Officers.

- SLO's and GA: [studentlifeofficer@auc.nl](mailto:studentlifeofficer@auc.nl)
  - Aino Kekkonen (on temporary leave)
  - Lisa van Berkel
  - Fili Dianellou (interim)
  - Thaïs Prophte (GA)

You can book a slot with the SLO's following this link: <https://outlook.office365.com/owa/calendar/MeetingswithSLO's@Amsuni.onmicrosoft.com/bookings/>

#### **Peer Support**

Peer Support is a group of students that offer low-threshold support to other students. They are trained in active listening and can offer a listening ear and support your search for the right help. They can also help with some bureaucratic questions you may have, for example by translating documents or filling in forms together. In addition, they organise events in and around the dorms that relate to mental health and community building. Peer Support is supervised by the SLO's and holds weekly Open Hours.

- Instagram: [@aucepeersupport](https://www.instagram.com/aucepeersupport)
- Email: [peersup.auc@gmail.com](mailto:peersup.auc@gmail.com)

#### **Resident Assistants**

The RA's are four graduated 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 RA's 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, and during office hours, you can message them for questions and requests. You can message them 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 can be broken, though, when there is a clear indication that you might harm yourself or another. Well-Being Team members will always notify you in case they were 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 service desk and the BoE. The extent of 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 SLO's. 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)

### **Does AUC have an on-site psychologist?**

Although AUC does not have a full-time psychologist on site, UvA offers go-to psychologists for AUC students for (free) consultation sessions and currently this is Vinanda Kapooria and Sachlan Apil. These sessions are intended as a one-time resource. Therefore, please read the rest of the guide to see what else you can do if you need more help.

- Vinanda Kapooria: [v.kapooria@uva.nl](mailto:v.kapooria@uva.nl)
- Sachlan Apil: [s.r.a.apil@uva.nl](mailto:s.r.a.apil@uva.nl)

### **Student Council**

The Student Council is helpful for various things pertaining to AUC life, outside of social activities. In this manner, you can contact them with issues relating to academia, lecturers, tutors, and more. It may be helpful to check out their policy plan, which you can find on their website and on Canvas and outlines what they will be working on

- Instagram: @auc.student.council
- Facebook: AUC Student Council
- Email: [info@aucsc.nl](mailto:info@aucsc.nl)
- Website: [aucsc.nl](http://aucsc.nl)

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

### **UvA Psychologists**

The UvA has student psychologists that offer individual therapy sessions and group training. Although they specialise in issues typically related to student life, or studying with AD(H)D and ASD, they can also help with personal problems that stand in the way of studying. All sessions and training are free of charge and you do not need a referral from a general practitioner (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 if you have 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 and training take place on the Roeterseiland campus and online. The form is quite long and detailed, so it might take some time to fill in. Moreover, there is a waiting time for around 4-weeks, but this can fluctuate. To sign up for the individual sessions or trainings, please follow this link: <https://uva-ac.topdesk.net/tas/public/xfg/enguvastspysylog>

### **Workshops and Trainings**

Workshops offered by the UvA include “stress relief”, “social blues”, and “study motivation”. They currently have no waiting list and you can sign up for these workshops via UvA Corsizio through the link: [uva.corsizio.com](http://uva.corsizio.com). 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, or mindfulness training. For Dutch speakers, the topics include negative self-image, public speaking, self-confidence in social situations, coping with the fear of failure, and more. To find more information regarding the latter, check out the following link: <https://student.uva.nl/en/topics/student-psychologists>.

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. [allearsamsterdam.com](http://allearsamsterdam.com)

### **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. [anchor.fm/seung-ju-kim](http://anchor.fm/seung-ju-kim)

### 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 the link, <https://vu.nl/en/student/contact-student-guidance-and-support/student-psychological-counsellor>, and sign in with your VUnet ID to access the complete information. You can send an email to the VU service desk for 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, <https://vu.nl/en/student/training/courses-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, 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. [gezondeboel.nl](https://gezondeboel.nl)

#### **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 maneuver your way through VU Amsterdam's services and opportunities. <https://vu.nl/en/student/student-wellbeing/student-wellbeing-point-panel>

#### **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. [caring-universities.com](https://caring-universities.com)

#### **Health App: NewU**

Two students from the faculty of Human Movement Sciences have developed a health application that helps improve your nutrition/diet, exercise, and sleep, reduce stress, and even helps you quit smoking. As a VU student, you can use the app for free. [newu-app.io/vu](https://newu-app.io/vu)

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

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

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 ([huisartsenamsterdam.nl/international](https://huisartsenamsterdam.nl/international)). The latter has two locations, in the city center and on Roeterseiland. You can usually get an appointment with your GP within one or two weeks. Please check if a consult with the GP would be 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 Huisartsenpraktijk 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 chronic conditions, such as diabetes mellitus, asthma/ chronic obstructive pulmonary disease, and cardio- 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 too overwhelmed with stress, or experiencing an unhealthy amount of loneliness or social anxiety. Your GP and POH GGZ may be able to resolve 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 end-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). Alternatively, it could be a combination of both.

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

The SGGZ is for the people who have concerns that have such a negative impact on their life that basic functioning has become significantly impaired. This may consist of complex and serious psychiatric disorders, such as, ADHD, personality disorder, or post-traumatic stress disorder. 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! In consultation with your GP (and perhaps POH GGZ), you decide on a course of action together. Finally, keep in mind that the type of insurance you have might influence which practices you can turn to and may limit the number of therapy sessions.

### **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. 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 SLO and/or Peer Support, and try something outside of the AUC bubble, i.e. a creative hobby.

## **Your rights**

As someone living in the Netherlands, you always have the right to consult with your GP for mental health related issues. Even 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. That does not mean that treatment is not necessary or that these concerns are not valid. Please continue seeking further help and remember that your GP can still treat you themselves, or even refer you to someone else. 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. This process takes a couple of weeks, so we advise you to apply for it well in advance. 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: <https://ec.europa.eu/social/main.jsp?catId=563&langId=en#nationalinfo>

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 a preexisting conditions
- Diabetes
- Medicines

You can get access to mental health services with the EHIC, but you need a referral from your GP. However, please keep the working clause in mind. For students that do not have a job, the EHIC **is enough to cover your medical costs, and you won't be fined for not having a Dutch health insurance. If you start to work, you need to apply for Dutch health insurance.** Find more information here, <https://student.uva.nl/en/topics/work-and-health-insurance-international-students>.

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

As an international, 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. You can find more information on [aonstudentinsurance.com](http://aonstudentinsurance.com) and on <https://assets.vu.nl/d8b6f1f5-816c-005b-1dc1-e363dd7ce9a5/75d813c8-b7f2-414f-bf0a-cc25fcedb011/1108-04-B2C-Compleetplus-alg-DK.pdf>. If you have further questions, like whether you have sufficient coverage, you should contact the Zorgverzekeringslijn, [zorgverzekeringslijn.nl/english](http://zorgverzekeringslijn.nl/english).

### **Healthcare Insurance Benefits**

If you end up having 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](http://mijn.toeslagen.nl).

**Reminder:** with any health insurance you may have, please always double-check which type of therapies and how many sessions are covered. For example, AON can only cover up to 9 therapy sessions (in most cases).

## 4. Types of Psychotherapy

Psychotherapy is a form of therapy that treats mental or emotional disorders, or related bodily ills by psychological means. According to the American Psychological Association there are five broad approaches in which psychotherapy falls into. Following, **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 or UvA 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 SLO's 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, <https://student.uva.nl/en/topics/studying-with-a-disability-dyslexia-or-chronic-illness>. In addition, AUC may ask students to provide documentation from a professional if you need certain provisions. 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 Ms 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://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 SLO's, Peer Support, a therapist, or any care provider to make sure you and your mental health are taken care of. Secondly, if the instance happened to you, or someone else, we encourage you to report it to AUC using this form, <https://docs.google.com/forms/d/1R4gy5WxXvkJLcatLjrIDk9wfdCOqAcv6bmnoQWhxY9I>. Any reports or complaints submitted through the form are handled **confidentially** by the SLO's. If you wish to report **anonymously**, please use this form, <https://www.auc.nl/forms/projectsites/amsterdam-university-college/en/anonymous-reporting.html?origin=%2F1tiqHDwQIqjMxKv4yAleg>. Soon AUC will also publish the AUC Policy for Instances of Harassment, Discrimination and Sexual Violence (PHADISE). Please check the AUC website regularly and ask for it if needed before they upload it.

### **External Resources**

#### Sexual Assault Centre Amsterdam-Amstelland

Available 24/7 and provides 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 during office hours (9am - 5pm) for advice and information).

- Call: +31 (0)800 0188 (available 24/7)
- Website: <https://www.ggd.amsterdam.nl/english/sexual-assault/>
- 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, they provide treatment Monday to Thursday. Intended for people who reside in Amsterdam, Purmerend, Hoorn, Almere, Utrecht, or the Gooi region. You can call them for questions about treatments or costs. They work to provide a safe, non-judgmental environment in which your decision and the reasons why you have made it 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: <https://www.bloemenhove.nl/contact/abortuskliniek-amsterdam/>
- 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: <https://open.spotify.com/episode/1cD7kPzA2ivu7XD0ap8GQj?si=zeKdaMWYRa-FoYtlnyaChQ>

## c. Diversity, Equity, and Inclusion

### **AUC Resources**

In regards to Diversity and Inclusion, AUC created the Framework and Action Plan for Diversity, Equity and Inclusion (FAPDEI). Please visit this link, <https://www.auc.nl/about-auc/mission-and-values/diversity/framework-action-plan-diversity-equity-inclusion.html>, to read what is outlined and which measures AUC are taking. In addition, via this link, <https://www.auc.nl/about-auc/mission-and-values/diversity/diversity-auc.html?cb#SKO-project-on-diversity-in-the-AUC-foundational-curriculum>, they outline several other initiatives. Please contact the Student Council and Diversity Commission if you have questions, complaints, or concerns.

### **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.

- Website: <https://uvadiversity.blog/care-amsterdam/>
- 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 Hotline

- Call: +31 (0)90 023 5435 4
- Website: <https://discriminatie.nl/#/home>

#### 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 have about alcohol, drugs, and gambling.

- 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 Oké?**

The title in English translates to “Everything okay?”. This service is intended for when you need to get a trouble off your chest and just need to vent. 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 e-mail. 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 also contact them via e-mail, please keep this to 250 words or half an A4 page, if not, please 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 Amsterdam are around 3 months and then therapy can start around 1-2 months after that (updated on 14-07-2022). They also have a non-committal introductory meeting.

- Forms of therapy: running therapy, ACT-group, person-centred 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 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 you 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 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 infopoint 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 sexworkers, 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

### **Trans House**

This is a safe space, welcome to all transgender people. They can help with legal aid, clean clothing, housing, hormones and a safe space to meet other transgender people. Check out their website for more info and their Instagram for activities they organise.

- Instagram: @transketeers
- Facebook: <https://www.facebook.com/transketeers>
- Email: [jonah@transkeeters.com](mailto:jonah@transkeeters.com)
- Website: <https://www.transketeers.com/safe-house/>
- YouTube: <https://youtube.com/c/TheTransketeers>

### **Veilige Haven**

Veilige Haven is a resource in Amsterdam for young people who struggle with their 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: [soaids.nl/en](http://soaids.nl/en)
- Chat: [soaids.nl/nl/contact](http://soaids.nl/nl/contact) (Mon-Fri 15:30-17:30)
- Email: [infolijn@soaids.nl](mailto:infolijn@soaids.nl)

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

If you are looking to test for HIV or STI's, 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 STI's. 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.soaids.nl/en/sti-test>

### **Prostitute Information Center (PIC)-Amsterdam**

The PIC is a non-profit foundation that is an information and education center about sex work in Amsterdam. It is a place where anyone (students, sex workers, clients, etc.) can ask questions and get information.

- Call: +31 (0)20 420 7328
- Email: [pic@pic-amsterdam.com](mailto:pic@pic-amsterdam.com)
- Website: [pic-amsterdam.com](http://pic-amsterdam.com)
- Address: Enge kerksteeg 3, 1012 GV Amsterdam
- Open hours: Wed-Sat, 12:00-17:00

## References

*Basis GGZ of Specialistische GGZ?* (2022). Ithaca Psychotherapy Practice.

<https://www.psychotherapieamstelveen.nl/info/>

*Different approaches to psychotherapy.* (2009). American Psychological Association.

<https://www.apa.org/topics/psychotherapy/approaches>

Sherman, E. (2011, July 30). *Psychiatrist? Psychotherapist? A Who's Who in Mental Health.*

Psychology Today; Sussex Publishers.

<https://www.psychologytoday.com/us/blog/couch-meets-world/201107/psychiatrist-psychotherapist-whos-who-in-mental-health#:~:text=Depending%20upon%20their%20academic%20degree>

Vink, N. (2020, July 8). *What kinds of treatments do we offer?* Kühler & Partners

International Mental Health.

<https://www.internationalmentalhealth.nl/blog/2020/7/8/what-kinds-of-treatments-do-we-offer>