

# Support Services



## Internal Supports for Students

Who	What	How	Where	When
<a href="#">Campus Watch</a>	Campus Watch is a crime prevention and community safety programme. It operates as a partnership between An Garda Síochána and local residents.	Telephone: 021 490 2103 Mobile: 087 192 8619 Email: <a href="mailto:campuswatch@ucc.ie">campuswatch@ucc.ie</a>	1 <sup>st</sup> Floor, 6 Carrigside, College Road	Monday-Friday
<a href="#">Student Advisor &amp; Ombudsman</a>	Advises and assists students with the resolution of difficulties, complaints or grievances involving staff or services of the University in an informal manner. All enquiries to the Student Advisor and Ombudsman will remain confidential, except in cases of serious threat to life or property.	Telephone: 021 490 2593 Telephone: 021 490 2228 Email: <a href="mailto:studentombudsman@ucc.ie">studentombudsman@ucc.ie</a>	Room 2.01, School of Applied Social Studies, Ashford, Donovan's Road	Monday-Friday
<a href="#">UCC Skills Centre</a>	The Skills Centre provides a dedicated, responsive and active learning space for the enhancement of study and writing skills.	Telephone: 021 490 3839 Email: <a href="mailto:skillscentre@ucc.ie">skillscentre@ucc.ie</a>	Q – 1 Boole Library	Monday-Friday
<a href="#">Student Counselling &amp; Development</a>	Supports students in managing challenges related to academic and personal development. The service is available to registered students free of charge.	Telephone: 027 490 3565 Email: <a href="mailto:counselling@ucc.ie">counselling@ucc.ie</a>	Ardpatrick, College Road	Monday-Friday
<a href="#">Student Health &amp; Wellbeing</a>	Provides a range of services including but not limited to: primary care, contraception, cervical smear screening, Consultant Psychiatrist, STI	Telephone: 021 490 2311	Student Health Department, Ardpatrick, College Road	Mon-Fri 09:15-17:00

	screening diagnosis and treatment, travel vaccinations, antenatal care, Physiotherapy service, hospital referral and injury assessment.			
<a href="#">UCC Campus Security</a>	Aims to ensure a safe friendly environment for all persons using the UCC campus.	Telephone: 021 490 3111 (emergency) Telephone: 021 490 2266	Security Hut, College Road	Daily 08:00-23:30
<a href="#">UCC Welfare Officer</a>	Member of the Students' Union to help tackle all non-academic issues affecting student experience and wellbeing, including mental health, accommodation, exam stress, financial stress or sexual health.	Telephone: 086 184 2697	Students' Union 54 College Road	
<a href="#">Clubs Health, Safety &amp; Welfare Officer</a>	Member of the Clubs' Executive responsible for handling issues relating to wellbeing, health and safety of club members.	Telephone: TBC Email: TBC	1 <sup>st</sup> Floor, The Hub	
<a href="#">Societies Welfare Officer</a>	Member of the Societies' Executive responsible for handling issues relating to wellbeing, health and safety of society members.	Telephone: TBC Email: TBC	1 <sup>st</sup> Floor, The Hub	
<a href="#">UCC Niteline</a>	Niteline is a listening service run by UCC student volunteers trained by the Cork Samaritans who are there for any UCC student who needs somebody to talk to. It is a non-judgemental, non-directive and confidential listening service that operates via an instant messaging service.	Freephone: 1800 323 242 Email: <a href="mailto:committee.uccniteline@gmail.com">committee.uccniteline@gmail.com</a>		Mon-Thur 21:00-01:00
<a href="#">UCC Crisis Text Line</a>	Crisis Text Line available to all Students and Staff to chat anonymously to a trained volunteer 24/7.	Text UCC to 50808		24hr
<a href="#">Student Community Support</a>	Student-led initiative designed to increase student safety in the area surrounding college during times when alcohol consumption and anti-social behaviour are at their highest, namely Fresher's and R&G Weeks.	Helpline: 083 352 6678		Sun-Thur 20:00-16:00

<a href="#">Disability Support Service</a>	The Disability Support Service (DSS) in UCC provides supports for students who have a disability, specific learning difficulty, or who entered UCC through the DARE scheme.	Telephone: 021 490 4843 Email: <a href="mailto:disabilitysupport@ucc.ie">disabilitysupport@ucc.ie</a>	Room 1.43, Access & Participation, First Floor, The Hub	Monday-Friday
<a href="#">UCC Plus+</a>	Providing outreach activities to DEIS Schools and Supporting HEAR UCC PLUS+ students once at University.	Telephone: 021 490 4805 Email: <a href="mailto:uccplus@ucc.ie">uccplus@ucc.ie</a>	Access & Participation, First Floor, The Hub	Monday-Friday
<a href="#">Mature Students Office</a>	Offers a wide range of supports and initiatives specifically designed for mature students and for enhancing the mature student experience.	Telephone: 021 490 4803 Email: <a href="mailto:mso@ucc.ie">mso@ucc.ie</a>	Room 1.10, First Floor, The Hub	Monday-Friday
<a href="#">Equality, Diversity, and Inclusion Unit</a>	Promotes awareness of EDI issues and supports equality of opportunity and equal access to education and participation in the workplace for all UCC students and staff.	Telephone: 021 490 9825 Email: <a href="mailto:EDUnit@ucc.ie">EDUnit@ucc.ie</a>	Room 2.11, Second Floor, Áras na Macléinn	Monday-Friday
<a href="#">Chaplaincy</a>	An inclusive service that offers a space for community, conversation, support, guidance, and enrichment for all students and staff at UCC.	Telephone: 021 490 2459 Email:	Chaplaincy, College Road	Monday-Friday
<a href="#">Accommodation &amp; Community Life Office</a>	An advice and advocacy service for students seeking accommodation, along with StudentPad, an online accommodation search engine, and Campus Watch, which deals with potential breaches of the UCC student rules.	Telephone: 021 490 3849 Telephone: 021 490 2103 Email: <a href="mailto:resservices@ucc.ie">resservices@ucc.ie</a>	6 Carrigside, College Road	Monday-Friday
<a href="#">First Year Experience Coordinator</a>	Supports students in managing challenges related to personal and academic development.	Telephone: 021 4902780 Email: <a href="mailto:n.deady@ucc.ie">n.deady@ucc.ie</a>	G29 Hub Building	Monday - Friday

<a href="#">Budgetary Advisor</a>	A financial advisory service for anyone experiencing complex financial situations or hardship.	Email: <a href="mailto:studentbudgetingadvice@ucc.ie">studentbudgetingadvice@ucc.ie</a> <a href="#">Form to make an appointment</a>	1 <sup>st</sup> Floor, 1-2 Brighton Villas (in Castlewhite apartment complex)	Mon-Tue all day Wed 9am – 1pm
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### Internal Supports for Staff

Who	What	How	Where	When
<a href="#">UCC Campus Security</a>	Aims to ensure a safe friendly environment for all persons using the UCC campus.	Telephone: 021 490 3111 (emergency) Telephone: 021 490 2266	Security Hut, College Road	Daily 08:00-23:30
<a href="#">Independent Staff Ombudsman</a> <b>Bettie Higgs, Gavin Burnell, Tom Cotter</b>	A designated neutral person who provides confidential and informal assistance in resolving university-related concerns, complaints or conflicts.	<a href="mailto:B.Higgs@ucc.ie">B.Higgs@ucc.ie</a> <a href="mailto:g.burnell@ucc.ie">g.burnell@ucc.ie</a> <a href="mailto:t.cotter@ucc.ie">t.cotter@ucc.ie</a>	Room 2, Ground Floor, 6 Bloomfield Terrace, Western Road	Monday-Friday
<a href="#">Equality, Diversity, and Inclusion Unit</a>	Promotes awareness of EDI issues and supports equality of opportunity and equal access to education and participation in the workplace for all UCC students and staff.	Telephone: 021 4909825 Email: <a href="mailto:ediunit@ucc.ie">ediunit@ucc.ie</a>	Room 2.11, Second Floor, Áras na Macléinn	Monday-Friday
<a href="#">Chaplaincy</a>	An inclusive service that offers a space for community, conversation, support, guidance, and enrichment for all students and staff at UCC.	Telephone: 021 490 2444 / 021 490 2704 Email: <a href="mailto:orna.little@ucc.ie">orna.little@ucc.ie</a> / <a href="mailto:klong@ucc.ie">klong@ucc.ie</a>	Chaplaincy, College Road	Monday-Friday
<a href="#">Employee Assistance Programme (EAP)</a>	A confidential counselling service, providing support to employees, in addition to their spouse, civil partner or dependant, where the family member can be described as a person	Freephone: 1800 814 243 Email: <a href="mailto:eap@spectrum.life">eap@spectrum.life</a> SMS: Text "Hi" to 087 3690010	N/A	24/7, 365 days a year

	over the age of 18 and residing in the family home.	WhatsApp: Text "Hi" to 087 3690010		
<a href="#">HR Wellbeing and Development</a>	Information and support for staff in the areas of mental health, virtual meditation, healthy eating, physical activity, and giving up smoking or intoxicants.	Telephone: 021 490 3591 Email: <a href="mailto:traininganddevelopment@ucc.ie">traininganddevelopment@ucc.ie</a> / <a href="mailto:staffwellbeing@ucc.ie">staffwellbeing@ucc.ie</a>	First Floor, Block E, Food Science Building	Monday-Friday

## Local & National Supports

Who	What	How	Where	When
<b>EMERGENCY</b>	In an emergency, if crime is happening, or someone is in immediate danger.	Telephone: 112 / 999 If you are deaf/hard of hearing: Register your phone on <a href="http://www.112.ie">www.112.ie</a> . Text 112 in an emergency.	Nationwide	24hr
<a href="#">Anglesea Street Garda Station</a>	Divisional Garda Station, which includes Garda Protective Services to investigate specialised crimes such as sexual crime, child abuse and domestic abuse.	Telephone: 021 452 2000 Telephone: 021 431 3031	Anglesea Street, Cork, T12 K244	24hr
<a href="#">Bridewell Garda Station</a>	Closest Garda Station to UCC.	Telephone: 021 454 1012	Karl's Street, Cork	24hr
<a href="#">Cork University Hospital A&amp;E</a>	Provides emergency care to Adults and Children and caters for all emergencies from Major Trauma, Stroke, Heart Attack, Sepsis to so called 'minor' injuries.	Telephone: 021 4922 000	Wilton, Cork	24hr
<a href="#">Mercy Hospital A&amp;E</a>	Provides emergency care for all types of emergencies, apart from critical paediatric cases and major trauma.	Telephone: 021 493 5241	Grenville Place, Cork	24hr
<a href="#">South Doc</a>	Out of hours family doctor service for urgent medical needs.	Telephone: 1850 335 999	Various	Evenings & Weekends
<a href="#">Sexual Violence Centre Cork</a>	Provides services such as a freephone helpline, counselling, accompaniment to court or the Sexual Assault Treatment Unit and training to survivors of rape, sexual assault and child sexual abuse.	Telephone: 021 450 5577 Freephone: 1800 496 496 Text: 087 153 3393 Email: <a href="mailto:info@sexualviolence.ie">info@sexualviolence.ie</a>	5 Camden Palace, Cork, T23 TH9D	Mon-Fri 9:00-17:00
<a href="#">Dublin Rape Crisis Centre</a>	Offers telephone counselling through the National 24-Hour Helpline, one-to-one counselling, and accompaniment services.	Freephone: 1 800 77 8888	70 Leeson Street Lower, Dublin 2, D02 VW13	24hr

<a href="#">Sexual Assault Treatment Units (SATUs)</a>	A safe place offering <u>free</u> specialist care for anyone aged 14 years and over, that has recently been sexually assaulted or raped.	Website: <a href="https://www.hse.ie/satu">https://www.hse.ie/satu</a>	Various – outlined below.	24hr
<b>Cork SATU</b>		Telephone: 021 492 6297 (weekdays) Telephone: 021 492 6100 (out of hours)	South Infirmary Hospital – <i>just ask for Margo at the main reception</i>	Mon-Fri 8:00-16:30 Weekends & after 16:30
<b>Dublin SATU</b>		Telephone: 01 817 1736 (weekdays) Telephone: 01 817 1700 (out of hours)	Rotunda Hospital Campus	Mon-Fri 8:00-17:00 Weekends & after 17:00
<b>Donegal SATU</b>		Telephone: 087 068 1964	Justice Walsh Road, Letterkenny	
<b>Galway SATU</b>		Telephone: 091 765 751 (weekdays) Telephone: 091 757 631 (out of hours)	Hazelwood House	Mon-Fri 8:00-16:00 Weekends & after 16:00
<b>Limerick SATU</b>		Service can only be accessed by contacting the Gardaí 112 / 999		Mon-Fri 18:30-08:00 Weekends 24hrs
<b>Mullingar SATU</b>		Telephone: 044 939 4239 (weekdays) 044 934 0221 (out of hours)	Midland Regional Hospital	Mon-Fri 8:00-17:00 Weekends & after 17:00
<b>Waterford SATU</b>		Telephone: 051 842 457 (weekdays) Telephone: 051 848 000 (out of hours)	University Hospital Waterford	Mon-Fri 8:00-17:00 Weekends & after 17:00
<a href="#">Samaritans</a>	Free emotional support to anyone in emotional distress, struggling to cope or at risk of suicide.	Freephone 116 123 Email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a>	Nationwide	24hr
<a href="#">Pieta House</a>	Free service to people who are in suicidal distress or engage in self-harm.	Freephone: 1800 247 247	Nationwide	24hr

<a href="#">Crime Victims Helpline</a>	Offers information, support, and empowerment to anyone impacted by crime.	Freephone: 116 006 Telephone: 085 133 7711 Email: <a href="mailto:info@crimevictimshelpline.ie">info@crimevictimshelpline.ie</a>	Nationwide	Mon-10:00-19:30 Tue-Fri 10:00-17:00 Sat & Bank Hol: 14:00-16:00 Closed Sundays
<a href="#">Aware</a>	Provides free information and support to adults who experience depression, bipolar disorder, anxiety and related mood conditions.	Freephone: 1800 804 848	Nationwide	10:00-22:00
<a href="#">OSS (Domestic Violence Resource Centre)</a>	Free and confidential services to men and women who have experienced/are experiencing domestic violence.	Freephone: 1800 497 497 Email: <a href="mailto:osscork@gmail.com">osscork@gmail.com</a>	94, South Main Street, Cork	Mon-Fri 9:00-17:00
<a href="#">Safe Ireland</a>	Provide direct specialist domestic violence services to women and children. Also supports frontline domestic violence services, conducts research and awareness-raising campaigns, informs policy and contributes to cultural change.	Telephone: 090 647 9090 Email: <a href="mailto:office@safeireland.ie">office@safeireland.ie</a> Helplines: <a href="http://www.safeireland.ie/get-help/where-to-find-help/">www.safeireland.ie/get-help/where-to-find-help/</a>	Nationwide	
<a href="#">Women's Aid</a>	Provides free and confidential support to women experiencing domestic violence, family, friends and professional supporting victim-survivors of abuse.	Freephone: 1800 341 900 Email: <a href="mailto:helpline@womensaid.ie">helpline@womensaid.ie</a>	Nationwide	24hr
<a href="#">Mná Feasa</a>	A community-based project run by trained and experienced staff to help victim-survivors of domestic violence.	Telephone: 021 421 1757	Cork	Mon-Fri 10:00-16:00
<a href="#">Men's Aid Ireland</a>	Dedicated support service for male victim-survivors of domestic violence including coercive control.	Telephone: 01 554 3811 Email: <a href="mailto:hello@mensaid.ie">hello@mensaid.ie</a>	Nationwide	Mon-Fri 9:00-17.00. Closed Sat and Sun.
<a href="#">LGBT Ireland</a>	National support service for LGBT+ community and their family.	<a href="http://www.lgbt.ie/our-services/">www.lgbt.ie/our-services/</a> <ul style="list-style-type: none"> <li>• LGBT Helpline: 1890 929 539</li> <li>• Online Chat Support</li> <li>• Trans* Family Support Line: 01 907 3707 (Tue</li> </ul>	Nationwide & Local helplines available via <a href="http://www.lgbt.ie/contact-us/">www.lgbt.ie/contact-us/</a>	Mon-Thur 18:30-22:00 Fri 16:00-22:00 Sat-Sun: 16:00-18:00



		10:00-12:00, Sun 18:00-21:00) • LGBT Peer Support Groups (monthly)		
<a href="#">MOVE (Men Overcoming Violence)</a>	Work with men to take responsibility for their violence and change their attitude and behaviour.	Telephone: Cork: 086 604 4047 Galway, Sligo, Midlands: 085 874 8108 Dublin, Meath: 086 4149591 Limerick, Clare, Kerry, Tipperary: 086 414 9613	Almost Nationwide	Mon-Fri 9:00-17:00.
<a href="#">Pavee Point</a>	A national non-governmental organisation comprised of Travellers, Roma and members of the majority population working in partnership at national, regional, local and international levels.	Telephone: 01 878 0255 Email: <a href="mailto:info@pavee.ie">info@pavee.ie</a>	Pavee Point Traveller & Roma Centre, 46 Charles Street Great, Dublin 1 DO1XC63	
<a href="#">TENI</a>	A range of support services that aim to increase the well-being of trans people and their families by providing support, education and advocacy.	Telephone: +353 (0)1 873 3575 Email: <a href="mailto:office@teni.ie">office@teni.ie</a>	Nationwide	Mon-Fri 10:00-18.00. Closed Sat and Sun.
<a href="#">Nasc</a>	Works with migrants and refugees to advocate and lead for change within Ireland's immigration and protection systems, to ensure fairness, access to justice and the protection of human rights.	Telephone: (021) 427 359434 Email: <a href="mailto:info@nascireland.org">info@nascireland.org</a>	Paul Street, 1st Floor Cork City, T12 W14H.	Mon-Fri 9:00-13:00 & 14:00-17.30pm. Closed Sat and Sun.

<a href="#">LINC</a>	A community resource centre for lesbians and bisexual women and their families in Cork and beyond.	Telephone: 021 4808600 Email: <a href="mailto:info@linc.ie">info@linc.ie</a>	Nationwide	Tues & Weds 11:00-15:00. Thurs 11:00-20:00. Sat 14:00-16:00.
<a href="#">Cork Gay Project</a>	Provides information and support to gay men, bisexual men, men who have sex with men (MSM), trans and queer men and their families.	Telephone: 021 430 0430 Email: <a href="mailto:info@gayproject.ie">info@gayproject.ie</a>	4 South Terrace Cork City T12 DP46	Mon & Weds 12:00-15:00 & 19:00-21:00. Thurs 19:00-21:00. Fri 12:00-15:00. Closed Tues, Sat and Sun.