







UCT works hard to create a safe and nurturing environment for all students and staff members. We offer a wide range of support services with the understanding that wellness goes beyond physical health. Our services include health counselling, mental health services and support for students and staff with disabilities.

DID YOU KNOW?

At UCT our staff and students have access to:

-  a primary health care clinic with doctors, nurses, psychologists and a social worker
-  a main clinic on lower campus and a satellite clinic on upper campus
-  comprehensive HIV and Aids counselling and testing services and a range of reproductive health services
-  24-hour emergency care lines offering support for students who experience any health emergency, mental health crisis, sexual assault, rape, discrimination or harassment on campus.

CONTACTS

Health and wellness



UCT Student Careline	0800 24 25 26 or SMS 31393
Student Wellness Service	021 650 1017/20
SADAG Suicide Crisis Line	0800 567 567
LifeLine	021 461 1111/3
Groote Schuur Hospital (GSH)	021 404 9111
GSH psychiatric emergency unit	021 404 2175
Sports Injuries Centre	021 650 3560 / 021 686 7777

Emergencies

Campus Protection Services 24-hour hotline	021 650 2222/3
Cape Town emergency hotline	107 (from a land line) 021 480 7700 (from a cellphone)
Ambulance	10177

Sexual assault

Survivor Support (OIC) 24-hour hotline	072 393 7824
Rape Crisis hotline	021 447 9762

Disability services

UCT Disability Service	021 650 2427
-------------------------------	--------------

Anti-discrimination

Office for Inclusivity & Change	021 650 1006
--------------------------------------------	--------------



19

Health and wellness at UCT



Your physical wellbeing

The UCT Student Wellness Service (Ivan Toms Building, 28 Rhodes Ave, Mowbray) offers a comprehensive outpatient service:

- 1 Consultation with a nurse (If you are on financial aid, this is free.)
- 2 Consultation with a doctor (If you're referred by a nurse and are also on financial aid, this is free).
- 3 Medication is sold at cost price on a cash basis after consultation, and no dispensing fees apply.
- 4 HIV testing and counselling, medication for sexually transmitted infections and basic contraceptives are available free of charge.



Please take your student card and any supporting documentation, such as proof of your financial aid status.

There is also a clinic on upper campus, on Level 6 of the Steve Biko Students' Union building, where you can see a nurse (08:30-16:30) on a walk-in basis for minor complaints.

The Sports Injuries Centre offers treatment by trained physios and biokineticists. The clinic (09:15-17:30) treats UCT students and staff and charges medical aid rates.



Support in the case of sexual assault

Survivor Support in the Office for Inclusivity & Change (OIC) provides advice and assistance to UCT staff and students in sexual assault and rape cases.

The OIC works to ensure that all survivors of sexual violence receive compassionate care.



Call the Survivor Support 24-hour hotline on 072 393 7824

Your mental health

UCT, together with the South African Depression and Anxiety Group (SADAG), offers 24/7 telephonic counselling, advice, referral facilities and general support to students facing any mental health challenges or contemplating suicide. The line is also available to offer support and advice to anyone who is concerned about a student who might be in distress. Contact the UCT Student Careline on 0800 24 25 26 (free from Telkom lines). You can also SMS 31393 for a callback.

UCT's Student Wellness Service provides psychological support services, which can be negotiated with the psychologist on an ad hoc basis.



Anti-discrimination services

Students living with HIV and Aids or experiencing harassment and discrimination (of any kind) don't have to deal with it alone. The Office for Inclusivity & Change offers a range of support services that ensure the university is accessible and inclusive to all.



Support for students with disabilities

UCT's Disability Service ensures that the university is as accessible as possible on all levels, including venue access and study materials and technologies for those with sensory and other impairments.



WHERE? Level 4, Steve Biko Students' Union building. Access is via the lift or stairs.

What should you do in the case of a medical emergency?

- 1 Call Campus Protection Services on 021 650 2222/3.
- 2 Do not risk causing further injuries to the patient in any way if you do not have first aid training. It is safer to wait for a Campus Protection Services officer to arrive.
- 3 Call the health and safety representative in your building to assist.
- 4 Inform the warden or any other authorised person.

What should you do in the case of fire?

- Raise the alarm.
- Call Campus Protection Services on 021 650 2222/3.
- Inform the warden or any other authorised person.
- Follow the building evacuation procedure if necessary.
- Contain the fire if you can do so without endangering yourself; otherwise rather wait for Campus Protection Services officers to arrive.



What should you do if you experience sexual assault or rape?

- 1 Call the 24-hour Survivor Support hotline on 072 393 7824 immediately after the incident. Consultants are available to offer advice and to ensure that all critical procedures have been conducted.
- 2 It is important to remember that all evidence will be lost if a rape victim takes a bath, a shower or changes clothes.
- 3 Obtain medical assistance as soon as possible – and not later than 72 hours after the incident. (For anal penetration violations, get medical assistance within 24 hours.)
- 4 Sexual assault and rape are crimes and should be reported to the local South African Police Service as soon as possible.