# Student Wellbeing Handbook

**SISH Institute Private Limited**
PEI Reg UEN: 200714877H (Valid from 26 Sept 2023 to 25 Sept 2027)

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## TRUST AND CONFIDENTIALITY POLICY

**We respect your privacy.**

Any information you disclose is confidential to the Student Services team. We will never share your information without your consent, except in the rare cases where we are legally or ethically required to do so (and we will always try to notify you first). These cases include:

1. when you are at serious risk of harming yourself or someone else;
2. when there is suspected abuse or neglect of a minor or a vulnerable adult; or
3. when we are ordered by a court of law.

Even in these rare cases, we share **only the minimum information required**, usually with specialist services (e.g., Institute of Mental Health, police, or hospital), and we will support you through the process.

### Lecturers and academic staff

If you choose to disclose a health difficulty to a lecturer so they can offer academic adjustments (e.g., deadline extension), they are only informed on a **need-to-know basis** and are bound by the same confidentiality rules.

### Parents or family

We will never contact your parents or guardians without your permission, unless one of the exceptions above applies (and even then, only if it is necessary for your safety).

### Records

Wellbeing and advisory records are accessible only to the Student Services staff directly involved in your care.

### You remain in control

You can always ask to see what has been written about you on the Intervention Form, and you can choose what (if anything) is shared with others to support your studies.

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## 1. INTRODUCTION TO STUDENT WELLBEING

Starting your tertiary education at SISH and UWL is a significant and exciting milestone in your life. This new chapter brings fresh opportunities, greater independence, and experiences that can be deeply rewarding – yet at the same time demanding, intense, and occasionally overwhelming. The faster pace, higher expectations and new responsibilities of tertiary education can place pressure on your mental health, which in turn can affect your physical health, and may sometimes bring underlying challenges to the surface.

**SISH and UWL take the duty of care to every student seriously. We are committed to fostering a safe environment where your mental and physical wellbeing is supported and protected**. Here, you will find a safe, non-judgemental and inclusive community that provides the necessary resources and support to help you thrive.

## 2. DEFINITION OF HEALTH DIFFICULTIES

**Mental health difficulties** refer to any significant disruption in a student's thoughts, emotions, behaviour, or ability to cope that interferes with daily life, studies, relationships, or overall functioning. These can range from temporary, situational struggles (e.g., prolonged stress, excessive worry, panic attacks, loneliness, or adjustment difficulties) to more persistent or severe conditions (e.g., depression, anxiety, eating disorder, or schizophrenia).

**Physical health difficulties** include any condition or symptom that affects the body's normal functioning and a student's energy, comfort, or capacity to participate fully in academic and campus life. Common physical health concerns include sleep, nutrition, exercise, chronic conditions (e.g., asthma, diabetes) and injuries.

At SISH and UWL, we recognise that mental and physical health difficulties are common, not a sign of weakness, and often improve significantly with the right support. We are here to support you with this when you need us.

## 3. LAWS AND POLICIES THAT PROTECT AND SUPPORT STUDENT WELLBEING

SISH and UWL are committed to supporting students experiencing health difficulties. However, it is important to note that, with a few exceptions, students who are adults, have responsibility for their own actions and choices.

In providing care for students with health difficulties, SISH and UWL are guided by these key pieces of **Singapore legislation and policies**:

- **Mental Health (Care and Treatment) Act (2008).** This act outlines the rights of those experiencing a mental disorder and under which circumstances they can be detained.
- **Mental Capacity Act (2008).** This act enables individuals, while they have mental capacity, to plan ahead for potential future incapacity due to impairments by appointing a proxy decision-maker to handle their personal welfare or affairs.
- **Vulnerable Adults Act (2018).** This act provides for the safeguarding of vulnerable adults (aged 18+ with disabilities that limit self-protection) from abuse, neglect or self-neglect, including interventions like assessments and care plans.

- **Constitution of the Republic of Singapore – Article 12 (Equality).** This guarantees all persons equal protection under the law without discrimination on specified grounds, forming the basis for the Ministry of Education's guidelines on special educational needs and requiring institutes of higher learning to provide equitable access.
- **The Personal Data Protection Act (2012)** and **SISH and UWL's Data Protection Policy** are key in understanding how information is gathered and used.

Below are **SISH and UWL's policies** that provide further context and guidance when we work with students experiencing health difficulties:

- Mental health policy
- Fitness to study policy
- Cause for concern policy
- Dealing with unacceptable behaviour policy
- Student's code of conduct

## 4. RECOGNISING WHEN YOU (OR YOUR FRIEND) NEED HELP

It is normal to have ups and downs, but sometimes things become too heavy to manage alone. You (or your friend) might benefit from extra support if **several of these signs last for two weeks or more**:

| **Mental & Emotional Signs** |
|---|
| • Feeling overwhelmingly sad, empty, or hopeless most of the day<br>• Extreme anxiety or constant worrying that interferes with daily life<br>• Panic attacks (racing heart, shortness of breath, feeling of doom)<br>• Withdrawing from friends, classes, or activities you usually enjoy<br>• Thoughts of hurting yourself or that you don't want to be here anymore<br>• Significant changes in sleep or appetite<br>• Using alcohol or other substances to cope |
| **Physical Signs** |
| • Constant exhaustion even after sleeping<br>• Frequent headaches, stomach issues, or unexplained pain<br>• Sudden weight loss or gain<br>• Injuries that don't heal or frequent accidents |

Trust your instincts. If something feels "not right" for a long time, reaching out early makes a big difference. If you need help, get in touch with Student Services: Phone: **+65 6506 1288** or Email: **ss@sish.edu.sg**.

## 5. ACADEMIC SUPPORT

You do not have to struggle in silence – we are here to help you with a range of support to get you back on track. For academic guidance, reach out to your lecturers. For formal adjustments (e.g., due to health issues), contact Student Services early: Phone: **+65 6506 1288** or Email: **ss@sish.edu.sg**.

## 6. STAYING SAFE AND SECURE

### Safety on campus

All of us have a responsibility to **make sure that we and those around us are safe**. Do:

- follow health and safety instructions given by staff
- read and follow safety guidance specific to your course or activity
- wear clothing and footwear appropriate for what you are doing
- use safety equipment properly, and report any damaged equipment

If there is a fire alarm or an evacuation, leave the building without delay as instructed by staff. Never bring substances that are hazardous to health to the campus. If you spot something that looks unsafe, or has caused an accident, let a member of staff know as soon as possible.

### Violence, abuse, and harassment on campus

All students and staff have the right to live, study, work and relax in an environment where they are free from any form of violence, abuse, or harassment, and where their body, gender identity, sex, ethnicity, religion, sexuality, and personal boundaries are respected. No student or staff member should be forced to just 'put up' with violent or abusive behaviour from others, threats of such behaviour or any forms of abuse or harassment. This includes sexual violence, abuse and harassment, and any violence or harassment because of racial or religious hatred or prejudice relating to sexuality, sex, or gender identity.

Any harassment will not be tolerated, and those who commit or threaten acts of harassment should be stopped (i.e. their behaviour challenged) and disciplined as appropriate for their actions. Students who have been the victims of any form of violence, abuse, or harassment, including sexual violence, sexual assault, domestic violence, threats of violence or harassment based on race, religion, or other protected characteristics such as gender identity, sex, or sexuality, can seek the help of Student Services: Phone: **+65 6506 1288** or Email: **ss@sish.edu.sg**.

### Online

Today, we spend more time online than ever before, so it is extra important that you stay safe. Beware of phishing scams, where criminals use fake e-mails, calls, texts, or social media posts to try and steal your personal details or install unwanted, harmful software on your devices. Do not click on links or attachments you are not expecting. The government officials and financial institutions will never ask you to transfer money or disclose bank log-in details by text or email or over a phone call. Call the 24/7 ScamShield Helpline at 1799 if you are unsure if something is a scam.

Protect your computer and phone by turning on automatic updates so they always have the latest security fixes. Use strong password, PIN, or fingerprint scanner to secure your devices and turn on "Find My Phone". Get in touch with Student Services if you need help: Phone: **+65 6506 1288** or Email: **ss@sish.edu.sg**.

### Social media

Remember that the things you put on social media may become public and stay on the internet forever, so take care with what you post and respect others' rights. Do not reveal personal details online or on social media and keep your social media privacy settings high. If you are the victim of cybercrime or have experienced cyberbullying, please contact Student Services: Phone: **+65 6506 1288** or Email: **ss@sish.edu.sg**.

## 7. ON-CAMPUS SUPPORT SERVICES

We have the following services dedicated to your wellbeing:

### Student Wellbeing Team via Student Services

**Mental Health and Wellbeing Support –** Support for students can be offered through many different avenues such as reasonable adjustments, Individual Support Plans (ISPs), monitoring of students with mental health difficulties and where appropriate liaison with external agencies. The team may also assist, advise and liaise with academic school staff on how best to support students' mental health.

**Wellbeing Advisory Support –** The team provides a safe and confidential space for students to talk about their lives and anything that may be worrying them, affecting their mood, relationships, studies, or overall wellbeing. We can provide impartial advice, support and information if you are concerned about issues such as relationships, stress, conflict, sexual violence or abuse. Advisory support is offered face to face on a one-to-one basis.

**Support for Students with Disability** – If you have a disability, specific learning difference or long-term health condition, please get in touch. We can discuss your needs and put any reasonable adjustments in place. Support might include liaison with external services or working with academic staff to ensure you are fully supported.

**Student Money and Immigration Advice** – The team can help, support and guide you on all matters relating to your student course fees or student visa. The team offers appointments via video call and face-to-face at campus.

Please contact Student Services:

- Phone: **+65 6506 1288** (9:00am – 6:00pm Monday - Friday)
- Email: **ss@sish.edu.sg**

### Academic Staff

Staff within academic departments play a significant role in identifying signs of emerging difficulty, typically through profound changes in patterns of attendance and academic performance. If an ISP has been provided for a particular student, the academic would ensure that all reasonable adjustments have been implemented as a failure to follow the recommendations in the ISP could lead to a change in student's behaviour and/or academic performance. They can also support students by encouraging them to seek appropriate specialist support.

### Security

We keep you safe with a comprehensive security system consisting of reception area, CCTV and Access Control Systems. The staff at Level 7 Reception can help you with:

- Lost and found property
- First aid
- Emergency assistance
- Crime prevention information
- Reporting a crime

You may contact us by:

- Address: **1 Eunos Rd 8, #07-09 Paya Lebar Green North, Singapore 408603**
- Phone: **+65 6506 1288** (9:00am – 6:00pm Monday - Friday)
- Email: **support@sish.edu.sg**

## 8. OFF-CAMPUS AND EMERGENCY RESOURCES

Save these numbers in your phone now:

### Emergency Contacts

- Police Emergencies: **999**
- Police Emergency SMS: **70999**
- Police Hotline: **1800 255 0000**
- SCDF Ambulance and Fire Service: **995**
- Non-Emergency Ambulance Service: **1777**
- Traffic Police Information Hotline: **6547 0000**

### Helplines for Mental well-being

- National helpline: **1771** (24 hours) / **+65 6669-1771** (via WhatsApp)
- Samaritans of Singapore: **1-767** (24 hours) / **+65 9151-1767** (24 hours CareText via WhatsApp)
- Singapore Association for Mental Health: **1800-283-7019**
- Silver Ribbon Singapore: **6386-1928**
- Chat, Centre of Excellence for Youth Mental Health: **6493-6500/1**
- Women's Helpline (Aware): **1800-777-5555** (weekdays, 10am to 6pm)

### Helplines for Counselling

- Touchline (Counselling): **1800-377-2252**
- Counselling and Care Centre: **6536-6366**
- We Care Community Services: **3165-8017**
- Shan You Counselling Centre: **6741-9293**
- Clarity Singapore: **6757-7990**

### Online resources

- mindline.sg/fsmh
- eC2.sg
- tinklefriend.sg
- chat.mentalhealth.sg
- carey.carecorner.org.sg (for those aged 13 to 25)
- limitless.sg/talk (for those aged 12 to 25)
- shanyou.org.sg

## 9. CRISIS AND EMERGENCY PROCEDURES

### While on Campus

All accidents, injuries, near-misses, and medical emergencies on campus must be reported immediately to a member of SISH without delay, even if no one was injured. If you cannot find a member of staff, contact Student Services: Phone: **+65 6506 1288**.

### a. If you or someone else has been hurt or is in immediate danger of harm

- Call 999 for police
- Or SMS 70999 if it is not safe to call or you are unable to speak
- Call 995 for ambulance
- Or go straight to a hospital's A&E
- Tell a staff member at Level 7 Reception – they can help

### b. If you're worried but it's not an emergency

- Call Student Services: Phone: **+65 6506 1288**.

### c. If you have COVID-19 or any infectious disease symptoms

- Go home as soon as possible, avoiding public transport if you can.

### d. If you are too unwell to go home

- Let someone know and wait for help away from others.

### e. If you see someone suspicious in campus or you've witnessed a crime

- Tell a staff member at Level 7 Reception – they can help
- Or call Student Services: Phone: **+65 6506 1288** or Email: **support@sish.edu.sg**

### Outside Campus

### a. If you or someone else is in immediate danger of harm

- Call 999 for police
- Or SMS 70999 if it is not safe to call or you are unable to speak
- Call 995 for ambulance
- Or go straight to a hospital's A&E

### b. If you're worried but it's not an emergency

- Call one of the helplines

## 10. USEFUL CONTACTS AND RESOURCES (Quick Reference)

### On Campus Support



**Student Services**
Phone: **6506 1288** (9:00am – 6:00pm Monday - Friday)
Email: **ss@sish.edu.sg**



**Campus Security**
Address: 1 Eunos Rd 8, Level 1 Paya Lebar Green North, Singapore 408603

### Emergency Contacts



**Police Emergencies**
Phone: **999**
Police Emergency SMS: **70999**
Police Hotline: **1800 255 0000**



**SCDF Ambulance and Fire Service**: **995**

**Non-Emergency Ambulance Service**: **1777**

**Traffic Police Information Hotline**: **6547 0000**

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