

Support Available To You Whilst You're Living In Halls

Your arrival day will be here very soon and we are looking forward to coming to join us. There are things you can do help yourself before you arrive and the University has a variety of support that you can also access to assist with your stay.

1 REGISTERING AT THE DOCTORS
It is really important to get yourself registered with a GP before you arrive or when you arrive, the surgeries close to Campus are:

- o Wolverhampton – Thornley Street, 01902688500
- o Walsall – Lichfield Street Surgery – 01922 620532
- o Telford – Shifnal Medical Practise – 01952 460414

2 THE STUDENT ENABLING CENTRE
Have you registered with the Student Enabling Centre?
They can assist you with any help or support you may require whilst studying and living within the accommodation. If you have not contacted them please get in touch with the Pre Entry Team. You can call them on 01902 321074 or email sec@wlv.ac.uk for further information.

3 ONCE YOU'VE MOVED IN
You can still access support and help from a variety of internal departments within the University.

o [Counselling Services](#) – free and confidential one to one advice and support
Telephone: 01902 32 2572

o The [Student Support Centre](#) can provide you with financial and careers advice,
Telephone: 01902 32 1032

o The [Students' Union](#) can offer you advice and support on various issues, drop into the Squeeze box at the Walsall or the City campus.

o The [Mental Health and Wellbeing Coordinator](#) can help with advice and support regarding mental health difficulties, substance misuse (drugs or alcohol) victims of crime, stress and self-harm / suicidal thoughts. To make an appointment please email clare.dickens@wlv.ac.uk.

o The [Chaplaincy](#) is open every weekday and is situated between Randall Lines and MX Building on the City Campus. There is a welcoming environment for everyone - whether you follow a religion or not.

4 USEFUL CONTACTS

Key contacts to place into your mobile before you arrive:

- o 24 hour security at all sites – 01902 32 2106
- o Accommodation Services – 01902 32 1268 (Monday – Friday 08:45-17:09)
- o Walsall Campus Reception – 01902 32 3200

- o Telford Campus Reception – 01902 32 3900

You will be sent shortly an email to outline your arrival day information, if you have any further queries please do not hesitate to contact Accommodation Services on;

Telephone: 01902 32 1268

Email: accommodationservices@wlv.ac.uk

Check out who is going to be living in your accommodation blocks before you arrive please join our [Facebook pages](#) and other social media outlets which will give you up to date information on a regular basis.

