

# What to do when...

## ... you need help with mental health issues or coping with stress:

- Each of us can find ourselves in a challenging life situation. But we don't have to deal with our problems alone.
- You can find a therapist by yourself or use the services of FSV UK or Carolina Centre therapists.
- Our students have 5 sessions with the FSV UK therapist for free.

## ... you get into a difficult situation:

- Make use of the Carolina Centre, which supports all those who encounter health, psychological, socio-economic or other difficulties during their studies.
- You can use also the services of the Centre for the Care for the Soul.
- If your problems affect the fulfilment of your study obligations, contact the study department in time.

## ... you need an adjustment of study conditions due to your state of health:

- You can register as a student with special needs. Registration must be completed by Oct 31 of the given year.
- Based on the results of the functional diagnosis, you will then negotiate modifications with the lecturers.
- Our contact persons are here for you, don't be afraid to get in touch.

## ... you need immediate psychological help:

- Have you found yourself in a crisis you cannot deal with by yourself?
- Don't wait and contact one of the crisis centres. You can find the contacts for the selected centres on the other side of this leaflet.

## ... you are in a problematic situation at school:

- Address the situation primarily with the lecturer in question, guarantor and the department management.
- If the problem cannot be solved that way, contact the International Office. The higher authority is the Vice-dean for study affairs.
- You can also consult the student ombudsman for your institute.

## ... you are not sure how to keep up with study obligations:

- Write down the important deadlines - Academic Calendar is the crucial document (you can add it into your Google calendar).
- Try coaching from the Carolina Centre.
- Communicate with your lecturers and the International Office - a lot can be solved if you get in touch in time.



# Important contacts

## Our therapist

FSV UK offers therapies and psychological counseling. If you are not sure if you want to turn to an expert with your problems, you can arrange a free consultation. You will find out whether therapy may be suitable for you, or you can get recommendations for other forms of services.

You can find more info and up-to-date contacts here:



## Crisis centres

**Crisis Intervention Centre Bohnice (24/7)**  
Ústavní 91, Prague 8  
Helpline: 284 016 666

**Diaconia SOS Centre (9 am to 8 pm)**  
Varšavská 37, Prague 2  
linka.duvery@diakonie.cz

**Crisis Care Centre (8 am to 3 pm)**  
Ke Karlovu 11, Prague 2  
Helpline: 605 851 658  
ckp@vfn.cz



## Contact for the students with special needs:

You can reach our contact persons at the email [specialni.potreby@fsv.cuni.cz](mailto:specialni.potreby@fsv.cuni.cz), through which you can arrange a consultation in person.

You can find more info and up-to-date contacts here:



## Centrum Carolina

[centrumcarolina@cuni.cz](mailto:centrumcarolina@cuni.cz)  
Students with special needs: 224 491 604  
CU Point - study questions: 224 491 850

Counselling in English: [counsel@ruk.cuni.cz](mailto:counsel@ruk.cuni.cz)

Spiritual support:  
[bit.ly/CareFortheSoul](http://bit.ly/CareFortheSoul)

Coaching:  
[bit.ly/CarolinaCoaching](http://bit.ly/CarolinaCoaching)



## Student ombudsmen FSV UK:

IES: [ombudsman.ies@fsv.cuni.cz](mailto:ombudsman.ies@fsv.cuni.cz)  
IKSŽ: [ombudsman.iksz@fsv.cuni.cz](mailto:ombudsman.iksz@fsv.cuni.cz)  
IMS: [ombudsman.ims@fsv.cuni.cz](mailto:ombudsman.ims@fsv.cuni.cz)  
IPS: [ombudsman.ips@fsv.cuni.cz](mailto:ombudsman.ips@fsv.cuni.cz)  
ISS: [ombudsman.iss@fsv.cuni.cz](mailto:ombudsman.iss@fsv.cuni.cz)



## Video guide on how to add FSV UK calendars to your Google calendar:

