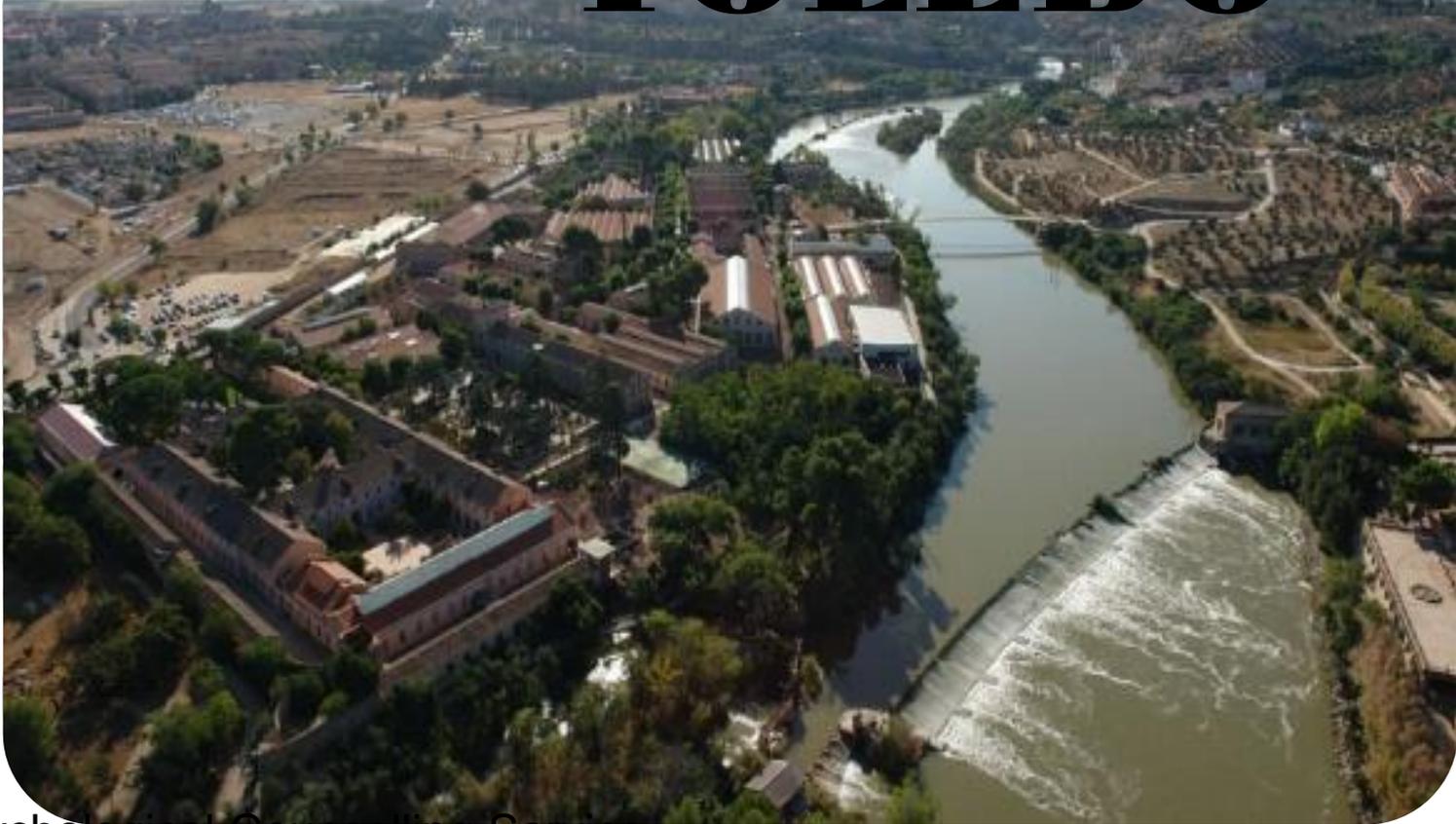


WELLBEING FESTIVAL  
(University of Kent, 23th  
march, 2017)



Psychological Counselling Service  
University of Castilla La-Mancha

# CAMPUS OF TOLEDO



Psychological Counselling Service  
University of Castilla La-Mancha

**SAP**

**C**ounselling

**S**tudents with disabilities

**M**ental health

**S**upport for international students

Psychological Counselling Service

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I am Carmen Carpio, assistant professor at the University of Castilla-La Mancha and coordinator of the Psychological Counselling Service of the campus of Toledo.

I am very happy to participate in this conference: “WellBeing for students with disability and their internationalisation”, held at the University of Kent,.

We have worked with exchange of students from several universities. Every year we receive foreign students, who are integrated into our classes. Those who present a disability or some type of problem will be followed by:

- Psychological Counselling Service (SAP)
- Disability Support Service (SAED)

In this presentation I will explain how the Psychological Counselling Service is organized and how foreign students are taken care of.

The UCLM seeks to promote measures for equal opportunities and non-discrimination in access, permanence and progress at the university. Inclusive measures come from “design for all”, which were outlined in the Stockholm Declaration of the European Institute for Design and Disability (EIDD), and regulated by the Spanish Organic Law 6/2001 of Universities.

It is also regulated by the statute of the students of the UCLM, which promotes support to the student in special circumstances.

These proposals are mainly carried out by:

Vice chancellor for students who is in charge of the support services for students with disabilities.

Other areas are involved as well: the Vice chancellor for Academics (in the student’s tutorial programs,

Vice chancellor for professors (working quality).

Vice chancellor for Infrastructure (accessibility to and within the various faculty buildings and centres),

Vice chancellor for New Technology (virtual environments),

Vice chancellor for International Relations (student mobility),

Vice chancellor for external relationships (call for public employment, administrative hiring, etc.)

Inclusion is the preferred intervention with diversity:

- People with disabilities (students and staff with blindness, deafness, altered motor skills, diseases, etc.)
- Foreigners (Erasmus students, teachers, etc.)
- People with psychological problems (anxiety disorders, phobias, depression)

- People with physical illnesses (diabetes, cancer, chronic diseases)
- People with family or relationship difficulties (birth of a baby, pregnancy, death of a member, unemployment, separations couple crisis, etc.).
- People with difficulties in the workplace (contract conditions, schedules, working relationships)

The support for inclusion offered by the SAP has the following aims

- Facing and managing stress or limiting circumstances in order to optimize student work performance. We usually apply Cognitive behavioral therapy.
- Apply for help or support within the university
  - Teachers: they could make changes of exam dates, work delivery, type of exam, change of modality to non-attending students, etc.
  - Partners: adapting teamwork to tasks consistent with reality, reporting on the type of assistance required, communicating needs, etc.
  - Administration and management: cancel enrolment, change or shift the student's schedule, etc.
  - Services: sports, computers.
- Apply for help outside of the university
  - Health services: general medicine, specialties, psychiatry, etc.
  - Social services: city councils, transport,
- Involvement of family and friends: parents, partners, neighbours, friends
- Review of community resources: leisure, sporting, artistic, religious clubs.

## For referring to international students

- We offer a knowledge of languages by professionals: so we have sessions in English, Italian, sign language.
- We have a network of interpreters who are university language teachers
- We organize coordination between several sections of the UCLM:
  - Office of international relations
  - Toledo School of Translators
  - University Accommodation
- In addition , the coordination with external institutions like
  - Official school of Languages
  - Health services
- We have volunteer students as well: from the ERASMUS program, or from other universities who wish to participate as volunteers in the SAP. They promote exchanges and meetings amongst the students, in order to get to know different cultures and to practice a different language.

We want to exchange students and professionals with other countries. For instance, I did a stay at the university of Kent (Canterbury), at the student services Disability and dyslexia support service (DDSS). We have had very positive experiences in the international contacts. That's all. We are happy to participate in this conference We are available for collaborations.



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# INTERNATIONALISATION PROGRAMS STUDENTS AND PROFESSORS



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