

# STUDENT SUPPORT



MANAAKI TANGA  
WHANAUNGATANGA  
AROHA  
RANGATIRATANGA

**Being a teenager can be stressful.**

**You have to think about all the usual things; school, study, your health, family, and friends, and then sometimes you have to deal with events such as global pandemics!**

**Being an international student can be challenging too.**

**You might have trouble understanding English, finding your way around Christchurch, or you might be feeling a bit lonely or homesick.**

**This book contains some advice that might help you feel better, and some ways for you to find extra help and support when you need it.**



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# Culture Shock

**When you leave your own culture and go to another country, you may experience a wide range of feelings and reactions. This is completely normal. You may feel:**

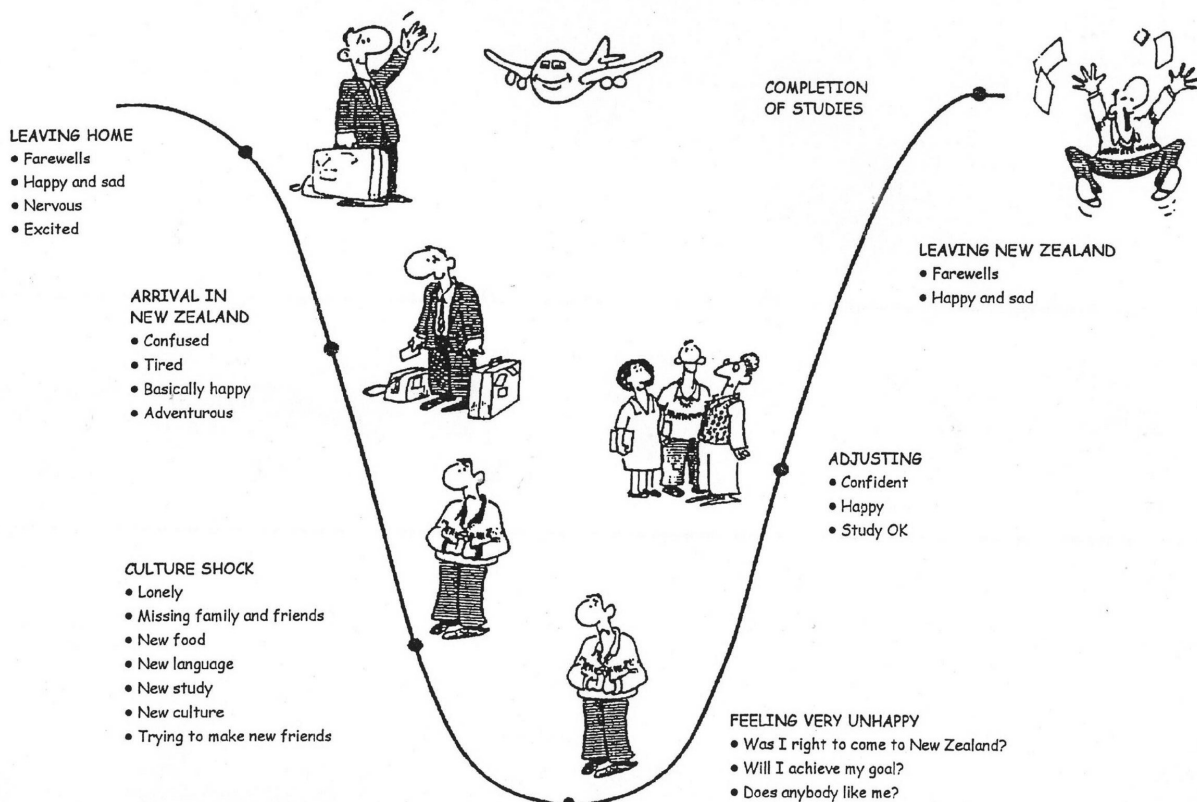
- **Confused and lost**
- **Nervous, tired and have trouble sleeping**
- **Frustrated and angry towards people in this new country**
- **Needing to be around people from your own nationality**

**Experiencing some or all of these feelings is known as culture shock. The food will be different, people will look, act and speak differently. Your family and friends are far away. You may have difficulty telling people in English how you feel.**

**This can often make you confused and unsure and you may wonder if you made the right decision to study overseas. This is not easy to deal with, but remember, most people will feel this way, and you are not alone.**

## *The Process of Adjustment*

HOW MOST STUDENTS EXPERIENCE THE EARLY DAYS OF LIFE IN A FOREIGN COUNTRY



## **Who can I talk to if I have a problem?**

**Your caregiver, guardian or homestay.**

**Mrs Kong – International Director**

**kom@cghs.school.nz**

**Mrs Jardine-King- Head of ESOL**

**jac@cghs.school.nz**

**Talk to your teachers or your dean. Deans are teachers who are head of your year level. They help you with any problems you may have. Their offices are in the student centre on the island.**

## **Who can I talk to if I feel stressed?**

**The school counsellors – if you need, they can organise a counsellor who speaks your language. Anything you talk about with your counsellor stays private and will not be shared with anyone else.**

**Email Mrs Julia Field to make a time:**

**fdj@cghs.school.nz**

**Email Ms Carolyn Heyward to make a time:**

**hyc@cghs.school.nz**

**Email Mrs Kashira Mehta-Woledge:**

**mek@cghs.school.nz**

**OR**

**Drop into their offices in the Haora area on the island, fill in an appointment slip and slide it under their doors. Ms Heyward's office is next to Cafe 101.**

**OR**

**Phone 03 3480849 ext 731 (FDJ) anytime and leave a message.**



**Can I talk to someone in my own language?**

**You can always ask Ms Kong if you want to speak to someone in your own language,**

**Another great organisation to talk to is:**



**[www.asianfamilyservices.nz](http://www.asianfamilyservices.nz)**

**The website has information in English, Mandarin, Cantonese, Korean, Hindi, Vietnamese, Japanese and Thai.**

**All staff are trained counsellors, social workers and health promoters.**

**They can give support and advice on mental health issues such as anxiety, stress and depression.**

**You can get up to three free counselling sessions with them.**

**You can also contact:**

**The Mental Health Foundation**

**[www.mentalhealth.org.nz/get-help/getting-through-together](http://www.mentalhealth.org.nz/get-help/getting-through-together)**

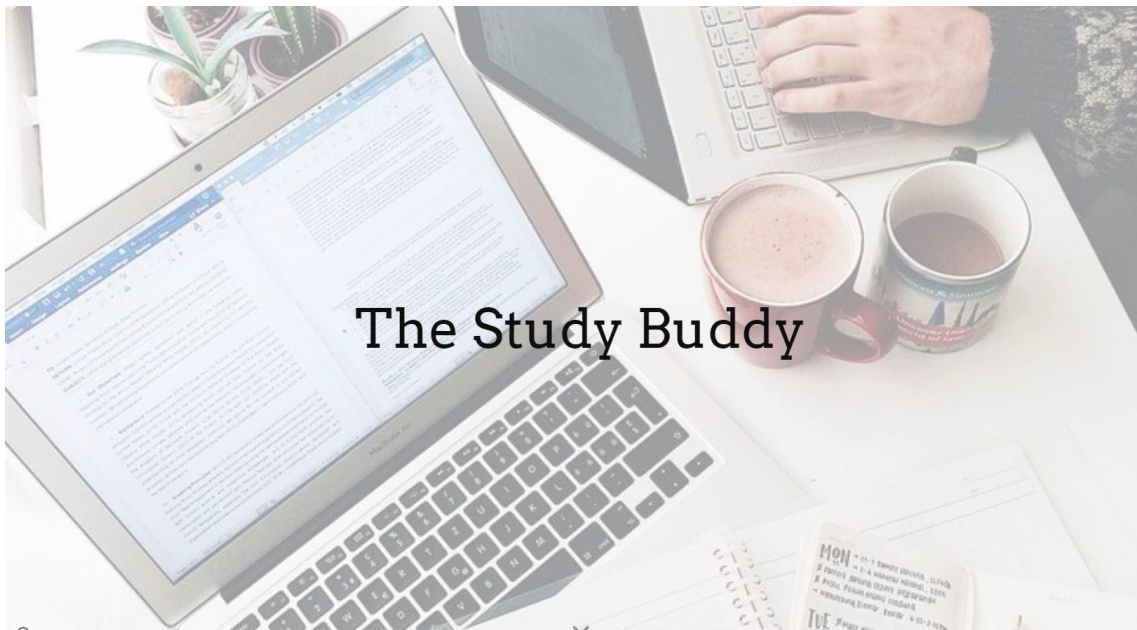


**A great web page to look at is:**



**Click on the 'Students' Tab  
Then click on the 'Study Buddy' link**

**This page is written by CGHS  
students, and has lots of helpful  
information about Learning  
resources, peer tutoring, well  
being and IT resources.**



## What can I do if I don't understand the work in class?

- **Talk to your classmates! This is the best way to make friends and improve your English, ask your classmates to help explain any work you don't understand.**
- **Ask your teacher for help. Say: "Could you repeat that please?" "Could you speak more slowly?" "Could you write that word down for me?"**

**Your teacher may be able to help you after class. Ask them.**

- **Use a translator on your phone- remember to ask you teacher for permission first! Make a list of new words in your vocabulary notebook as you learn them.**
- **Ask Ms Kong to organise you a Classroom tutor, a Tech Buddy or a Classroom Buddy. She may even be able to find another student who can speak your own language to help you. You can email her at [rlk@cghs.school.nz](mailto:rlk@cghs.school.nz)**
- **Email our Esol Tutor, Ms Daikers at: [dkp@cghs.school.nz](mailto:dkp@cghs.school.nz). Ms Dakers can go to some classes with you and help you with your work in class. You can also meet her at break or lunch and ask her any questions about your study that you don't understand.**





## **What can I do if I feel ill?**

**If you are feeling ill before school begins and you want to stay at home for the day, your caregiver should phone the school and leave a message giving a reason for your absence or lateness. (Ph. 348 0849 ext. 702).**

**If you suffer from asthma, allergies, or need special medication, you may store a supply of your medication with the office staff, so they can help you in case of an emergency. No general supply of panadol or ibuprofen can be given out to students by the school.**

**If you feel unwell, become injured, or have a medical problem during school hours, you should go to the school office. Members of the support staff can help you with first aid, supply you with sanitary pads, or allow you into the sick bay, which is a small room where you can lie-down for a short-time if you are feeling unwell.**

## **Healthline Phone 0800 611 116**

**The Healthline team are specialists in assessing and advising over the phone.**

**They can talk with you in your language - when your call is answered, say you'd like an interpreter and the language you'd like to speak in.**

**Phone calls are free – including from a mobile phone.**

**You can call anytime 24 hours a day, 7 days a week.**



**Where can I go if I need to see a doctor?**



**We suggest you go to the same doctor as your Caregiver or Homestay Family, but here are some other doctors who may be able to speak your own language.**

**Riccarton Clinic**

**Open 7 days, 8am-8pm  
6 Yaldhurst Road, Riccarton  
03 343 3661  
[www.riccartonclinic.co.nz](http://www.riccartonclinic.co.nz)**

**Doctors on Riccarton**

**Open Monday to Friday, 8am-6pm  
Saturday 9am-5pm  
183 Riccarton Road, Riccarton  
03 348 8989  
[www.doctorsonriccarton.co.nz](http://www.doctorsonriccarton.co.nz)**

**Moorhouse Medical Centre and Pharmacy**

**Open 7 days, 8am-8pm  
3 Pilgrim Place, City Centre  
03 365 7900  
[www.moorhousemedical.co.nz](http://www.moorhousemedical.co.nz)**

**Wecare Health Wigram**

**Open Monday to Friday 8am-8pm  
Open Saturday 10am-4pm  
67 Skyhawk Road, Wigram  
03 349 8613  
[www.wecarehealth.co.nz](http://www.wecarehealth.co.nz)**

**Normans Road Surgery**

**Open Monday to Friday 8am-6pm  
3 Normans Road Elmwood  
03 355 8262  
[www.normansroadsurgery.co.nz](http://www.normansroadsurgery.co.nz)**

**If you need urgent medical care and it is evening or night time, you can go to the 24 hour Surgery at 401 Madras Street, in the city centre.**

**Please phone them first on 03 365 7777.**

# 24 Hour Surgery now at 401 Madras Street.

Old location

Bealey Ave

Colombo St

Manchester St

401 Madras Street

24 HOUR SURGERY

Entrance

Madras St (One Way)

Barbadoes St (One Way)

Salisbury St (One Way)

Aberdeen St

Dollans Ln

24 Hour sign

The Pegasus Health  
24 Hour Surgery is your  
General Practice's preferred  
after hours medical centre.

Limited free parking onsite.

03 365 7777  
24hoursurgery.co.nz

# 24

HOUR  
SURGERY

Pegasus

# **In An EMERGENCY Outside School**

## **Phone 111**

**This number connects to: Fire – Police – Ambulance  
Only call this number if you have a REAL EMERGENCY.**

**Police: Call 111 and ask for Police when:**

- **Someone is badly injured or in danger.**
- **After a serious car crash.**
- **There's a serious risk to life or property.**
- **A crime is happening and the offenders are still there or have recently left.**
- **You've found a major public problem, like trees blocking a road.**

**Ambulance: When you call 111 and ask for an ambulance:**

- **Please keep calm, speak clearly**
- **Say where you are**
- **Say who you are and your phone number.**
- **Say what has happened.**

**If you are hurt in an emergency or you are taken to hospital for any reason, you must call Ms Kong on 027 2799 002.**

**If the Ms Kong is unavailable, please contact the school Principal, Mr Peter Sawyer, on 027 3000 405.**

# Covid-19

**If you want to find up-to-date information about what is happening in NZ in regards to Covid-19, you should go to the website: [covid19.govt.nz](https://covid19.govt.nz).**

**Scroll to the bottom of the page and you can find information in your own language.**

**If you have any worries about covid-19, about your health, study, homestay family or ANY other worries, please contact Ms Kong at [kom@cghs.school.nz](mailto:kom@cghs.school.nz), or on 027 2799002.**

