

Brock University
Student Guide to Hospitalization

We are here for you.

Dear Brock University Student,

This booklet provides an overview of what you can expect when you are hospitalized during the academic year and addresses common questions that you and your family or friends may have while you are away from campus.

These resources were composed in consultation with the Department of Residences, Student Wellness and Accessibility Services, Campus Security Services, the Registrar's Office, and Student Life and Community Experience. The team approach to student wellness at Brock is designed to minimize the barriers to returning to your studies when you are well. We work hard to help you be a successful student and member of our community. Professionals within Personal Counselling, Student Accessibility Services, Student Health Services, and many others work alongside off-campus partners to provide professional support when you leave the hospital.

In addition to health-related resources, inside this guide you will also find contact information for Residences/housing, Human Rights and Equity Office, addiction treatment, academic supports, and many others.

We hope that you will use the tools within this guide to connect with those that can help improve your health and well-being. A hospitalization is never planned and can be disruptive to your life as a student; however, with the support of your treatment team, your family and friends, and the team at Brock University, you can achieve your academic and professional pursuits. We hope to see you soon.

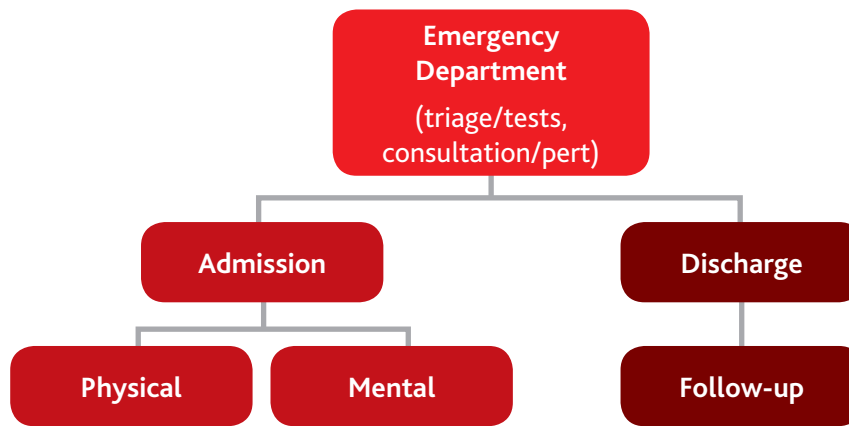
Yours sincerely,

The Student-at-Risk Case Team

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Arriving at the hospital



Hospital admission

Emergency department (ED) visit

Your health will be triaged on arrival and you will be seen by a physician, depending on the initial assessment of the level of severity of your concern.

Physical illness

A preliminary diagnosis may be made, and inquiries will be started, which may include blood tests, diagnostic imaging studies (X-Rays, Ultrasound, CT scan, MRI), urine tests, or other specialized testing. You may also see other specialists if needed.

A treatment plan will be developed and may include: medications, observation, follow-up studies, further testing, surgery, and/or therapeutic support services.

It is important that you understand the nature of your condition and the treatment plan. The physicians and nurses involved in your stay are good sources for this information.

After being assessed by a physician and other required testing or referrals are complete i.e. consultants, Psychiatric Emergency Response Team (PERT), etc., a working diagnosis will be made, and you will be discharged from the ED or admitted to the hospital. This process is usually completed within 24 hours. If discharged from the emergency department you should be given instructions for further care or follow-up. Keep a record of these instructions to guide you in your recovery and to share with your Brock treatment team(s).

Mental illness

Your health will be assessed on arrival and you will be seen by a physician based on the initial assessment and the level of severity of your concern (triage).

The most common activities that take place within an inpatient hospital unit are as follows:

Assignment to a professional interdisciplinary treatment team: When admitted, you will likely be assigned to a treatment team, including an attending physician, nurse, social worker and others. These professionals will address your specific needs during your stay and work with you toward a recovery plan. Remember, you too are an important member of your treatment team.

Regular meetings with your treatment team: Your treatment team will meet with you regularly, perhaps daily, to talk about your immediate needs. The team's main goal is to get you feeling better and back into your daily routine. Members of the team are available for any questions you may have during your stay.

Group activities: These activities teach coping skills that you can foster while you are in the hospital and once you leave to help manage your mental health. Group activities also provide the opportunity to talk with other patients and to see first-hand that others are dealing with many of the same concerns.

Discharged

Near the end of your stay, your treatment team will help you make a plan. If you were admitted for a mental health concern, as you prepare to leave the hospital be sure to connect with the Brock Mental Health nurse who can be found on campus at Student Health Services (905-688-5550 x3243) to help co-ordinate your return to campus.

Discharge planning

✓	Next steps	To-do list
	<p>Tracking appointments: Put your appointments in your phone or your agenda. Note the location, time and contact person.</p>	<p>Appointments:</p>
	<p>Requesting accommodations: Student Accessibility Services can assist you in requesting accommodations. You can do this by visiting their website (Please see resources section) and registering as a new student.</p>	<p>https://brocku.ca/sas/</p>
	<p>Medical note/documentation: Please ensure the Brock University medical certificate is completed prior to your departure.</p>	<p>Complete Appendix 1.0</p>
	<p>Medication: Be aware of what medications you are taking, why you are taking them, and the side effects you might need to look for. Ask your nurse for clarification if required.</p> <ul style="list-style-type: none"> • Always take your medications as prescribed. Learn about them: why you are taking them and what side effects might occur. Discuss any concerns with the health team and keep them updated on how you feel. <p>You will need to make an appointment with a physician to review your medications after discharge.</p>	
	<p>Recognize the signs and symptoms: Ensure that you have a plan in place when you experience a return of symptoms in the future.</p>	
	<p>Questions: Be sure to ask your nurse any questions you might have about your mental health or other needs. Leave with an understanding of what your next steps will be, and what you are supposed to do in the event that your symptoms return.</p>	
	<p>Safe ride home: Organize a safe ride home with friends, family, bus or taxi.</p>	
	<p>Take time for you: Make sure you make time to do things that are pleasurable and outside of your classes (Intramurals, time with friends and family, attend a campus event, take a hike, watch a movie, try something new, etc.).</p>	
	<p>Connect: Connect with the Case Manager, Student Accessibility Services, Mental Health Nurse, Brock University Student Health Services or others.</p>	

How long will I be in the hospital?

The length of your stay will depend on the severity of your symptoms and your level of functioning. As an active participant in your own treatment and discharge planning, you will work with your treatment team to determine the length of your inpatient stay based upon your individual needs. When thinking about the length of a hospital stay, it is important to remember the goals of mental health hospitalization:

- To keep safe
- To reduce the severity of your symptoms and increase your level of functioning through treatment
- To determine a diagnosis, if one has not already been made
- To provide information and coping skills to better equip you to manage your mental health outside of the hospital
- To work with you to create a plan for ongoing treatment

Who will be contacted about my hospitalization?

- Your treatment in the inpatient unit is confidential, unless the hospital, first aid providers, or others are required to disclose details to those that you have identified as your emergency contact(s).
- If you provide consent by signing a release of information form, Brock University Student Health Services staff may be notified.
- If you engage with Brock Student Wellness and Accessibility Services, call 905-688-5550 x3240 and leave a message, or let the receptionist know that you have been admitted to the hospital and that you want to inform your counsellor or other provider of the situation.
- It can be helpful to contact friends and family members. The treatment team can contact them for you if consent is granted for them to do this. Should you choose to do this on your own, utilize the "Family and Friends" (Appendix 2.0) contact sheet to guide you when contacting them.
- Residence: If you live on campus, you should connect with your Don or a Residence Life Co-ordinator to make them aware that you will be away for an extended period of time. Please call a number below or connect with your Don directly if appropriate.

o North Service Desk: 905-688-5550 x3706

o South Service Desk: 905-688-5550 x4311

After discharge

Tips for talking with health-care professionals

Give information. Don't wait to be asked.

- Bring a "health history" list with you and keep it up to date. You might want to make a copy of the form for each member of your family as well as medication information.
- Ask for detailed written instructions as they relate to your treatment.
- If your symptoms get worse, or if you have problems with your medicine, call Student Health Services (905- 688-5550 x3243) or return to ED.

Sharing information

Connecting with the University

Once you and the hospital staff decide the time is right, connect with your professors to minimize challenges that may impact your ability to attend classes, focus on class work, and/or meet academic deadlines. Please note that feeling better and receiving treatment is the primary focus. Brock University supports you in your journey to manage your well-being and is here to help with your health and academics when needed.

Students should first:

- Email their professors to inform them of the situation. (See sample email below.) Most professors will require a Brock medical certificate (see appendix 1.0).
- Students may use discrete language such as: medical reasons, unexpected non-academic-related concern, personal situation, on-going health needs, family situation/emergency, etc.
- Connect with Student Accessibility Services (by calling 905-688-5550 x3240) to schedule an appointment to discuss accommodations as they relate to your illness, injury or challenges.

Sample email

Dear Professor Jean,

I am writing to share with you that I have not been able to attend your class (Course name/ code) on the following dates (Insert dates here) due to an unexpected occurrence in my life.* Upon my return to school, I will be working to catch up on course work as best as possible and am able to provide documentation to verify my situation, if needed, through Student Accessibility Services.

Can we set up a time to meet and discuss missed work and possible next steps?

Thank you in advance for your time and consideration. I look forward to talking to you soon, when you are next available.

Sincerely, (Name and student number)

* Note: You don't have to disclose your diagnosis to receive an academic accommodation.

Connecting with family and friends

You may want to connect with family or friends to let them know you are safe. It can be especially anxiety provoking to call family and friends after being in the hospital. To help you guide the conversation, jot down your thoughts before making the call (See appendix 2.0 to utilize the contact sheet for support).

Supporting your mental health

Safety plan

Take some time to develop a safety plan with your nurse, counsellor, psychologist or doctor. Use the plan when feelings resurface in the future.

STEP 1: Warning signs:

1. _____
2. _____
3. _____

STEP 2: Internal coping strategies — Things I can do to take my mind off my problems without contacting another person:

4. _____
5. _____
6. _____

STEP 3: People and social settings that provide distraction:

1. Name _____ Phone _____
2. Name _____ Phone _____
3. Place _____
4. Place _____

STEP 4: People whom I can ask for help:

1. Name _____ Phone _____
2. Name _____ Phone _____
3. Name _____ Phone _____

STEP 5: Professionals or agencies I can contact during a crisis:

1. On-campus resources:
 - Campus security: 905-688-5550 x3200/4300
 - Personal Counselling Services: 1-833-BROCK-33
2. Call services:
 - Good2Talk: 1-866-925-5454
 - Niagara Distress Centre: 905-688-3711
 - COAST (24/7): 1-800-263-4944
3. Emergency services: 911

Making the environment safe:

1. _____
2. _____

The one thing that is most important to me and worth living for is:

Brock University resources

The following information is a summary of some of the most common resources at Brock.

Please note, this is not an exhaustive list. You can find a more detailed list online at:

<https://brocku.ca/student-life/students-at-risk/resources-for-students-staff> or by asking a Brock service provider.

STUDENT HEALTH SERVICES

BROCK RESOURCE

Harrison Hall

brocku.ca/health-services

905-688-5550 x3243

Student Health Services is a team of caring, dedicated, multi-disciplinary professionals with expertise in university health issues. We support a diverse student population through provision of confidential primary health care, prevention programs, wellness education and strategic medical and academic partnerships promoting optimal health and university success.

STUDENT ACCESSIBILITY SERVICES

BROCK RESOURCE

Fourth floor of Schmon Tower (ST 400)

brocku.ca/sas

905-688-5550 x3240

Student Accessibility Services (SAS) is one of three student-focused services provided through the Student Wellness and Accessibility Centre. They support and foster independence in students with accessibility needs; advocate for accessibility for students; and provide resources and education opportunities for staff and faculty to ensure a welcoming environment in compliance with Ontario Human Rights Commission (OHRC) guidelines and the Accessibility for Ontarians with Disabilities Act (AODA).

PERSONAL COUNSELLING SERVICES

BROCK RESOURCE

Fourth floor of Schmon Tower (ST 400)

brocku.ca/personal-counselling

1-833-BROCK-33

counselling@brocku.ca

Personal Counselling Services (PCS) is one of three student-focused services provided through the Student Wellness and Accessibility Centre. Counselling services are free to Brock University students and provide a confidential and welcoming place for you to address mental health concerns or other emotional, social, and personal difficulties.

COMMUNITY ADDICTION SERVICES OF NIAGARA (CASON)

60 James St #401, St Catharines, ON L2R 7E7

cason.ca

905-684-1183

CASON provides client-centred community-based service for individuals and families with addiction concerns. Services are free, professional and confidential. CASON is also available on campus through SWAC. Please call Tuesday and Wednesday from 10 a.m. – 5 p.m. 905-684-1183 x234

HUMAN RIGHTS AND EQUITY

BROCK RESOURCE

Decew Residence, 214

brocku.ca/human-rights

905-688-5550 x4387

svsece@brocku.ca

The Sexual Violence Response and Education Co-ordinator in the Office of Human Rights and Equity at Brock assists with reporting of incidents of sexual violence, helps survivors access accommodations, and supports training and education.

CAMPUS SECURITY

BROCK RESOURCE

Kenmore Centre

brocku.ca/campus-security

905-688-5550 x3200

security@brocku.ca

Campus Security can assist with the reporting of incidents of sexual violence, safety planning, and crisis intervention.

Appendix

Appendix 1.0: Brock University Medical Certificate



Niagara Region
1812 Sir Isaac Brock Way
St. Catharines, ON
L2S 3A1 Canada

Medical Certificate

To expedite the administration of medical certificates, Brock University requires that this form, Medical Certificate, be used by a student when a medical condition requires special consideration for any academic activity e.g. missed seminar/lab, assignment extension, deferred examination etc. The student and the physician must complete this certificate.

The completed certificate must be submitted to the Administrative Assistant for the Department/Graduate Program within seven working days of the End Date (**) noted below in order to be considered. The University, at its discretion, may require additional information.

COMPLETED BY PHYSICIAN

Physician's Name: _____

Official Stamp or License Number: _____

Contact phone number: _____

Student Name: _____ Student ID: _____

Date examined by physician: _____

I certify that I have examined the student and verify that their medical condition is sufficiently severe that it has or will affect their ability to perform academically. All applicable dates must be provided. Please provide further details below:

This student is unable to attend class on: _____

This student is unable to complete the following affected work for the following course(s):

This student is unable to write a test or examination on: _____

Student Signature: _____ Date: _____

**

For Department/Centre Use Only:

Date original received: _____ Received by: _____
Administrative Assistant/Dept/Centre

Signature (Instructor/Chair/Director/Graduate Program Director): _____ Date: _____

Date copy given to Instructor/Chair/Director/Graduate Program Director: _____

Brock University protects your privacy and your personal information. The personal information requested on this form is collected under the authority of The Brock University Act 1964 and in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) section 39(2) for the administration of the University and its programs and services.

*** NOTE: Certificates completed at Brock's Student Health Services are paid for by your Student Health Fee. ***

Appendix 1.1: Release of information to Student Services, Brock University



**Student Wellness and
Accessibility Centre**

Niagara Region
1812 Sir Issac Brock Way
St. Catharines, ON
L2S 3A1 Canada
T 905 688 5550

brocku.ca

Student Health Services
T 905 688 5550 x3243
F 1 855 700 4793

Personal Counselling Services

Student Accessibility Services

Fax to: _____

Date: _____

Phone #: _____

Page 1 of _____

Requesting Professional: _____
Student Health Services, Brock University

Name: _____

Date of Birth: _____ Student Number: _____

Release of Information TO Student Health Services

I hereby consent to the disclosure or release of my medical information i.e.: _____
 _____ appearing in the clinical record compiled in
 _____ to Student Health Services, Brock University.
(Print name of medical office/institution/doctor)

Release of Information FROM Student Health Services

I hereby consent to the disclosure or release of my medical information i.e.: _____
 _____ appearing in the clinical record compiled in
 Student Health Services, Brock University to _____.
(Print name of medical office/institution/doctor)

Signature: _____ Date: _____

Witness: _____ Date: _____

Managing Nurse: _____

Pages: If you do not receive all the page(s), please contact our office.

CONFIDENTIAL NOTICE:

The documents accompanying this facsimile transmission contain confidential information. The information is intended only for the use of the individual(s) or entity named above. If you are not the intended recipient, you are notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this telecopied information is not permissible. If you have received this facsimile in error, please immediately notify us by telephone at the number above to arrange for the return and destruction of the original documents. Thank you.

Appendix 2.0:

Family and friends contact sheet

You may want to connect with family or friends to let them know you are safe. It can be especially anxiety provoking to call family and friends after being in the hospital. To help you guide the conversation, jot down your thoughts before making the call.

Before the conversation:

Today, I want to contact:

I want to talk to him/her about:

I am afraid of talking to this person about:

I'm going to say:

After the conversation:

We talked about:
