

## Illness Complaints

<b><i>Listen for Statements from the Student</i></b>	<b><i>Response Strategies</i></b>
<b><i>When did problem begin?</i></b>	If it just started, a brief rest/some caring attention may help student to return quickly to class.
<b><i>Does it come and go or is it constant?</i></b>	If it is intermittent, student may be better able to return to class with some reassurance that s/he can return for help if problem gets worse.
<b><i>How bad is the problem?</i></b> <b><i>What do you want to do?</i></b>	If not said to be severe, some minor comfort measures (e.g., a drink of water, reassurance, a few minutes of rest) may help student be able to return to class.  If student is unsure, student can generally return to class.
<b><i>Have you had this problem before?</i></b> <b><i>How recently?</i></b> <b><i>What did you do to feel better?</i></b>	If the problem is happening frequently, it suggests need for finding a cause and treatment. Using tried treatment that is appropriate at school may help student return to class.
<b><i>Do your parents know about this?</i></b>	If parents do not know, especially about repeated illness problems, a plan should follow for notifying them. This question often helps students share what treatment is under way or planned.
<b><i>When was the last time you ate and what did you eat?</i></b>	If student has not eaten and complains of headache, stomach ache, or not feeling well (and does not have a fever), this cues you to have student get something to eat promptly.

***Illness Complaints  
are continued on the next page***

***Always follow school district policy when providing first aid or emergency care.***

## Illness Complaints *(continued)*

<b><i>Listen for Statements from the Student</i></b>	<b><i>Response Strategies</i></b>
<p><b><i>Have you used the bathroom today?</i></b></p> <p><b><i>Did you have constipation or diarrhea?</i></b></p> <p><b><i>Have you vomited today?</i></b></p>	<p>If student has a stomach ache and does not have diarrhea, nausea, or constipation, and has eaten, suggest student try to use the bathroom to see if the stomach ache is relieved.</p> <p>If having diarrhea at school that requires urgent bathroom breaks, student should go home until free of diarrhea for 24 hours.</p> <p>If vomiting at school, student should go home until free of nausea and vomiting for 24 hours.</p>
<p><b><i>Are there some worries you have?</i></b></p> <p><b><i>Problems at home or school?</i></b></p> <p><b><i>Is there a test today?</i></b></p>	