Social Work Services in the ICU
- Hamilton General Hospital

905-527-4322
ext. 46345  or  ext. 44038
Having a loved one in the Intensive Care Unit (ICU) is a very stressful time. You may be feeling shock, fear, confusion, anxiety, grief and even anger.

Social Workers are a part of the critical care team in the ICU. We can provide emotional support and give you resources to help you cope through this stressful time. Social Workers also offer a broad range of other services.

All our services are voluntary, no charge and are designed with your needs in mind.

How can I see a Social Worker?

Ask your nurse or doctor involved in your loved one’s care to contact us. A family member or friend can also contact us or we can be seen by self-referral.

Social Workers are available Monday to Friday, 8:00 a.m. to 4:00 p.m.

What does a Social Worker do?

- Helps you cope with a life-threatening situation.
- Provides emotional and supportive counselling.
- Helps family members cope with concerns related to death and dying.
- Helps family members cope when there are safety concerns such as abuse or suicide.
- Makes sure your loved one’s needs are at the centre of their care.
- Arranges family meetings. Helps the communication between patients, their families and the critical care team.
- Helps families find a place to stay while their loved ones are in the hospital.
• Gives practical help with finances, legal issues or community referrals.
• Links you with community resources.
• Helps with education on insurance matters for automobile and workplace injuries.
• Answers your questions on Power of Attorney and making decisions for your loved one.
• Helps you learn about your loved one’s care after the ICU.
• Helps you provide support and talk to your children about serious illness and death.

Where is the office?

Feel free to drop by the office located across from the ICU Visitor’s Lounge at the Hamilton General Hospital.