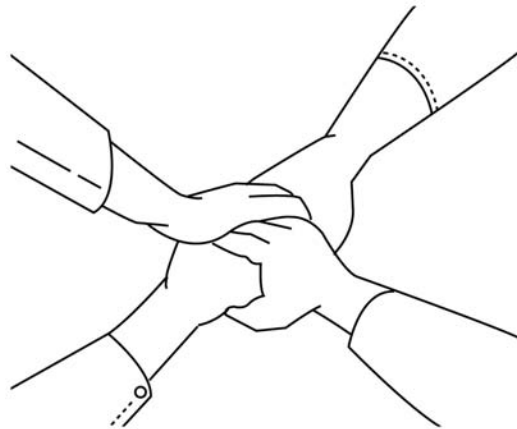




Patient Education

# **Social Work Services in the ICU - Hamilton General Hospital**

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**905-527-4322  
ext. 46345 or ext. 44038**

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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.
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- 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.