

UMANIZING IN COVID-19 TIME: Quality information

UMANIZANDO EM TEMPO DE COVID-19: Informações de qualidade

UMANIZANDO EN EL TIEMPO COVID-19: Información de calidad

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Received: 03.15.2020.

Accepted: 04.03.2020.

Published: 05.01.2020.

ABSTRACT:

This article aims to relate students belonging to the University of Maturity in times of social isolation due to a pandemic of COVID-19, as well as actions carried out by the students of the UMANizando project, guiding them with quality information, such as activities carried out are being important in the sense of filtering information that is really useful, for the purpose of appropriate prevention at the moment, the project made it possible to guide with safety and protection, so that afflictions can be minimized in a coherent way thinking about the emotional and physical well-being of the elderly, in which he used a descriptive methodology of experience reports.

KEYWORDS: Umanizing; Quality information; COVID-19; social isolation.

Introduction

On March 11, 2020, COVID-19 was characterized by the WHO - World Health Organization as a pandemic and the next day it was reported that the world was facing a pandemic due to a virus that they named the Severe Acute Respiratory Syndrome-Related- COVID-19 (Coronavirus) and with a high rate of lethality in people considered to be old because they compose the groups classified by specialists as at risk. This caused a large part of the population to have different feelings, such as fear, insecurity, anxiety, among other feelings that were forming from the information that emerged about the virus that until that moment was still unknown to many.

UMANizando in time of Coronavirus is an initiative that was idealized based on the project of the University of Maturity - UMA, a project whose priority is to promote quality of life in the human aging process, working directly with people from 45 years of age.

The UMANizando project was designed based on the needs observed by UMA coordinators for the elderly, people who are elderly and have some comorbidities. We are in a delicate moment that needs to have expertise to face the virus without compromising the physical and mental health of the elderly.

In this context, the knowledge of the coordinators directed to the students of UMA allowed the beginning of actions towards the prevention of future situations that could compromise their health.

Thus, undergraduate, master's and doctoral students from the Federal University of Tocantins-UFT were invited, in order to develop works with UMA students, with the following thematic axes: "Health Education - Quality Information"; "Neto (a) fake - Can I help you? Physical activity at home - Move yourself"; "Affective Cuisine - Cooking with affection and joy"; "Art, Culture and Education - Active Cuca"; "UMA - Care - Psychological Reception - Affection is a powerful medicine"; "Social Support - Aid and social information". All aligned to aid with quality information.

Think about a virus that is being considered the 3rd world war without weapons, invisible to the eyes, in which the information consumed by the population can generate disorder in all possible aspects, having to be in a quarantine process where suddenly everything changes and people's daily lives have to be exclusively indoors. In this sense Santos Boaventura points out that:

The pandemic and quarantine are revealing that alternatives are possible, that societies adapt to new ways of living when this is necessary and felt as corresponding to the common good. This situation is conducive to thinking about alternatives to the way of living, producing, consuming and living in the first years of the 21st century. (SANTOS, 2020, p. 29)

However, it is necessary to think about the positive communication tools that we can use to our advantage, such as instant messaging applications, social networks, communication networks such as television and radio, which are instruments to guide the right measures at the moment quarantine.

But what is known about the subject is reliable? How to verbalize something that is unknown? How to guide if there are no clear words? How to report with quality, if I don't know what is useful to you? Questions arise all the time, the problems are many, but the important thing is to focus on finding precise solutions, which help in the processing of so much information.

Technological tools that are being used in the dissemination of information about the Coronavirus have a bias to contribute to the care actions that the population must have, and the media have a duty to alert responsibly. Our role with the elderly is to cooperate to protect everyone.

In this sense, the objective of the article was to elaborate an account of students' experiences and to show how quality information can contribute to the process of self-knowledge of the elderly to deal with the reality of the present time.

Methodology and Methods

This is a descriptive work of reports of students' experiences at the University of Maturity, with registration approved by the Information and People Management System-SIGPROJ of the Federal University of Tocantins, with Protocol 353374.1952.128843.03042020.

This article intends to describe the experience of joint elaboration among the old ones of UMA, professors and research students, in which undergraduate, master and doctoral students were divided into teams that were responsible for the thematic axes to assist the old ones, according to the needs presented. For an aligned communication between the teams, a UMANizando WhatsApp group was created to record the activities that are being carried out and the needs presented by the elderly from all centers in the state of Tocantins. The teams were sharing the peculiarities of the elderly, serving as guidelines for the actions carried out and contributing to the filtering of information that is shared in other groups of which the elderly are members.

Instant messaging applications have been important allies in communicating with the elderly in this opportunity for social isolation, and UMANizando teams are managing the information both in order to pass on quality and reliable information, and primarily checking the posts made by the elderly. Thinking in a broader perspective of the elderly sharing stories that they believe to be true, there is a work of demystifying the wrong information, with great care and attention, it is important to consider the beliefs and religion that the elderly adhered to throughout life.

In addition to thinking about the issues highlighted, there is the mental and physical health of the elderly, and the concerns of scams, Fake News, which unfortunately happen in this fragile phase of many people. To transcribe the reports of the old people's experiences, in order to maintain their anonymity, the term "ipê" was used to identify the students. The chosen term was due to the ipê being the symbol that represents the

University of Maturity, and the affectionate way as the coordinators of UMA call them “my yellow ipês”.

Timeout quality information

It is necessary to constantly situate we about the risks and the most appropriate alignments of protection, so that there is no saturation of cases, especially among the public of old people, especially the students of UMA who are the reason for the work of Umanizando. It is important to have maturity in this waiting time for the end of isolation without compromising health, as the invisible becomes noticeable when a family member is lost and in the population's suffering.

It can be said that the moment of social isolation that people in the world encounter, causes many questions about life, a normal situation, is the reflection that people are aware of the situation and the seriousness of it.

The media constantly bombard a variety of information about the spread and threats of COVID-19 for humanity, thereby sowing fear, afflictions, anguish, solidarity, empathy, care, took away sleep, provoked negative thoughts.

Technology has no borders and there are many types of information circulating, it is relevant to be cautious in filtering this information, because at the same speed that quality information circulates and the same speed that reaches Fake News that can cause serious consequences to many lives, since the situation leaves several people more sensitive and vulnerable.

For (SALCI, et al, 2013, P. 225) “The information is based on helping in the choice of behaviors, in the prevention of diseases, in the development of a health culture and in the democratization of information” It can be said that the amount of news directly interferes with human behavior, especially in the midst of a pandemic. Going further, the amount of information circulated does not match the quality needed in the imminence of having a health education with quality information.

The pandemic is an allegory. The literal meaning of the Coronavirus pandemic is widespread chaotic fear and borderless death caused by an invisible enemy. But what it expresses is much more than that. Here are some of the meanings that are expressed in it. The almighty invisible can be either the infinitely large (the god of the religions of the book) or the infinitely small (the virus). (SANTOS, 2020, p. 10)

The pandemic has forced part of the population to stay at home, the term "staying at home" spread throughout the world since isolation became the right norm to be made,

an unusual situation for many people who lived a hectic life. Before the pandemic outbreak, the old people had an active life, in every way, since in the UMA project students learned the importance of an active life, with physical activities, outdoor leisure, appreciation of being, feeling old, so what to verbalize to them the moment the scenario changes?

Finding the answers to such questioning is not the most pertinent, but rather to offer the alternatives that the world of technology has given us, such as the applications that are being the allied instruments in communication and that help in the process of social distancing. (FERRARI and CUNHA, 2020, n.p) emphasize what the project advocates with the elderly now: "there is no space to imagine merely individual solutions. COVID-19 is sending us a tough but clear message: either we build better alternatives together, or we will perish collectively".

At the beginning of the pandemic in the State of Tocantins, few cases were registered in comparison to other states, some statements were propagated by some old people, such as: "This virus will not get here" (ipê 5) "the virus will not end the old ones, only when God wants "(ipê 2) the scenario leads to fear and it generates thoughts of denial of the situation. Thus, Ornell et al. (2020, p. 2) points out that "fear is an adaptable animal defense mechanism that is fundamental for survival and involves several processes of preparation for a response to possible threatening events".

The denial phase is a natural process for some individuals who try to shield themselves in a certain way, attitudes that need support from professionals in order to guide them in this process of non-acceptance.

Reports from the old research participants characterize limitations in the processing of the information that is being propagated. There are several situations, including the beliefs and religions of some old people, which leads them to a process of denial of the pandemic, a worrying attitude that made it necessary to have a more open dialogue with the students about the severity and lethality of the virus, being important to consider what:

During epidemics, the number of people whose mental illness is affected by health tends to be greater than the number of people affected by the infection, in addition to a concrete fear of death, the COVID-19 pandemic has implications for other spheres: family organization, closing schools, companies and public places, changes in work routines, isolation, leading to feelings of helplessness and abandonment. In addition, insecurity can increase due to the economic impact and social repercussions of this large-scale tragedy (ORNELL et al., 2020, p. 02).

In view of several new situations regarding the virus, and the importance of isolation, attitudes like the one described in the table below happen, not in bad faith on the part of family members or caregivers, but due to lack of knowledge and information. It is worth mentioning attitudes that should be avoided in order to provide a certain comfort and hope in delicate moments such as isolation, as shown in chart 1.

MISTAKES WITH THE OLD PERSON IN SOCIAL ISOLATION	CONSEQUENCES
To lie	Loss of confidence
Treat as incapable	Feeling of passivity, discouragement
Saving from reality	Put your security at risk
Review news that stimulates panic	Generate panic
Suggest unproductive tasks to "occupy" the elderly	Generate anxiety
Confusing isolation with abandonment.	Feeling of exclusion from the family

Source: Based on Ribeiro (2020)

Social isolation is the prudent solution for a pandemic. It is necessary, however, to take care not to make the life of the elderly a terror, as the results of these actions can result in sad, depressed, discredited people, and may make them hostage to the situation even after the pandemic.

The presence of the family, even if distant, is extremely important, considering other factors that can be generated in situations that the old man feels very alone, in which there are attempts and often conclusions of suicides, as shown by research:

most studies on suicide in relation to the elderly show a strong influence of some factors, such as social isolation of the elderly, depression and diseases that can cause their dependence and physical and psychological suffering. Being more frequent in individuals who live alone, these being single, widowed or separated, the plan and ideation of suicide. (SANTOS et al., 2019, p. 267)

There is no way to talk about health education, quality information and not to analyze all possible aspects on the subject, it is sad to think of something as abominable in a weak period as what is experienced, but it is necessary to add care. Another fact that is little publicized and that for many can be seen as superfluous, but which is also responsible for a social distance that leads to suicide is:

[...] boredom, which can be described as a condition that has no stimulus and when everything that happens is predictable; there can be a positive side, when boredom encourages the individual to look for new things, or it can be negative, when the person cannot see a reason for continuing to exist. (SANTOS et al., 2019, p. 268-269)

Unfortunately, the pandemic causes different events in people's lives, which can originate many pathologies and feelings of solidarity, empathy, resignation, anxiety, fears among others inherent to human beings. But according to research carried out on the acceptance of the quarantine, Bezerra et al. (2020) highlight that: "The great adherence to isolation, on the part of the respondents, may have some relationship with the fear of becoming infected, and suffering health damage. even greater financial and financial cost

In contrast to such isolation reasons Kroeff says that:

It will be the common and continued effort that will lead us to the possible return to normality. May this painful experience be a stimulus so that the necessary union does not end when the disease is overcome, but that it is the catalyst for an effort for a new human being, that improves the living conditions for all and better shares the resources that we already have (KROEFF, 2020, n. P)

For Bezerra (2020) it is evident that regardless of the reasons that motivate people, there is a significant percentage that is seeking to adapt to the recommendations of social isolation. However, some impacts are being debated, especially with regard to the health, stress and quality of sleep that isolation causes, and financial expenses that grow significantly when more time is spent indoors.

The fact is that one situation leads to another, the excess of information, social isolation, financial impacts, anxiety is driving for a post-pandemic population with several problems, making continuous guidance work with the elderly now necessary, in the sense to avoid dangerous situations for their lives.

The representation of the old in the pandemic

The world has already suffered other pandemics at different times and millions of people have suffered, many lives have been claimed. However, the main pandemics such as: Bubonic plague, Smallpox, Cholera, Spanish Flu and Swine Flu (H1N1), left humanity reduced in quantities of lives, and with that an alert on how to live in the present time being what we have most valuable in building our legacy.

Faced with what humanity is going through, there are some questions: what are the correct actions people are really learning for life? What has been shared from the

experiences of other pandemics? Can a virus make people resilient and more human? Thinking about the COVID-19 pandemic and the many challenges to be faced, in various spheres brings us a reflection of the current society and its behavior.

Brazil is a developing country, in which there are states with strong agglomerations of people in the houses, mainly in the favelas. If thinking about isolation in this unhealthy environment with people in vulnerability is sad, it leaves us with a knot of unfeasibility with situations, there is no way to talk about a pandemic and think only of the local context, because empathy for others should not have lines to sorting out.

Territorial divisions and climatic differences were not and are not a barrier to the virus. Many families share the same pain, of everything that is part of the world, people with cultural disparities, genders, classes, so many diversities, but who are similar to one in relation to the virus.

Santos (2020) enriches us with his look at the situation of the quarantine of the South, of people in vulnerability, in which the situation of the old man in the moment of quarantine will be highlighted. For (SANTOS, 2020, P. 14). "Such groups make up what I call the South. In my view, the South does not designate a geographical space. It designates a political, social and cultural space-time". Reaffirming that:

The elderly. This group, particularly numerous in the global North, is generally one of the most vulnerable groups, but the vulnerability is not indiscriminate. In fact, the pandemic requires us to be more precise in the concepts we use. After all, who is elderly?". (SANTOS, 2020, p. 14).

Such questioning about who is the elderly in the middle of a pandemic, makes us reflect on how the old is being seen by the community. People who have contributed so much to society and who are often forgotten by the system, by society, but it is fair to fight for the old person to have his recognition before the social body, and not be placed as a victim, but positioned as the protagonist of his territory, with respect to their place of speech.

The old person bothers part of society, and as strange and incredible as the pandemic seems, many old people have become visible to the world, in the sense that they shout: "we are here, we are part of this society as much as the rest", and the project UMANizando has the intention of making them increasingly viable, emphasizing their importance to the world.

We will see that, as in many other species, in human societies, accumulated experience and knowledge are an asset for the old. We will

also see that he is often expelled, more or less brutally from the community. However, the drama of age does not take place, then, on the sexual plane, but on the economic plane. The old man is not, as among the anthropoid, the individual who is no longer able to fight, but the one who can no longer work and who has become a useless mouth. (BEAUVOIR, 2018, p. 42).

Although it is difficult to digest the way the old people are placed in society, this is a reality that the writer Simone de Beauvoir envisioned at a different time than the current one, but which unfortunately is still present today.

What old people say in the time of COVID-19

After having addressed a theoretical and conceptual discussion about the situation of the elderly, the need for quality information, aspects of isolation in their lives, it is pertinent to report on the experiences that the elderly shared since when COVID-19 arrived like a pandemic.

There is no clear reason for what is happening in the world, many question how something given with the invisible can take so many lives, leave so many pains, miss loved ones who were scrapped by the virus, with unparalleled speed, there are different points of view about the calamity that the virus is causing to the world.

During several days of living with the elderly in different ways of life, several questions were observed about what to do at this moment. How to transform isolation into productive time? What will actually be productive? There are several questions from the elderly and the teams.

Such questions led us to have a look at reality, to learn to accept what is happening, to be aware of everyday actions, to seek to carry out productive activities while being resilient and confident, to feed ourselves with quality information that contributes positively to reality, to acceptance of the problem not of resignation, because it is necessary to be more and more human and solidary with the delicacy of the moment arising from the pandemic.

The aspirations of the elderly are important in view of the work performed, with the intention of the teams understanding their forms of communication, their feelings about the phase they are experiencing. Now that old age is ruled too much, society leaves them invisible, a situation that should never exist, the old person has his legacy guaranteed just by being old, by having resisted the path of life and reaching his moment of feeling old, live exceptionally in soul.

When using the expression living soul, it seems to have no scientific value because it comes from common sense, but this expression is felt when living with the elderly, they are people full of life, a surprising determination, a wealth of knowledge about how to live, all of this is the observed reality, because old age does not make them inferior, they enjoy their present moment with unique vigor.

It is interesting to think that even in the midst of a pandemic that puts their lives at risk, they have surprising attitudes, as some students who have the gift of making clothes started making cloth masks and shared them with those who do not. It seeks to occupy time with productive activities, and those who have the habit do physical exercises at home, based on the guidance of videos directed to them created by physical education professionals and physiotherapists who are part of UMA.

The ways of communication of the elderly are diverse, yet very simple, with gratitude for being present at such moments. They show concerns about doctors, nurses, technicians who are in the front line of COVID-19, making their own currents of support in their own way. Some are still in the process of reading the virus, others are very aware of the situation, some are distressed by family members.

Another field that is worked with the elderly is aimed at empowering them in society, so that they can have a voice and time in making decisions so that it makes them safe and happy.

Individual empowerment brings greater interaction between the individual and his health, greater awareness for decision making about what care he needs, how he wants to be cared for and, mainly, autonomy to make choices that he deems most important to his life, with knowledge and awareness of the advantages and disadvantages, as well as the consequences that permeate the choices. (SALCI, et al, 2013, p. 228)

The fact is that living with risks is inevitable to life, but to be receiving an education directed to the necessary health care, to bring quality information, to filter the bombardments of news that circulate, to contribute for the elderly to be more empowered, secure in how to take preventive care against COVID-19 and thereby providing security for the entire population, is the differential for each individual to do their part responsibly.

It is important at this stage to transcribe some speeches by UMA students that were recorded via phone call, video call and WhatsApp messages. We make listeners in order to have a communication that serves as a help channel. Even though we are not health professionals, we acquire the sensitivity / ability to hear their narratives due to

living with the elderly, (SALCI et al. 2013, p. 225) defends that: [...] “the process of narrating a fact it can allow the person to change the way they face and act on the situation”.

IPÊ 1 “I hardly speak in the UMA group, but I follow all the information that teachers post”.

IPÊ 3 “I learned not to open these links, I only do this when the teachers tell me to”.

IPÊ 5 “My friends in the group make my day happy, I like to talk to everyone, especially now that we stay at home all the time”.

IPÊ 4 “I miss classes a lot, my colleagues, but talking in the group is very good”.

IPÊ 1 “Every time the cell phone rings, I go straight to the group and give ONE, see what they posted”.

IPÊ 3 “How good it is at UMA, I am sorely missed, I hope this pandemic will pass soon”.

IPÊ 1 “When this pandemic passes we will have a party like that”.

IPÊ 2 Very good to talk to you teachers, they helped me clear up important doubts about government assistance”.

It is speeches like this that energize us to continue working to make a difference in people's lives. The little that each team accomplishes becomes something great, and the important thing is to be human, solidary, resilient in the conjuncture that the world is in. At the apex that the virus has a higher lethality rate, especially for the group of old people, care must be doubled, especially for those who already have a pathology.

Final considerations

It can be said that the pandemic in several ways changed the way of life of humanity, isolation that allowed many reflections on life, sufferings that were shared in person and virtually.

The filtering of information contributed to the lives of UMA students, in addition to assisting the Umanizando project teams in the appropriate procedures for the moment.

In the context of the pandemic, life, the economy, the political structure are articulated, in the middle of a war without weapons in which everyone can express their opinion, but that there is only one reality, the world will no longer be the same, the perspectives, the people will not will be more the same. However, the reports of the elderly are reason to believe that the actions taken by the teams were an important part in the delicate and unpredictable moment, and with agility and organization of the managers, the information created bonds of trust between the peers that made it essential in the pandemic context.

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RESUMO:

Este artigo tem por objetivos relatar as experiências dos alunos integrantes da Universidade da Maturidade em tempos de isolamento social devido a pandemia do COVID-19, assim como as ações realizadas pelos acadêmicos do projeto UManizando, orientando-os com informações de qualidade. As atividades realizadas estão sendo importantes no sentido de filtrar informações que sejam realmente úteis, com finalidade da prevenção apropriada ao momento. O projeto viabilizou orientar com segurança e proteção, para que aflições possam ser minimizadas de forma coerente pensando no bem estar emocional e físico dos velhos e a metodologia usada foi a descritiva de relatos de experiências.

PALAVRAS-CHAVE: Umanizando; Informação de qualidade; COVID-19; Isolamento social.

RESUMEN:

Este artículo tiene como objetivo informar sobre las experiencias de los estudiantes de la Universidad de Madurez en tiempos de aislamiento social debido a la pandemia de COVID-19, así como las acciones realizadas por los estudiantes de UManizando, proporcionándoles información de calidad, actividades Los proyectos que se llevan a cabo son importantes en el sentido de filtrar información que es realmente útil, con el fin de una prevención adecuada en este momento, el proyecto permitió orientar con seguridad y protección, de modo que las aflicciones puedan minimizarse de manera coherente pensando en el bienestar emocional y físico de los ancianos, en el que utilizó una metodología descriptiva de informes de experiencia.

PALABRAS-CLAVES: Umanizante; Información de calidad; COVID-19; Aislamiento social.