

TOPIC GUIDE MOOC 1

Semi-structured interview

Victims

- 1) First type victim: victim who is directly involved by the impact of the event
- 2) Second type victim: victim who is indirectly involved by the event, but who is a close relative of the first type victim
- 3) Third type victim: community

Personal Info

- profession: Clinical psychologist
- age: 29
- gender: F
- Victim: 1st Type or 2nd Type or 3rd Type

1) What was the emergency event you were involved in?

- a) Describe the situation in which you were involved

In October 2020, I got the COVID-19 virus. The first symptoms were mild, like a cold, then quickly turned into an intense fever for three days with hallucinations and the impression that the world was mad at me, aches and immobilisation in bed for two weeks. I had to leave my work, where panic spread and I was also asked about everything, what I had touched the last day I was there, who I had met (professionals and patients). The violence was significant for me because I had a call from the structure's officer, then from the team leader who was very accusatory and finally from the social security who questioned me with moralising questions. I felt strongly isolated, marginalised, and rejected. I felt depressed as well. Also, during the contamination phase (which I was not aware of, because symptoms came later), I had seen friends, and although some of them understood, others made me feel guilty and stopped talking to me at that stage. They put pressure on me for a week to be reported to social security and accused me of putting them in danger. I was asked to return to work after a month. I still had residual symptoms such as great fatigue, dizziness, blurred vision, loss of appetite and lack of smell. I got another three weeks off. For the next three months, I went to bed every night at 7 pm immediately after returning from work. I stopped going out to see my entourage because of great fatigue and feeling of being powerless. At least morale was back.

- b) Describe the support you received

My companion was present every day, as well as some friends and my family.

2) Which were your needs?



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a) Which kind of needs did you have?

I needed someone to accompany me in a gentler way, at work as with social security, because the fact of being sick creates the impression of being a danger for the world around and a great feeling of rejection marked my situation. I needed better understanding, comfort and time to get back to a normal situation.

b) How did you cope with the traumatic event?

I withdrew into myself and then I received outside support. The longest phase was staying home alone, not feeling well enough to get out and get some fresh air.

c) What kind of intervention did you receive?

None, other than my usual psychological follow-up over the phone due to my health.

3) Which were your relative's needs?

a) Which kind of needs did they have?

To be reassured about my health and the time it would take to recover. Need to talk and to allow themselves to go out despite my condition.

b) What kind of help did they have?

None

c) What kind of intervention did they need? Please describe demands matched by phases.

When my family and my companion were made aware of the diagnosis, they were worried, so they would have needed to be heard by a physician or a specialist on the issue of covid. When symptoms worsened, they would have needed support because they were very anxious about the fever and the fact that I did not regain my strength quickly.

Only for third type victims

4) Which kind of intervention did they receive?

a) Who helped them?

b) Were the rescuers coordinated?

c) Which kind of interventions did they need?

5) Which kind of intervention did your community receive?

a) Who helped it in this case? (e.g. formal/informal organisations; internal/external organisation)



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b) Were the rescuers coordinated?

c) Which kind of interventions did the community need?

6) What kind of skills did you appreciate the most of the psychological rescuers you met?

a) What skills should psychological early intervention staff have?

My psychologist was there for the support, but I didn't feel that she had any particular skills to deal with an emergency.

b) What skills should psychological early intervention staff improve?

In my case, my psychologist was helping by offering support by phone and several times a week if necessary while we had another temporality before this event.

7) How do you define the quality of a psychological early intervention?

a) How do you assess the quality of a psychological early intervention you received?

b) What aspects of the psychological early intervention you received would you suggest improving?

8) What are the main therapeutic results you observed about the psychological early intervention you received?

a) How do you assess the impact of the intervention?

b) Please give more details

9) Is there any subject you consider to be important in order to help the research which has not been mentioned in the interview?

a) Do you have any suggestions?

In what happened to me, I would have liked to have other affected people to discuss with, after the fact and during the phase when I was still suffering the consequences. Maybe groups?

And more training for staff facing these situations, themselves caught up in the pandemic.

